

<https://www.united.com/ual/en/us/fly/travel/notices.html?AC=1>

## Important notices

Current as of **Mon May 11 2020 18:01:04 GMT+0100 (GMT Daylight Time)**. Information is updated as it is received.

## Coronavirus (COVID-19) updates

### Global

Waiver: All change fees waived for tickets issued on or before March 2, 2020

Original ticket must be issued on or before:

March 2, 2020

#### ***Original travel dates***

June 1, 2020 - December 31, 2020

Flight changes:

- **Changes or cancellations must be made on/before May 31, 2020**
- Rebooked travel must commence within 24 months from the original ticket issue date

### ***Airports***

- All cities

Waiver: All change fees waived for tickets issued on or before March 2, 2020

Original ticket must be issued on or before:

March 2, 2020

#### ***Original travel dates***

March 3, 2020 - May 31, 2020

Flight changes:

- New tickets must be reissued within 24 months from original ticket date
- Rebooked travel must commence within 24 months from the original ticket issue date

### ***Airports***

- All cities

No change fees for new bookings

We know people are taking a second look at their travel plans right now, and we want you to have flexibility when planning your next trip — that's why when you book a flight with us by May 31, 2020, you can change it for free over the next 12 months. [See Terms and conditions](#)

## No change fees for new bookings – terms and conditions

**Tickets:** For tickets issued March 3 through March 31, 2020, customers will be permitted to change free of charge to a flight of equal or lesser value for travel up to 24 months from the original ticket issue date. For tickets issued between April 1, 2020, and May 31, 2020, customers will be permitted to change free of charge to a flight of equal or lesser value for travel up to 12 months from the original ticket issue date.

If the new flight is priced higher, the customer may change for no fee but must pay the fare difference. If the new flight is priced lower, the customer may change for free but no residual value will be given.

**Cancellations:** If the customer decides to cancel the flight they booked before March 31, 2020, they can retain the value of the ticket to be applied to a new ticket without fee for travel up to 24 months from the original ticket issue date. If the customer decides to cancel the flight they booked between April 1, 2020, and May 31, 2020, they can retain the value of the ticket to be applied to a new ticket without fee for travel up to 12 months from the original ticket issue date.

**Fare Validity:** This applies to all tickets, all fare types, all destinations, all points-of-sale, all travel dates available for sale, provided ticket number starts with 016.

**Minimum Stay:** No minimum stay.

**Blackout Dates:** No blackout dates.

**Miscellaneous:** Fares, fees, rules and offers are subject to change without notice. Seats are capacity-controlled and may not be available on all flights or days. Fares are nonrefundable except during the first 24 hours after purchase. Other restrictions may apply.