August 14, 2015

**Lisa Hamilton**

USVI Hotel & Tourism Association

4002 Raphune Hill, Ste 304

St. Thomas, VI 00802

(340)774-6835

Dear Lisa:

The new American is committed to on time, safe performance in all of its markets. The operation in St. Thomas is unique and very significant to the Caribbean region as it is the fourth (4th) largest. Due to its size, it has the potential to impact the MCLA Division positively when the operation is on time and negatively when the operation is delayed. Due to the large volume of traffic at the Cyril E King Airport, customer processing is inefficient and often delayed. We have received a directive from senior management to depart on-time in order to save the connections in the hubs.

Our message is not very popular, but it is necessary to ensure that we protect the connections for all passengers. Effective immediately, we will commence to leave customers and bags behind in order to leave on time. To lessen the impact of this action, we are communicating that customers must arrive at the Airport ( ATO), a minimum of three (3) hours prior to the scheduled flight departure (customers should not delay their arrival because a flight is delayed). The check-in counter will close for check-in 90 minutes prior to the scheduled flight departure.

American will be communicating this information via our communication channels and ask that you notify all stakeholders of this change. All senior airport management and regulatory bodies have been notified.

We sincerely appreciate your continued support to American.

Sincerely,

Cathy-Ann Edwards Joseph

Regional Manager
American Airlines

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