United Airlines COVID-19 Updates and Resources

May 2020
United Airlines’ Commitment to our Customers

- Your safety is our #1 priority
- We strive to respond to your needs
- We are committed to keeping you informed
4 tips to travel savvy

To keep you healthy, traveling through airports and airplanes may look a little different in today’s environment. Here are a few tips for navigating the new normal.

We’ve modified our onboard food service to packaged items only and your favorite airport restaurant may be closed. Pack a snack.

TSA now allows passengers to bring up to 12 oz. of hand sanitizer in carry-on bags.

The United app offers touchless boarding. Soon, kiosk check in and bag tag printing will be touchless, too.

Face coverings or masks are required for our crew and customers when flying United. For those who don’t have a mask, we offer complimentary face coverings prior to boarding.

Enjoy a meal before heading to the airport.

Bring your own hand sanitizer – TSA approves.

Download the United app for touchless travel.

Wear your favorite face covering.
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.
United video’s on safety and cleaning technology
Pre-flight experience

• Promoting onboard social distancing by limiting seat selections in all cabins, so customers won’t be able to select adjacent seats or middle seats where available. We alternate window and aisle seats when seats are in pairs.*

• 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 the date they were issued.

• 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)

*Temporary measures through May 31 that will continue to be evaluated | Information as of May 4, 2020
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.

Temporary measures that will continue to be evaluated | Information as of May 4, 2020
United Clubs and United Polaris lounges

- 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.
- Offering individually packaged snacks – still delivering a variety of items that align with morning and afternoon tastes.
- Providing bar service for all beverages and supplementing with canned and/or bottled beverages as necessary.
- Enhanced cleaning protocols implemented – cleaning all 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.

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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.
  • Providing sealed beverages and boarding additional disposable cups so new cups can be used for refills.

• 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.
- Implemented **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.

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*Centers for Disease Control and Prevention | Information updates May 4, 2020*
Travel with confidence during uncertain times

We’re waiving change fees and giving you additional flexibility...

Tickets purchased between March 3 – April 30, 2020 for all future travel are exempt from change fees. We’re offering a penalty waiver for tickets purchased on/before March 2, 2020 for travel March 3 – May 31, 2020. Some other restrictions apply. See other ways we are offering travelers more flexibility below.

... for all ticket types.

The change fee waiver policy above applies to all tickets, all fare types, all destinations, all points-of-sale and all travel dates available for sale.

... for various areas impacted by Coronavirus.

Waivers allow flexibility for travel to/from various areas impacted by COVID-19.

... for flights impacted by schedule changes.

For tickets impacted by schedule change, travelers can use the ticket value for up to 24 months (extended from original 12 month ticket validity).

Check United Jetstream for the latest information and updates >
When you’re ready to travel with us again, we will be there for you.

Any tickets issued between May 1, 2019 and December 31, 2020 will now have 2 year validity for reissue.

This means that if your customer elects to reschedule their trip to a different date or destination, they may do so as long as the rescheduled trip begins within 24 months of the original ticketed flying. That’s an extra year to plan their ideal itinerary, and begin the trip. This extended time also supersedes previous guidance on ticket validity for eligible tickets.

Learn more >
United Cargo hubs and destinations

When you need us, we're here: Our team is committed to providing innovative shipping solutions for our customers and keeping global supply chains running during this critical time.

We have secured additional capacity on select routes worldwide through our cargo-only flights to key international destinations, our expansive trucking network and our many interline partners to better serve you.
Your COVID-19 resources: Where to find information

- Travel waivers and sales-specific info
  - United Jetstream
    - Click here

- United news and updates, including our actions to keep you safe
  - United Hub
    - Click here

- How we’re continuing to connect people and unite the world
  - United Together
    - Click here

- COVID-19 info and guidelines
  - Centers for Disease Control
    - Click here

- Sign up for United for Business emails
  - United Jetstream
    - Click here

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