The highest standard in safety and cleanliness – a United effort from before takeoff to after landing

When you're ready to travel again, we will be "United Together" with you to deliver state of the art cleanliness, prioritize your well-being, and innovate for a healthier tomorrow.

We’ve taken a structured approach to address every stage of your journey. In each area we focus on cleanliness, social distancing, and providing important safety information to our customers.

Information current as of May 8, 2020 and subject to change without notice.
Pre-flight experience

- Promoting **onboard social distancing** by limiting advanced seat selection for adjacent **seats in all cabins**, including middle seats where available and alternating window and aisle seats when seats are in pairs. Though we cannot guarantee that all customers will be seated next to an unoccupied seat, based on historically low travel demand and the implementation of our various social distancing measures that is the likely outcome.

- Customers now have until May 31, 2020 to **make changes to, or cancel, travel** they have booked through the end of the year without fees.

- **No change fees for new bookings** when you book a flight with us by May 31, 2020. You can change it for free over the next 12 months.

- **Electronic travel certificates are now valid for 24 months** from date of issuance.

- **Redeposit fees for canceled award travel are waived** for flights with travel dates on or before May 31, 2020.

- Sending **messages to MileagePlus members prior to their trip to remind them of safety measures** we are taking and other important travel information. We are working to expand this to non-members.

- **Central source of information** related to COVID-19 and travel on United is available on the United Hub (hub.united.com)
Airport experience

• We **regularly disinfect common surfaces** inside our airport terminals.
• You will notice **enhanced signage** in both customer and employee spaces, including a 6 ft. tape rule at the ticket counters.
• We are **reducing touchpoints** by temporarily shutting off self-service kiosks in most locations and testing touchless kiosks to print tags for prepaid checked bags.
• We’re **installing sneeze guards** at key interaction points.
• We are **utilizing temperature checks for airport employees and flight attendants** prior to beginning work at multiple airports, and we are expanding this to other locations.
• We are making **disinfecting products and other supplies available to employees** to deliver a safe travel experience.
• **TSA adjustments** (from tsa.gov):
  • **Social distancing measures** include placing visual appropriate spacing reminders on checkpoint floors, staggering the use of lanes in the security checkpoint where feasible.
  • **Conducting routine cleaning and disinfecting** of frequently touched surfaces. Customers are also able to request that agents use a fresh pair of gloves.
  • **Allowing one liquid hand sanitizer container**, up to 12 ounces per passenger, in carry-on bags until further notice
United Club and United Polaris lounge

- We have temporarily closed all our Polaris lounge and line station United Club locations.
- **We are maintaining one open United Club at each hub:** EWR, DEN, IAD, IAH, ORD, SFO, LAX *(Note: EWR features customer service functions only)*
- Asking customers to **self-scan boarding passes** at our entry card readers.
- We are offering **individually packaged snacks** – still delivering a variety of items that align with morning and afternoon tastes.
- We’re providing **bar service for all beverages** and supplementing with canned and/or bottled beverages as necessary.
- **Enhanced cleaning protocols implemented** – cleaning surfaces, seats and restrooms throughout the day and perform deeper cleans each evening.
Boarding experience

• We disinfect customer touch points and surfaces before every flight, including lavatories, galleys, tray tables, window shades, and armrests.

• Complimentary Premier Upgrades are processed at the departure gate.*

• We’re boarding fewer customers at a time to allow for more distance.*

• Following pre-boarding, we board back-to-front by rows, but space out customers to minimize crowding in the gate area and on the jet bridge.*

• We are asking customers to self-scan boarding passes.

• We’re installing sneeze guards at gate counters in our hubs by early May, with line stations to follow.

• Updating digital gate screens to encourage customers to maintain social distancing.

*Temporary measures through May 31 that will continue to be evaluated | Information as of May 8, 2020
Onboard experience

- Effective May 4, all flight attendants and United employees are required to wear face coverings onboard – United was the first major U.S. airline to implement this.
- Face coverings are also mandatory for all travelers, and we will be providing them for free to our customers.
- Safer meal service procedures to minimize touchpoints between crew and customers:
  - Handing snacks and beverages directly to customers.
  - Moving to primarily pre-packaged foods and covered tray sets ups or reducing meal service.
  - Suspending Buy on Board, hot towel service, and pick-up pans to collect trash.
  - Fresh, clean glasses for every drink refill. As always, all tableware, dishes, cutlery, carts, and glassware are washed and sanitized after each use.
- Removed common-use materials, e.g. Hemispheres magazine.
- Onboard announcements and messaging encouraging everyone to safeguard the health of themselves and others.
After landing

- We are implementing a temporary **front-to-back deplaning process** as customers exit the aircraft.

- **Mobile contactless technology** to schedule delivery for mishandled bags.

- We ensure **our aircraft cleaning standards meet, and in many cases, exceed CDC guidelines**.
  - We clean and prep the aircraft again for the next set of passengers by **disinfecting customer touch points and surfaces before every flight**.
  - This includes a thorough wipe down using an **effective, high-grade disinfectant and multi-purpose cleaning** of lavatories, galleys, tray tables, window shades and armrests.

- We implemented **electrostatic spraying** into our cleaning procedures on all inbound long-haul international flights, and mainline overnight aircraft at our U.S. hubs. **In June, all aircraft will have electrostatic sprayers on every one of our departures** to disinfect the air and surfaces.

- If the CDC* informs us that a potentially infected passenger has been on one of our aircraft, we take that plane out of service and follow decontamination procedures.

*Centers for Disease Control and Prevention | Information updates May 8, 2020