



# Contract of Carriage Reference Guide

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AREA: US TARIFF: DGR CXR: UA RULE: 0001

**APPLICATION OF TARIFF**

A) RULES IN THIS TARIFF CONSTITUTE THE CONDITIONS UPON WHICH UA TRANSPORTS OR AGREES TO TRANSPORT, AND ARE EXPRESSLY AGREED TO BY THE PASSENGER TO THE SAME EXTENT AS IF SUCH RULES WERE INCLUDED AS CONDITIONS IN THE CONTRACT OF CARRIAGE.

B) INTERNATIONAL TRANSPORTATION SHALL BE SUBJECT TO THE RULES RELATING TO LIABILITY ESTABLISHED BY, AND TO ALL OTHER PROVISIONS OF, THE CONVENTION FOR THE UNIFICATION OF CERTAIN RULES RELATING TO INTERNATIONAL TRANSPORTATION BY AIR, SIGNED AT WARSAW, OCTOBER 12, 1929, OR SUCH CONVENTION AS AMENDED, WHICHEVER MAY BE APPLICABLE TO THE TRANSPORTATION HEREUNDER. ANY PROVISIONS OF THESE RULES WHICH IS INCONSISTENT WITH ANY PROVISION OF THE SAID CONVENTION SHALL, TO THAT EXTENT, BUT ONLY TO THAT EXTENT, BE INAPPLICABLE TO INTERNATIONAL TRANSPORTATION.

C) CHANGES IN RULES, FARES, AND CHARGES EXCEPT AS OTHERWISE PROVIDED WITHIN SPECIFIC FARE RULES, TRANSPORTATION IS SUBJECT TO THE RULES, FARES, AND CHARGES IN EFFECT ON THE DATE ON WHICH THE TICKET IS ISSUED. "WRITE YOUR OWN" TYPE TICKETS WHICH ARE BILLED TO THE PASSENGER ONLY AFTER USE ARE CONSIDERED TO BE ISSUED ON THE DATE OF USE. PURCHASE OF A PREPAID TICKET ADVISE (PTA) CONSTITUTES PURCHASE AND ISSUANCE OF A TICKET FOR THE PURPOSE OF THIS RULE PROVIDED THE PTA IS PURCHASED IN ACCORDANCE WITH THE RESERVATION AND PURCHASE REQUIREMENTS WHICH APPLY TO THE FARE. ALL PROVISIONS WITHIN THIS RULE APPLICABLE TO TICKETS APPLY TO PTAS. THE PROVISIONS OF THIS RULE APPLY ONLY TO THE PASSENGER TO WHOM THE TICKET WAS ORIGINALLY ISSUED.

1) IF, AFTER A TICKET HAS BEEN ISSUED AND BEFORE ANY PORTION THEREOF HAS BEEN USED, EITHER A DECREASE IN THE FARES OR CHARGES APPLICABLE TO THE TRANSPORTATION SHOWN ON THE TICKET BECOMES EFFECTIVE, OR A NEW FARE (UNLESS THAT NEW FARE-SUCH AS A CERTAIN LIMITED SALE TIME PROMOTIONAL FARE-IS SPECIFICALLY EXEMPTED FROM THIS PROVISION) FOR WHICH THE PASSENGER CAN QUALIFY IS ADDED BETWEEN THE POINTS SHOWN ON THE TICKET, THE FULL AMOUNT OF THE DIFFERENCE IN FARES WILL BE REFUNDED AND ANY APPLICABLE SERVICE CHARGES WAIVED (EXCEPT AS SPECIFIED IN THIS RULE), PROVIDED:

A) THERE IS NO CHANGE IN ORIGIN, DESTINATION, STOPOVER POINT(S)/FLIGHT(S)/DATES(S) SHOWN ON THE ORIGINAL TICKET;

B) WHERE THE DECREASED FARES OR CHARGES OR THE NEW FARES BEARS A FIRST DATE ON WHICH TICKETS MAY BE ISSUED, THE ORIGINATING FLIGHT IS NOT EARLIER THAN THE FIRST DATE WHICH WOULD BE ALLOWED AFTER MEETING ADVANCE RESERVATION AND TICKETING REQUIREMENTS APPLICABLE TO THE DECREASED FARES OR CHARGES OR TO THE NEW FARE;

C) SUBSEQUENT TO THE DECREASE IN FARES OR CHARGES OR THE ADDITION OF A NEW FARE, ALL CONDITIONS OF THE DECREASED FARES OR CHARGES OR THE NEW FARE ARE MET, INCLUDING BOOKING CODE AND ADVANCE RESERVATIONS AND TICKETING REQUIREMENTS.

