

May 28, 2020

Extended: Change fee waived for new ticket purchases

Due to ongoing uncertainty over travel planning, we are offering a waiver for change fees on all fares (including Basic Economy, bulk and fixed fares, etc.). **Tickets newly purchased between March 3 through June 30, 2020, will be exempt from change fees.** This change gives customers the confidence to continue with travel plans even with the uncertainty of this situation.

This change waiver applies to:

- All fare types, including Basic Economy, bulk, fixed, etc. All destinations
- All points-of-sale
- For tickets issued up to March 31, 2020: All travel up to 24 months from the original ticket issue date
- For tickets issued April 1 - June 30, 2020: All travel up to 12 months from the original ticket issue date

Future itinerary changes

Customers can change to a flight of **equal or lesser value** with **no change fee**. If the new fare is of lesser value, there's no refund or residual of the fare difference. If the new ticket is a higher fare, the customer only pays the fare difference.

PNR handling

We are modifying the fare rules to reflect a \$0 change fee.

This means that, when an agency changes a 016 ticket (United ticket stock) that was issued between March 3 and **June 30, 2020**, the **GDS will read the fare rules** and **not charge** a change fee. The change fee is **automatically waived** and agencies do not need to add a waiver code.

- **Exception:** Agencies may need to add a waiver code for bulk or fixed fares (because of the way these fares are filed) or if a fee is not automatically waived for a qualifying ticket. Europe and Japan point of sale will need to add the waiver code.
 - If this happens, use the waiver code 7JC4I in the **OSI** field for **ARC** and **BSP** reporting agencies in this format OSI UA 7JC4I.

We hope this gives our customers a much needed degree of flexibility to make travel plans.