**BOOKING AND TICKETING**

Agency Rebooking Parameters

Self-service agency rebooking options\* for schedule changes and operational irregularities

* **Schedule changes** may include changes to flights 24 hours or more in advance of the day of departure for: Changes to flight departure or arrival times, changes in frequency of flights, addition or discontinuation of routes, changes to type of aircraft.
* **Irregular operations (IRROPS):**Reactive, involuntary changes after a flight delay or cancellation **within 24 hours of departure**

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| **United schedule change** |
| **Situation** | **Options** | **Booking class** | **Waiver required?** | **Waiver code** |
| **Acceptable**  | Accept the change and remove any old segments | Accept the change and remove any old segments | **Yes**If reissue is required  | UASKEDCHG  |
| **Unacceptable*** Any segment goes from a non-stop to a connection
* Misconnecting itinerary
* Change to originally scheduled arrival or departure time of at least + / - 30 minutes
 | Change to alternate UA flight  | Same booking class. If original booking class unavailable, book lowest available (higher than original booking class, same cabin) up to and including M class. Contact UA if required class of service is unavailable.\*\*  | **Yes**Change fee and add/collect waived - see "Additional parameters for flights impacted by schedule changes" below the chart.  | UASKEDCHG  |
| **Unacceptable**Change to originally scheduled arrival or departure time of greater than 6 hours or canceled flight with no protectionThis applies to worldwide flights.  | Change to alternate UA flight**OR**Travel agencies **can** refund through ARC, BSP, GDS.Contact United if there are special circumstances that may involve a refund for a change to originally scheduled arrival. | Same booking class. If original booking class unavailable, book lowest available (higher than original booking class, same cabin) up to and including M class. Contact UA if required class of service is unavailable.\*\*  | **Yes**Change fee and add/collect waived - see "Additional parameters for flights impacted by schedule changes" below the chart.  | UASKEDCHG  |

Self-service agency rebooking options\* for schedule changes and operational irregularities

* **Schedule changes** may include changes to flights 24 hours or more in advance of the day of departure for: Changes to flight departure or arrival times, changes in frequency of flights, addition or discontinuation of routes, changes to type of aircraft.

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| **Other airline (OA) schedule changeMust be ticketed on UA/016 stock** |
| **Situation** | **Options** | **Booking class** | **Waiver required?** | **Waiver code** |
| **Acceptable**  | Accept the change and remove any old segments  | Accept the change and remove any old segments  | **Yes**If reissue is required  | **OASKEDCHG**Use “OA” regardless of carrier driving schedule change |
| **Unacceptable*** Any segment goes from non-stop to connection
* Misconnecting itinerary
* Change to originally scheduled arrival or departure time of at least + / - 30 minutes
 | Change to alternate OA flight (original operating carrier – only flight number and/or time may change) or to UA operated flight.If itinerary includes UA operated segment, UA schedule change rules apply to that segment.  | **Original class of service**Please contact United if changing to UA operated flight and original class of service is unavailableChange UA flight within UA schedule change parameters.\*\*  | **Yes**Change fee and add/collect waived - see "Additional parameters for flights impacted by schedule changes" below the chart.  | **OASKEDCHG**Use “OA” regardless of carrier driving schedule change  |
| **Unacceptable**Change to originally scheduled arrival or departure time of greater than 6 hours or canceled flight with no protectionThis applies to worldwide flights.  | Change to alternate flight (original operating carrier – only flight number and/or time may change) or to UA operated flight).If itinerary includes UA operated segment, UA schedule change rules apply to that segment.**OR**Travel agencies **can**refund through ARC, BSP, GDS.Contact United if there are special circumstances that may involve a refund for a change to originally scheduled arrival. | **Original class of service**Please contact United if changing to UA operated flight and original class of service is unavailableChange UA flight within UA schedule change parameters.\*\*  | **Yes**Change fee and add/collect waived - see "Additional parameters for flights impacted by schedule changes" below the chart.  | **OASKEDCHG**Use “OA” regardless of carrier driving schedule change  |

* **Irregular operations (IRROPS):**Reactive, involuntary changes after a flight delay or cancellation **within 24 hours of departure**

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| **Travel Waivers** |
| **Situation** | **Options** | **Booking class** | **Waiver required?** | **Waiver code** |
| **Proactive, voluntary** change options extended on a by-event basis by UA in advance of irregular operational impact.  | Depending on operational impact, customers may be able to waive change fees, add/collects, and/or refund tickets.  | **Varies**Direction will be provided by United via a travel waiver email.See [CORONAVIRUS TRAVEL WAIVERS](http://jetstream.united.com/#/marketing-detail/a0I1T00001A2G65UAF) or [all other travel waivers](http://jetstream.united.com/%22%20%5Cl%20%22/all-travel-waiver%22%20%5Ct%20%22_blank).  | **Yes**  | Waiver code varies.See [CORONAVIRUS TRAVEL WAIVERS](http://jetstream.united.com/#/marketing-detail/a0I1T00001A2G65UAF) or [all other travel waivers](http://jetstream.united.com/#/all-travel-waiver).   |

**Flights impacted by irregular operations (IRROPS) within 24 hours of departure**
**Reactive, involuntary changes after irregular operation impact.**
In the event of a flight delay or cancelation **within 24 hours of departure**, please contact United for customer rebooking, if needed. If your customer would prefer not to travel at this time, their **ticket value may be applied to a new ticket**, without fee, for up to 12 months from the from the date of purchase. For further information please contact United.