D) CHARGE WILL BE USD 100.00 FOR ALL -N TYPE NONREFUNDABLE FARE TICKETS/UNTICKETED PTAS PRESENTED FOR REFUND.

EXCEPTION 1: THE PASSENGER WILL BE GIVEN THE OPTION OF RECEIVING A REFUND (AFTER SUBTRACTING THE USD 100.00 SERVICE CHARGE) OR RECEIVING THE DIFFERENCE IN FARES IN THE FORM OF A NONREFUNDABLE MISCELLANEOUS CHARGE ORDER (MCO)OR UA TRAVEL VOUCHER. THE USD 100.00 SERVICE CHARGE WILL BE WAIVED IF THE REFUND IS ISSUED IN THE FORM OF A NONREFUNDABLE MCO/UA TRAVEL VOUCHER. THE MCO/TRAVEL VOUCHER IS TRANSFERABLE TO ANOTHER PERSON, VALID FOR ONE YEAR FROM DATE OF ISSUE AND MAY BE USED AS PAYMENT FOR AIR TRAVEL ON UA OR UA EXPRESS ONLY. PARTIALLY USED MCOS/TRAVEL VOUCHERS WILL HAVE RESIDUAL VALUE. THE ENDORSEMENT BOX OF ANY TICKET ISSUED IN EXCHANGE FOR THE MCO/TRAVEL VOUCHER REFERRED TO ABOVE MUST CONTAIN A NON-REF AMOUNT (INCLUDING TAXES AND SURCHARGES) EQUAL TO THE GREATER OF THE SERVICE CHARGE APPLICABLE TO THE FARE ON THE TICKET OR OF THE VALUE OF THE MCO/UA TRAVEL VOUCHER THAT WAS APPLIED TO THE TICKET.

EXCEPTION 2: THE USD 100.00 SERVICE CHARGE DOES NOT APPLY TO REFUNDS UNDER THIS RULE IF THE TICKET HAS AN ORIGIN/STOPOVER/DESTINATION IN CANADA.

2) WHERE THE TICKET HAS BEEN ISSUED BEFORE THE EFFECTIVE DATE OF A TARIFF CONTAINING AN INCREASE IN THE APPLICABLE FARE, THE INCREASE WILL NOT BE COLLECTED, PROVIDED:

A) THE ORIGINATING FLIGHT COUPON OF THE TICKET WAS ISSUED FOR A SPECIFIC FLIGHT AT THE FARE CONTAINED IN A TARIFF IN EFFECT ON THE DATE OF THE TICKET ISSUANCE (DETERMINED BY THE VALIDATION STAMPED OR IMPRINTED ON THE TICKET.);

B) THAT SUBSEQUENT TO THE EFFECTIVE DATE OF ANY INCREASE IN THE APPLICABLE FARE:

I) THE ORIGINATING FLIGHT IS NOT VOLUNTARILY CHANGED, AND

II) FLIGHTS OTHER THAN THE ORIGINATING FLIGHT ARE NOT VOLUNTARILY CHANGED TO REFLECT A REVISED ROUTING VIA WHICH THE ORIGINAL FARE CHARGED WOULD NOT HAVE BEEN APPLICABLE.

NOTE: THESE PROVISIONS APPLY WHETHER OR NOT AN INCREASE RESULTS FROM A CHANGE IN FARE LEVEL, A CHANGE IN CONDITIONS GOVERNING THE FARE, OR A CANCELLATION OF THE FARE ITSELF.

