Emergency Exit Row

The following procedures were implemented to comply with new United States Federal Aviation regulations that relate to emergency exit seating. Please note advance boarding pass issuance is prohibited. Based on these criteria, American Airlines has adopted a policy whereby only those passengers who meet the following requirements will be permitted to pre-reserve seats in an emergency exit seat:

- AAdvantage® Executive Platinum
- AAdvantage® Platinum
- AAdvantage® Gold
- ConciergeKeySM
- Airpass®
- Y / B inventory
- British Airways (BA) Premier, Gold and Silver members who also meet criteria established by the government

Travel Agency and Other Airlines

Travel agencies are required to pre-qualify their own clients before requesting an exit seat. American reservations will reserve available exit seat and document the PNR as follows: TRAVEL AGENT QUALIFIED PASSENGER FOR EXIT SEATING.

Qualifications

Government rules require that customers seated in an exit seat must be:

- Willing to assist in an evacuation
- Able to operate the exit door and assist others in exiting
- 15 years of age or older

Exit Row Criteria

Customers may not sit in an exit row seat if:

- Mobility, strength, or dexterity in both arms and hands and both legs is not sufficient to assist others reach the emergency exit quickly, operate the exit, and quickly pass through the exit
- You are less than 15 years of age
- You lack the ability to read and understand instructions related to emergency evacuations or you lack the ability to understand oral crew member commands
- You lack sufficient visual capacity to read the instructions or hearing capacity to hear and understand instructions provided by a crew member
- You have a condition or responsibilities such as caring for small children which might prevent you from performing one or more of these functions
- You lack the ability to adequately communicate information orally to other passengers
- You have a condition that might cause you harm if you perform one or more of these functions
- You do not wish to perform the instructions listed on the card in the event of any emergency

Exit Row Responsibilities

- Follow oral directions and hand signals given by crew members
- Locate the emergency exit
- Assess outside conditions – if opening exit increases the hazard to passengers, do not open
- Recognize the emergency exit opening handle
- Follow the instructions provided on the exit for proper operation
- Operate the emergency exit
- Stow or secure the emergency exit so that it will not impede use of the exit
- On airplanes equipped with escape slides: inflate the slide and stabilize the slide after deployment to assist others in getting off the slide
- Pass quickly through the emergency exit
- Assess select, and follow a safe path away from the emergency exit

Customer Meets Exit Seat Criteria

Only when the passenger has agreed to comply with all items an emergency exit seat may be assigned, using the normal specific pre-reserved seat request entry and then document the PNR that the passenger is qualified. PNR Documentation: PASSENGER QUALIFIED FOR EXIT SEAT

Passenger With Pet

Passengers traveling with pet in cabin may not be seated in exit seat, even if they meet all other exit seat criteria.

Return to top
Extra Seat Procedures

For the safety and comfort of all customers, American has aligned their seating accommodation policies with other major airlines regarding customers who may require more than one seat. The Extra Seat Policy applies to American Airlines and American Eagle® for domestic and international flights. A customer may elect to purchase an additional seat for privacy or because they are:

- Unable to fit into a single seat in their ticketed cabin and/or
- Unable to properly buckle their seatbelt using a single seatbelt extender (available upon request from a flight attendant) and/or
- Unable to lower both armrests without encroaching upon the adjacent seating space or another customer

Name Field
The extra seat name for any additional extra seat should appear as PAXLAST NAME/ EXST or EXST A for the extra seat

- EXAMPLE: 2.1HOWELL/ EXST or 3.1HOWELL/EXST A

OSI Field
- Example: EXTRA SEAT FOR PRIVACY

SFPD
You will be required to enter SFPD for Extra/Additional Seats. You may duplicate the same SFPD data which was entered for the passenger even though the First Name is EXST. This information is necessary for ticketing only, it will not be sent to TSA.

EXAMPLE:

- 4DOCS/DB/01JAN53/M/HOWELL/THURSTON/BACKUS-N1.1
- 4DOCS/DB/01JAN53/M/HOWELL/THURSTON/BACKUS-N2.1

NOTE: The above is a SABRE format; for OA GDS formats, please contact them directly

When a customer advises that they require an extra seat:

- Book two seats based on customer's request
  - There is no limit to the number of extra seats that a passenger may purchase
    - Extra seat(s) can be designated as HOWELL/EXST, HOWELL/EXSTA, HOWELL/EXSTB etc.
  - Extra seats are not exempt from Main Cabin Extra (MCE) or Preferred Seat purchase
  - If a passenger purchases an extra seat, and requests two MCE or Preferred seats or a combination of the two, the passenger will be charged for both seats, including taxes for both seats
    - If the agency is not on Direct Connect to obtain these seats the customer will have to contact American RES or go on to aa.com to request these seats
  - The same taxes apply for the second seat in the EXST name field

Charge the applicable adult fare for the extra seat, minus PFC charges:

- Retain the fare with the ticket designator SEAT to deduct the PFC charges
The ticket designator SEAT may be applied to deduct PFC charges. If the SEAT designator is unsupported by the GDS, you may choose to issue the ticket with the PFC charges.

You may contact Sales Support for assistance for the SEAT designator for a PFC charge waiver.

- AAdvantage® upgrades are **not allowed** for a purchased extra seat, but AAdvantage upgrades are allowed for a cabin baggage seat.
  - Extra seat tickets follow purchased fare rules for refunding purposes.

- If a passenger qualifies for an electronic ticket for the first seat, the second seat may also be an electronic ticket.
- Baggage policy applies to passenger’s ticket only.
- Reservations for additional seats will be able to reserve or change seat assignments on aa.com.
- Extra seats cannot be purchased on any AA* (codeshare) segments.

Return to top

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