

# Emergency/bereavement travel

## Overview

In the event of emergency involving family members, the company, in an effort to help you through this difficult time, offers an emergency/bereavement travel pass on American and American Eagle flights listed in N RTP.

Emergency/bereavement travel is offered to you and certain members of your family when a personal emergency involving death or imminent death due to a life-threatening illness or injury of certain relatives occurs. Every effort will be made to confirm you and your eligible travelers on an eligible flight due to the personal situation.

Emergency/bereavement travel is not intended for nonemergency situations or for ongoing trips to care for an ill or injured relative. You may request a second emergency/bereavement travel pass in the unfortunate event the illness or injury results in the death of your relative.

If the personal emergency involves the death of certain members of your family and you must travel, emergency travel can be booked up to 30 days after the death, funeral or memorial service. Your return flight should be booked at the same time as the originating flight if at all possible to keep the PNR active. We ask that all emergency travel be completed within 30 days of the event. En-route elective stopovers are not permitted.

## Eligibility

This list also includes those who are eligible for emergency travel:

- You
- Your spouse, surviving spouse, domestic partner (DP), or registered companion (RC)
- Your children or stepchildren
- Children of your spouse or DP
- Your daughter in-law /son-in-law
- Your parents/stepparents
- Parents/step-parents of your spouse or DP
- Your siblings, step-siblings, siblings in-law
- Siblings, step-siblings, siblings-in-law of your spouse or DP
- Your grandparents/step-grandparents
- Your grandchildren/step-grandchildren
- Grandchildren of your spouse/DP

## Who to contact for assistance

Employees must contact their manager for authorization and to book travel. Employees and employees on a leave of absence (LOA) must contact their management team to verify if they qualify for travel and for assistance booking their flights.

Retirees may call 1-888 WE-FLY-AA (1-888-933-5922) or if you are outside of the U.S., you may call the local reservations number. Be prepared with desired flight details, names, dates of birth and relationships of travelers for whom emergency/bereavement travel has been authorized. You will also need to provide the nature of the emergency. If you are involved in the emergency, your spouse or DP, other family member or RC may call.

A passenger name record (PNR) will be created with an authorization for emergency travel. A copy of your PNR will be sent to your manager. You must notify your manager as soon as possible that emergency or bereavement travel has been authorized for you and any eligible travelers.

## Service charges

Service charges do not apply for emergency pass travel for the qualified travelers listed above and guest passes will not be deducted from your pass bank. If travel is completed by anyone other than those listed in the eligibility section, the applicable number of guest passes will be deducted and guest travel service charges will apply.

## Shipment of human remains

We understand how painful losing a loved one is and we want to respect the wishes of travelers and employees who wish to carry or transport crematory remains as part of their carry-on luggage.

Employees, retirees or eligible family members are allowed to carry on a crematory container provided Transportation Security Administration (TSA) screening and the laws of the country of destination (if applicable) can be met. This does apply to international employees; however, charges are only waived on American's portion of the transport in cases where interline travel is required.

The company also provides confirmed space for the shipment of an employee's, retiree's or eligible family member's remains between cities on the American Airlines system. At this time, American Eagle is unable to accommodate the shipment of remains. For additional information, you may contact [TLC@aa.com](mailto:TLC@aa.com).

You will need to contact the funeral home or mortuary to make the arrangements. They will need your employee number, station/branch and your relation to the deceased. The funeral home will contact our Cargo Department to make the arrangements.

Any additional charges will be the responsibility of the next-of-kin or estate. The company is unable to secure courtesy shipment of remains on other airlines.

Eligible family members of employees include:

- Your spouse or DP or RC
- Your children or stepchildren  
(including children of your spouse/DP)
- Your daughter/son-in-law
- Your parents/stepparents/parents-in-law  
(parents of spouse/DP)
- Your sister/step sister/sister-in-law
- Your brother/stepbrother/brother-in-law
- Your grandparents  
(including those of our spouse/DP)
- Your grandchildren  
(including those of your spouse/DP)

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