

July 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 August 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

### **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.

Wholly unused tickets: For tickets issued up to/on March 31, 2020, ticket must be reissued and travel must begin by 24 months from original ticket-issue date. For tickets issued April 1 - August 31, 2020 new ticket must be reissued and travel must begin by 12 months from original ticket-issue date.

## **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 **August 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.**