



## Travel waiver issued due to weather in the NYC area (including PHL)

### Dates and regions covered by waiver

Traveling on December 9, 2009:  
(for tickets purchased on or before December 9)

To, from, or through:  
EWR (Newark)  
JFK (New York Kennedy)  
LGA (New York La Guardia)  
PHL (Philadelphia)

### Summary of revised ticket policy changes

United, United Express, and United code-share flight segments are covered under the policy.

- TICKETS MUST BE ISSUED ON 016 OR 220 TICKET STOCK

Customers currently en route:

- May make one change to their return trip. Rules and restrictions regarding standard change fees, advance purchase, day or time applications, blackouts, and minimum or maximum stay requirements have been waived. Origin and destination cities must remain the same.
- Revised travel must be completed within 7 days of original travel date.
- USE SAME BOOKING CODE. IF UNAVAILABLE BOOK IN SAME CABIN
- CODESHARE FLIGHT SEGMENTS MUST BE BOOKED IN TICKETED CLASS OF SERVICE
- COTERMINALS AND MULTICITY AIRPORTS ARE PERMITTED
- ▶ S\*FAR/COTERMINALS

Customers who have not begun travel (wholly unused tickets):

- May make one change to their travel plans without change fees or advance purchase requirement for the \*same\* itinerary. Changes must be made within 7 days of waiver travel dates. Original booking code must remain the same.
- For a \*new\* itinerary, one change may be made anytime within ticket validity without change fees.
- All rescheduled travel (same or new itinerary) may be subject to higher fares if it does not meet original rule and booking code restrictions.
- REVISED TRAVEL MUST BE COMPLETED WITHIN 331 DAYS OF ORIGINAL TRAVEL DATE
- IF NEW FARE IS LOWER, ELIGIBLE FOR TRAVEL VOUCHER FOR RESIDUAL VALUE ON NON-REFUNDABLE TICKETS
- TICKET VALUE MAY BE APPLIED TOWARDS A NEW TICKET PER STANDARD POLICY.
- ▶ S\*FAR/UNUSED TICKETS



Customers with a cancelled flight (i.e. flight is not operating) are eligible for a full refund.

- PASSENGERS WITH CANCELLED FLIGHTS FALL UNDER STANDARD IRREGULAR OPERATIONS PROCEDURES:
  - ▶ S\*UAL/INVOLUNTARY REROUTE
  - ▶ S\*FAR/DGR-RULE 240
  - ▶ S\*FAR/UA1-RULE 85

Policies also apply to consolidator and internet tickets.

- BULK/CONSOLIDATOR/CONTRACT NET TICKETS SHOULD REFER TO ORIGINAL BOOKING AGENT FOR WHOLLY UNUSED TICKETS.

United will monitor the situation and adjust ticketing policies as necessary.

- CHANGES MAY BE MADE BY A TRAVEL AGENT WITHOUT CALLING UNITED.
- DOCUMENT ALL RESERVATIONS:
  - ▶ @:OSIUA: O.K. TO WAIVE PENALTY PER S\*FAR/NYC AREA 09DEC09

**Apollo profile: S\*FAR/NYC AREA 09DEC09**