D)UA WILL BE RESPONSIBLE FOR THE FURNISHING OF TRANSPORTATION ONLY OVER ITS OWN LINES. WHEN UA UNDERTAKES TO ISSUE A TICKET, CHECK BAGGAGE, OR MAKE ANY OTHER ARRANGEMENTS FOR TRANSPORTATION OVER THE LINES OF ANY OTHER CARRIER (WHETHER OR NOT SUCH TRANSPORTATION IS PART OF A THROUGH SERVICE), UA WILL ACT ONLY AS AGENT FOR SUCH OTHER CARRIER, AND WILL ASSUME NO RESPONSIBILITY FOR THE ACTS OR OMISSIONS OF SUCH OTHER CARRIER.

E)FARES APPLY FOR TRAVEL ONLY BETWEEN THE POINTS FOR WHICH THEY ARE PUBLISHED. TICKETS MAY NOT BE ISSUED AT FARE(S) PUBLISHED TO AND/OR FROM A MORE DISTANT POINT(S) THAN THE POINTS BEING TRAVELED, EVEN WHEN ISSUANCE OF SUCH TICKETS WOULD PRODUCE A LOWER FARE. WHEN THROUGH OR CONNECTING PASSENGERS ENPLANE AT AN INTERMEDIATE POINT BETWEEN THE ORIGIN AND DESTINATION SHOWN ON THEIR TICKETS, UA MAY REQUIRE EVIDENCE, SUCH AS A BOARDING PASS, OF USE OF A PRECEDING FLIGHT FOR THE PORTION OF THE TICKET FROM POINT OF ORIGIN TO INTERMEDIATE POINT. ABSENT SUCH

EVIDENCE, UA MAY REQUIRE ADDITIONAL FARE COLLECTION FROM THE PASSENGER FOR ANY DIFFERENCE BETWEEN THE FARE PAID FOR THE TICKET FROM ORIGIN TO DESTINATION AND THE FARE WHICH WOULD APPLY FROM THE INTERMEDIATE BOARDING POINT TO THE DESTINATION.

F)NO EMPLOYEE OF UA HAS THE AUTHORITY TO ALTER, MODIFY, OR WAIVE ANY PROVISION OF THE CONTRACT OF CARRIAGE OR OF THIS TARIFF UNLESS AUTHORIZED BY A CORPORATE OFFICER OF UA. UA APPOINTED AGENTS AND REPRESENTATIVES ARE ONLY AUTHORIZED TO SELL TICKETS FOR AIR TRANSPORTATION PURSUANT TO APPROVED FARES, RULES, AND REGULATIONS OF UA.

G)SMOKING IS PROHIBITED ON ALL FLIGHTS. FEDERAL LAW PROHIBITS TAMPERING WITH, DISABLING, OR DESTROYING ANY SMOKE DETECTOR INSTALLED IN AN AIRCRAFT LAVATORY.

H)UNITED INCORPORATES BY REFERENCE INTO THIS TARIFF THE PROVISIONS OF "OUR UNITED COMMITMENT", THE CUSTOMER SERVICE PLAN ADOPTED AND PUBLISHED BY UNITED ON SEPTEMBER 15, 1999, WITH AN EFFECTIVE DATE OF DECEMBER 15,1999, AS IF SET FORTH HEREIN. NOTHING IN "OUR UNITED "COMMITMENT" SHALL OVERRIDE THE SPECIFIC TERMS OF UNITED'S CONTRACT OF CARRIAGE, BUT ITS PROVISIONS SHALL CONSTITUTE AN ENFORCEABLE COMMITMENT TO UNITED'S CUSTOMERS AND PASSENGERS.

I)UNITED WILL, UPON REQUEST, PROVIDE CUSTOMERS INFORMATION RELATING TO ITS OPERATIONS OF INTEREST TO CUSTOMERS, INCLUDING BUT NOT LIMITED TO POLICIES AND PROCEDURES RELATED TO DENIED BOARDING; CHANGES IN AIRCRAFT ON A SINGLE FLIGHT WITH A SINGLE FLIGHT NUMBER; CANCELLATION POLICIES INVOLVING FAILURE TO USE EACH FLIGHT SEGMENT COUPON; MILEAGE PLUS RULES, RESTRICTIONS AND DATA RELATING TO AWARD REDEMPTIONS; INFORMATION REGARDING AIRCRAFT CONFIGURATION, INCLUDING SEAT SIZE AND PITCH; AND POLICIES AND PROCEDURES REGARDING THE TREATMENT OF PASSENGERS WITH DISABILITIES AND SPECIAL NEEDS.

