



## Waiver due to Swine Influenza

The World Health Organization and the US Centers for Disease Prevention and Control have announced that several cases of swine influenza have been confirmed among the many cases of severe respiratory illness in Mexico.

United is monitoring the situation and will adjust ticketing policies as necessary. Our crews and airport employees are following recommendations from the CDC with respect to reporting any suspected cases to U.S. public health services. We are working cooperatively with airport and health authorities on pre-flight screenings of passengers and crews. Additionally, employees working in airports and on aboard aircraft are encouraged to follow guidelines for frequent hand washing. Air travel operations continue with no interruption in and out of airports in Mexico.

Should you have employees or customers traveling to/from/through Mexico, United also has issued a travel waiver for the period of April 26 – May 6 for tickets purchased on or before April 26, 2009. This includes United, United Express, and United code-share flights. Please see below for travel waiver details.

We will continue to monitor the situation and keep you updated on any new developments.

### **Travel waiver issued due to Mexico City Influenza Outbreak**

#### **Dates and regions covered by waiver**

Traveling on April 26 – May 6: (with tickets purchased on or before April 26, 2009)

To, from, or through: MEXICO

#### **Summary of revised ticket policy changes**

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

- TICKETS MUST BE ISSUED ON 016 OR 220 TICKET STOCK

Changes must be made within 7 days of original departure date.

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 FLIGHTS 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. Original booking code must remain the same.
- For a new itinerary, one change may be made without change fees.



- All rescheduled travel may be subject to higher fares if it does not meet original rule and booking code restrictions or is a new itinerary.
- 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
- TICKETS MAY BE APPLIED TOWARDS NEW TICKETS PER STANDARD POLICY.
- ▶ S\*FAR/UNUSED TICKETS

Customers with cancelled flights 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 Mileage Plus, 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/Mexico City 26Apr09

**Apollo profile: S\*FAR/Mexico City 26Apr09**