**Additional parameters for flights impacted by schedule changes**

1. Non-stops may go to connecting flights, and connecting flights may go to non-stops
2. Connecting hub may be changed
3. If original day of departure is unavailable, may depart 7 days prior to or after original departure date. If outbound flight is impacted, subsequent flights on same itinerary may be changed to maintain original length of trip.\*\*\*
4. Alternate airports within a 100 mile radius of the original origin or departure airport\*\*\*
	* Change may apply to origin and destination, but must be changed at the original time of ticket reissue
	* Customer is responsible for any additional expenses incurred

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| **Voluntary change** |
| **Situation** | **Options** | **Booking class** | **Waiver required?** |
| Agencies can make voluntary changes at any time prior to customer swiping boarding pass (ticket lift). | Fare rules apply, including applicable change fees, reissue fees, and/or add/collect. | **No** | **No** |

Please see footnote below regarding the handling of United Basic Economy fares booked in "N" class.

**Processing schedule changes**
Advice of Schedule Change (ASC) messages will be sent by UA to the GDSs. Please reconcile the agency PNR with the ACS messages by removing or canceling old or changed segments in accordance with [United's Booking and Ticketing Policy](https://jetstream.united.com/#/sub-link/a0F36000006V2vHEAS). You may receive multiple schedule change notices. If the required class of service is unavailable, please contact United. **Please process all schedule changes within 30 days of receipt.**

**Reissues**

* Reissues may be performed by agencies in accordance with the guidance above using the applicable waiver code.
* Travel must not have commenced on the affected flight segment.
* Tickets originally issued or previously reissued by UA are not eligible for agency reissue.
* Tickets can only be reissued by the agency that originally issued the ticket.
* Bulk/Net Fare tickets must be referred to the original issuing agent.
* For voluntary changes, reissue fees may apply.

**Refunds**

* Refunds, if applicable, (wholly unused and partially used tickets) may be processed by original issuing agency through ARC/BSP/GDS by including waiver code as directed. Waiver code must be placed in the PNR (OSI field) prior to cancelling the ticket.
* For partially used tickets, only unused portion of the ticket may be refunded. To request a full refund of a partially used ticket, visit united.com/refunds.
* Travel must not have commenced on affected flight segment.
* Refunds on applicable tickets (including partially used) issued by ARC agencies may also be processed through united.com/refunds. BSP agencies should refund through BSP Link or the GDS.
	+ Tickets previously reissued by UA must be processed online.
	+ For Latin America (except Brazil) and Canada, process refunds through the GDS or united.com/refunds. For Brazil, process refunds through BSP Link.
* Bulk/Net tickets must be referred to the original issuing agent.

**Waiver codes**

* Waiver codes should be provided in OSI field for ARC reporting agencies or ticketing fields (tour code, ticket designator or endorsement boxes) for BSP reporting agencies. Agencies are encouraged to place waiver codes on both the ticket and the PNR, if possible. Transactions without a waiver code are subject to debit memo.
* Waiver codes may be used once per eligible change, as allowed by parameters above. Customers should be contacted in advance of the record being worked in order to confirm acceptance of the new travel plan.

**Footnotes**

\*The policies listed above are subject to change without notice. Agents should not issue a ticket under the assumption that these policies will apply to the ticket in the future. Transportation of Passengers and Baggage provided by United Airlines, Inc. and Carriers doing business as United Express, are subject to United’s Contract of Carriage. To the extent there is a conflict between the Contract of Carriage and any options listed above, the Contract of Carriage governs.

\*\*United Basic Economy fares booked in "N" class must remain in "N" class when eligible for self-service rebooking due to unacceptable schedule changes or irregular operations. If "N" class is unavailable, please contact United’s Customer Contact Centers for assistance. Rebooking into an ineligible booking class may result in the issuance of a debit memo. For non-Basic Economy fares, do not rebook into "N" class.

\*\*\*Continuing or return travel dates may be **voluntarily** changed on UA segments only in the original inventory class to maintain the original length of stay prior to the re-accommodation. Changes to the return flight must be in the same PNR and be made in the same transaction as the re-accommodation of the outbound flight (using the UAIRROPS waiver code). The change fee and add/collect will be waived for changes made to the return (original class of service only).

* [**About United**](http://newsroom.united.com/corporate-fact-sheet)
* [**Our United Customer Commitment**](https://www.united.com/web/en-US/content/customerfirst.aspx)