**DEFINITIONS AS USED IN THIS TARIFF OR IN TARIFFS UA RULE:005**

AS USED IN THIS TARIFF OR IN TARIFFS MAKING REFERENCE HERETO, UNLESS OTHERWISE DEFINED:

ANIMALS--IN ADDITION TO THE USUAL CONNOTATION, INCLUDES REPTILES, BIRDS, POULTRY, AND FISH.

APPLICABLE ADULT FARE--MEANS THE FARE WHICH WOULD BE APPLICABLE TO AN ADULT FOR THE TRANSPORTATION EXCEPTING THOSE SPECIAL FARES APPLICABLE TO A PASSENGER'S STATUS;E.G., MILITARY FARES, ADULT STANDBY, ETC.

APPLICABLE FULL FARE--MEANS THE FULL ADULT FARE FOR THE CLASS OF SERVICE OR COMPARTMENT OF THE AIRCRAFT USED BY THE PASSENGER.

CIRCLE TRIP--MEANS ANY TRIP, THE ULTIMATE DESTINATION OF WHICH IS THE POINT OF ORIGIN, BUT WHICH INCLUDES A STOP AT LEAST ONE OTHER POINT, AND WHICH IS NOT MADE VIA THE SAME ROUTING IN BOTH DIRECTIONS.

EXAMPLES OF CIRCLE TRIPS:

- EXAMPLE 1:       POINT 1 TO POINT 2 ON AIRLINE A  
                  POINT 2 TO POINT 1 ON AIRLINE B
- EXAMPLE 2:       POINT 1 TO POINT 2 TO POINT 3 ON AIRLINE A
- EXAMPLE 3:       POINT 1 TO POINT 2 ON AIRLINE A (FIRST CLASS)

POINT 2 TO POINT 1 ON AIRLINE A OR  
ANY OTHER AIRLINE (COACH)

CONJUNCTION TICKET--MEANS 2 OR MORE TICKETS CONCURRENTLY ISSUED TO A PASSENGER AND WHICH TOGETHER CONSTITUTE A SINGLE CONTRACT OF CARRIAGE.

CONNECTION--A STOP AT AN INTERMEDIATE POINT OF THE ROUTE TO BE TRAVELED, WHERE A CHANGE OF PLANES IS MADE AND WHICH DOES NOT FALL WITHIN THE DEFINITION OF A STOPOVER.

CONTINENTAL UNITED STATES--MEANS THE DISTRICT OF COLUMBIA AND ALL STATES OF THE UNITED STATES OTHER THAN ALASKA AND HAWAII.

DESTINATION--MEANS THE ULTIMATE DESTINATION OF THE PASSENGER'S JOURNEY AS SHOWN ON THE TICKET(S).

DISABLED--MEANS ANY INDIVIDUAL WHO HAS A PHYSICAL OR MENTAL IMPAIRMENT THAT, ON A PERMANENT OR TEMPORARY BASIS, SUBSTANTIALLY LIMITS ONE OR MORE MAJOR LIFE ACTIVITIES, HAS A RECORD OF SUCH AN IMPAIRMENT, OR IS REGARDED AS HAVING SUCH AN IMPAIRMENT. AS USED IN THIS DEFINITION, THE PHRASE:

1) PHYSICAL OR MENTAL IMPAIRMENT--MEANS (1) ANY PHYSIOLOGICAL DISORDER, OR CONDITION, COSMETIC DISFIGUREMENT, OR ANATOMICAL LOSS AFFECTING ONE OR MORE OF THE FOLLOWING BODY SYSTEMS: NEUROLOGICAL, MUSCULOSKELETAL, SPECIAL SENSE ORGANS, RESPIRATORY INCLUDING SPEECH ORGANS, CARDIO-VASCULAR, REPRODUCTIVE, DIGESTIVE, GENITO-URINARY, HEMIC AND LYMPHATIC, SKIN, AND ENDOCRINE; OR (2) ANY MENTAL OR PSYCHOLOGICAL DISORDER, SUCH AS MENTAL RETARDATION, ORGANIC BRAIN SYNDROME, EMOTIONAL OR MENTAL ILLNESS, AND SPECIFIC LEARNING DISABILITIES. THE TERM "PHYSICAL OR MENTAL IMPAIRMENT" INCLUDES, BUT IS NOT LIMITED TO, SUCH DISEASES AND CONDITIONS AS ORTHOPEDIC, VISUAL, SPEECH, AND HEARING IMPAIRMENTS; CEREBRAL PALSY, EPILEPSY, MUSCULAR DYSTROPHY, MULTIPLE SCLEROSIS, CANCER, HEART DISEASE, DIABETES, MENTAL RETARDATION, EMOTIONAL ILLNESS, DRUG ADDICTION, AND ALCOHOLISM.

