

June 30, 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 purchased between March 3 through July 31, 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 – July 31, 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 **July 31, 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 when waiver code 7JC4I is needed:

- **Bulk or fixed fares** (because of how fares are filed) or if a fee does not automatically waived for a qualifying ticket.
- **Europe and Pacific point-of-sale** will need to add the waiver code.
- When needed, add **OSI UA 7JC4I**.

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