

United Economy Plus® Frequently Asked Questions

Overview

Economy Plus seats feature **up to five inches** of extra legroom allowing customers to stretch out with more room to work and are located near the front of the United Economy cabin, making exiting the plane easier at their destination. Economy Plus seating is available on all United flights and most United Express® flights.

Travel agents can book and fulfill purchased Economy Plus seats for passengers who are not eligible to confirm an Economy Plus seat based on MileagePlus® eligibility.

Agencies should ensure all booking sources including travel counselors, online booking tools, branch locations, etc. are aware of requirements to minimize the risk of customers not receiving their Economy Plus seat.

MileagePlus Premier eligibility

United offers complimentary Economy Plus seating for its MileagePlus Premier members as shown in the below chart. It is important to add the United MileagePlus number to the PNR before accessing a seat map. United returns \$0 price for passengers eligible for complimentary Economy Plus seating.

Star Alliance elite members do not qualify for Economy Plus seats

Status	When available	Companion(s) in same PNR
Global Services / Premier 1K	At booking	+8
Premier Platinum	At booking	+8
Premier Gold	At booking	+1
Premier Silver	At check-in	+1
Not eligible on Basic Economy tickets, regardless of status.		

Additionally, customers with Economy Plus subscriptions are eligible for and Economy Plus seat. Again, add the United MileagePlus number to the PNR before accessing the seat map. If the customer has a subscription that includes companions in same PNR, seats for them will be assignable.

Payment

Payment for Economy Plus seats can be made **at time of booking or after ticketing** with a credit card.

Economy Plus seats are available for purchase in **more than 60 currencies worldwide**. See [Jetstream.united.com > Operations and Policy > Booking and Ticketing > Currencies for Economy Plus purchase](https://jetstream.united.com/Operations-and-Policy/Booking-and-Ticketing/Currencies-for-Economy-Plus-purchase) for complete list. Any currency not listed will price in USD.

Frequently Asked Questions

Complete product FAQ are available at united.com/economyplus.

1. On which flights can an Economy Plus seat be purchased?

- They can be purchased for all United and most United Express-operated flights, with the exception of change-of-gauge flights which are not supported.
- United Economy Plus exit row and bulkhead seats available for purchase.

2. Can Economy Plus seats be purchased for Basic Economy fares?

- No. Customers with Basic Economy tickets are not eligible for Economy Plus seating.

3. What is the price of an Economy Plus seat?

- Economy Plus seats are priced individually for each flight segment and vary based on a variety of factors including flight length and travel markets.

4. What currencies are accepted for Economy Plus seat purchases?

- Economy Plus seats are available for purchase in **more than 60 currencies worldwide**. See Jetstream.united.com > Operations and Policy > Booking and Ticketing > [Currencies for Economy Plus purchase](#) for complete list. Any currency not listed will price in USD.

5. Is a receipt or EMD (electronic miscellaneous document) generated for the Economy Plus purchase?

- Upon receipt of payment, United will create an Electronic Data Document (EDOC) to store the payment information. The EDOC number will be returned from United and serve as the receipt of payment for the Economy Plus seat.

Refunds

6. Are Economy Plus seat fees refundable?

- Economy Plus purchases are non-refundable unless the ticket is refunded or canceled prior to travel. In the event of flight cancellation or refund, the Economy Plus purchase will be refunded automatically after scheduled departure.

7. What if a customer purchased an Economy Plus seat and then upgrades to a premium cabin?

- With some exclusions, purchased Economy Plus seating for the upgraded segment(s) will be automatically refunded.
- Exclusions include: Complimentary Premier Upgrades (CPU) and cases where a customer is reaccommodated into a seat of similar or greater value due to an aircraft change or other operational issue.

Voluntary change and standby

8. On a voluntary change, does the Economy Plus purchase carry over to the new flight?

- No, because the price varies by flight, the Economy Plus fee will be refunded.
- The applicable seat fee for the Economy Plus seat on the new flight must then be paid.

9. Does the Economy Plus purchase carry over for same-day standby?

- Yes. If an Economy Plus seat is not available, the Economy Plus fee will be refunded.

Involuntary change and schedule change

10. What if there is an involuntary change to the flight?

- United will assign an Economy Plus on the new flight, if possible.
- If an Economy Plus seat is unavailable, the fee will be automatically refunded.

11. What if there's a schedule change?

- United will assign an Economy Plus on the new flight, if possible. If an Economy Plus seat is unavailable, the fee will be automatically refunded.