2) MAJOR LIFE ACTIVITIES--MEANS FUNCTIONS SUCH AS CARING FOR ONE'S SELF, PERFORMING MANUAL TASKS, WALKING, SEEING, HEARING, SPEAKING, BREATHING, LEARNING, AND WORKING.

3) HAS A RECORD OF SUCH IMPAIRMENT--MEANS HAS HISTORY OF, OR HAS BEEN CLASSIFIED, OR MISCLASSIFIED, AS HAVING A MENTAL OR PHYSICAL IMPAIRMENT THAT SUBSTANTIALLY LIMITS ONE OR MORE MAJOR LIFE ACTIVITIES.

4) IS REGARDED AS HAVING AN IMPAIRMENT MEANS:

A) HAS PHYSICAL OR MENTAL IMPAIRMENT THAT DOES NOT SUBSTANTIALLY LIMIT MAJOR LIFE ACTIVITIES BUT THAT IS TREATED BY AN AIR CARRIER AS CONSTITUTING SUCH A LIMITATION;

B) HAS A PHYSICAL OR MENTAL IMPAIRMENT THAT SUBSTANTIALLY LIMITS A MAJOR LIFE ACTIVITY ONLY AS A RESULT OF THE ATTITUDES OF OTHERS TOWARD SUCH AN IMPAIRMENT; OR

C) HAS NONE OF THE IMPAIRMENTS SET FORTH IN THIS DEFINITION BUT IS TREATED BY AN AIR CARRIER AS HAVING SUCH AN IMPAIRMENT.

DOT HAZARDOUS MATERIALS REGULATIONS--MEANS THE HAZARDOUS MATERIALS REGULATIONS ISSUED BY THE MATERIALS TRANSPORTATION BUREAU OF THE

DEPARTMENT OF TRANSPORTATION IN TITLE 49 OF THE CODE OF FEDERAL REGULATIONS, PARTS 171 THROUGH 180 (49 CFR 171-180).

HAW.--MEANS HONOLULU, HILO, KAHULUI, KONA, AND LIHUE, HAWAII.

IMMEDIATE FAMILY--MEANS SPOUSE, DOMESTIC PARTNER, CHILDREN, PARENTS, SISTERS, BROTHERS, GRANDPARENTS, GRANDCHILDREN, AUNTS, UNCLES, NIECES, AND NEPHEWS.

NOTE: RELATIONSHIPS APPLY WHETHER NATURAL, ADOPTIVE, STEP, IN-LAW OR DOMESTIC PARTNER.

INTERCHANGE FLIGHT--MEANS A FLIGHT OPERATED OVER THE ROUTES OF TWO OR MORE CARRIERS WITHOUT CHANGE OF EQUIPMENT.

INTERLINE--MEANS ANY TRANSPORTATION WHICH INVOLVES CARRIAGE VIA TWO OR MORE AIR CARRIERS.

INTERNATIONAL TRANSPORTATION--MEANS ANY TRANSPORTATION OR OTHER SERVICES, FURNISHED BY ANY CARRIER, WHICH ARE INCLUDED WITHIN THE SCOPE OF THE TERM "INTERNATIONAL TRANSPORTATION" AS USED IN THE CONVENTION FOR THE UNIFICATION OF CERTAIN RULES RELATING TO INTERNATIONAL TRANSPORTATION BY AIR SIGNED AT WARSAW, OCTOBER 12, 1929, OR SUCH CONVENTION AS AMENDED, WHICHEVER MAY BE APPLICABLE TO THE TRANSPORTATION HEREUNDER, AND TO WHICH THE SAID CONVENTION APPLIES.

JET AIRCRAFT--MEANS THE FOLLOWING AIRCRAFT (AND SERIES THEREOF); A-319, A-320, B-737, B-747, B-757, B-767, B-777, CRJ, ERJ, FRJ.

MAIN CABIN--MEANS THE PASSENGER COMPARTMENT(S) OTHER THAN FIRST CLASS OR BUSINESS CLASS.

MAXIMUM OUTSIDE LINEAR DIMENSIONS--MEANS THE SUM OF THE GREATEST OUTSIDE LENGTH PLUS THE GREATEST OUTSIDE WIDTH PLUS THE GREATEST OUTSIDE HEIGHT.

MILITARY PASSENGER--MEANS MILITARY PERSONNEL OF THE U.S. MILITARY AGENCIES WHO ARE ON ACTIVE DUTY STATUS, OR WHO HAVE BEEN DISCHARGED FROM ACTIVE MILITARY SERVICE WITHIN SEVEN DAYS OF THE DATE OF TRAVEL.

ONLINE--MEANS AIR TRANSPORTATION WHOLLY ON THE SAME CARRIER.

OPEN-JAW TRIP--MEANS ANY TRIP WHICH IS ESSENTIALLY OF A ROUND TRIP OR CIRCLE TRIP NATURE, BUT THE OUTWARD POINT OF DEPARTURE AND THE INWARD POINT OF ARRIVAL, OR THE OUTWARD POINT OF ARRIVAL AND INWARD POINT OF DEPARTURE, ARE NOT THE SAME.

EXAMPLE OF OPEN-JAW TRIP:

POINT 1 TO POINT 2 TO POINT 3

OUTWARD DESTINATION--MEANS THAT STOPOVER POINT ON THE PASSENGER'S ITINERARY WHICH IS FURTHEST FROM THE PASSENGER'S POINT OF ORIGIN.

PROPELLER AIRCRAFT--THE FOLLOWING AIRCRAFT (AND ALL SERIES THEREOF): DH2, EM2, SF3.

QUALIFIED DISABLED--MEANS A DISABLED INDIVIDUAL WHO:

1) WITH RESPECT TO ACCOMPANYING OR MEETING A TRAVELER, USE OF GROUND TRANSPORTATION, USING TERMINAL FACILITIES, OR OBTAINING INFORMATION

ABOUT SCHEDULES, FARES OR POLICIES, TAKES THOSE ACTIONS NECESSARY TO AVAIL HIMSELF OR HERSELF OF FACILITIES OR SERVICES OFFERED BY AN AIR CARRIER TO THE GENERAL PUBLIC, WITH REASONABLE ACCOMMODATIONS, AS NEEDED, PROVIDED BY THE CARRIER;

2) WITH RESPECT TO OBTAINING A TICKET FOR AIR TRANSPORTATION ON AN AIR CARRIER, OFFERS, OR MAKES A GOOD FAITH ATTEMPT TO OFFER, TO PURCHASE OR OTHERWISE VALIDLY TO OBTAIN SUCH A TICKET;

3) WITH RESPECT TO OBTAINING AIR TRANSPORTATION, OR OTHER SERVICES OR ACCOMMODATIONS:

A) PURCHASES OR POSSESSES A VALID TICKET FOR AIR TRANSPORTATION ON AN AIR CARRIER AND PRESENTS HIMSELF OR HERSELF AT THE AIRPORT FOR THE PURPOSE OF TRAVELING ON THE FLIGHT FOR WHICH THE TICKET HAS BEEN PURCHASED OR OBTAINED; AND

B) MEETS REASONABLE, NONDISCRIMINATORY CONTRACT OF CARRIAGE REQUIREMENTS APPLICABLE TO ALL PASSENGERS.

REROUTE--MEANS TO ISSUE A NEW TICKET COVERING TRANSPORTATION TO THE SAME DESTINATION AS, BUT VIA A DIFFERENT ROUTING THAN, THAT DESIGNATED ON THE TICKET, OR PORTION THEREOF, THEN HELD BY THE PASSENGER, OR TO HONOR THE TICKET, OR PORTION THEREOF, THEN HELD BY THE PASSENGER FOR TRANSPORTATION TO THE SAME DESTINATION AS, BUT VIA A DIFFERENT ROUTING THAN, THAT DESIGNATED THEREON.

ROUND TRIP--MEANS ANY TRIP, THE ULTIMATE DESTINATION OF WHICH IS THE POINT OF ORIGIN, AND WHICH IS MADE VIA THE SAME ROUTING IN BOTH DIRECTIONS.

EXAMPLES OF ROUND TRIPS:

EXAMPLE OF LOCAL ROUND TRIP:

POINT 1 TO POINT 2 ON AIRLINE A

POINT 2 TO POINT 1 ON AIRLINE A

EXAMPLE OF JOINT ROUND TRIP:

POINT 1 TO POINT 2 ON AIRLINE A

POINT 2 TO POINT 3 ON AIRLINE B

POINT 3 TO POINT 2 ON AIRLINE B

POINT 2 TO POINT 1 ON AIRLINE A

ROUTING--MEANS THE CARRIER(S) AND/OR THE CITIES AND/OR CLASS OF SERVICE VIA WHICH TRANSPORTATION IS PROVIDED BETWEEN TWO POINTS, AS SPECIFIED IN ANY TARIFF GOVERNED BY THIS TARIFF.

STOPOVER--MEANS A DELIBERATE INTERRUPTION, IN EXCESS OF FOUR HOURS, OF A JOURNEY BY THE PASSENGER AS AGREED TO IN ADVANCE BY THE CARRIER, AT A POINT BETWEEN THE PLACE OF DEPARTURE AND THE PLACE OF DESTINATION.

UA--MEANS UNITED AIR LINES, INC.

UA TICKET STOCK--MEANS TICKETS WHICH ARE IMPRINTED WITH THE CARRIER CODE (016) AS PART OF THE SERIAL NUMBER AND WHICH ARE ISSUED AND VALIDATED WITH A UA VALIDATOR BY AN AUTHORIZED UA EMPLOYEE, UA APPOINTED TRAVEL AGENCY, OR ANY OTHER PERSON AUTHORIZED TO ISSUE UA TICKETS.

UNITED--MEANS UNITED AIRLINES INC.

"UNITED STATES OF AMERICA", OR "THE UNITED STATES", OR "THE U.S.A." OR "THE U.S."—EACH MEANS, UNLESS OTHERWISE SPECIFIED, THE AREA COMPRISING THE 48 CONTIGUOUS, FEDERATED STATES; THE FEDERATED DISTRICT OF COLUMBIA; THE FEDERATED STATES OF ALASKA AND HAWAII; PUERTO RICO; THE U.S. VIRGIN ISLANDS; AMERICAN SAMOA; THE CANAL ZONE; CANTON; GUAM; MIDWAY AND WAKE ISLANDS.

**CAPACITY LIMITATIONS UA RULE: 0020**

THE CARRIER SHALL LIMIT THE NUMBER OF PASSENGERS CARRIED ON ANY ONE FLIGHT AT FARES GOVERNED BY RULES OR FARES MAKING REFERENCE HERETO, AND SUCH FARES WILL NOT NECESSARILY BE AVAILABLE ON ALL FLIGHTS. THE NUMBER OF SEATS WHICH THE CARRIER SHALL MAKE AVAILABLE ON A GIVEN FLIGHT WILL BE DETERMINED SOLELY BY THE CARRIER.

**REFUSAL TO TRANSPORT UA RULE: 0035**

UA WILL REFUSE TO TRANSPORT OR WILL REMOVE AT ANY POINT, ANY PASSENGER:

GOVERNMENT REQUEST -

A) GOVERNMENT REQUEST OR REGULATIONS--WHENEVER SUCH ACTION IS NECESSARY TO COMPLY WITH ANY GOVERNMENT REGULATION, OR TO COMPLY WITH ANY GOVERNMENTAL REQUEST FOR EMERGENCY TRANSPORTATION IN CONNECTION WITH THE NATIONAL DEFENSE, OR WHENEVER SUCH ACTION IS NECESSARY OR ADVISABLE BY REASON OF WEATHER OR OTHER CONDITIONS BEYOND ITS CONTROL (INCLUDING, BUT WITHOUT LIMITATION, ACTS OF GOD, FORCE MAJEURE, STRIKES, CIVIL COMMOTIONS, EMBARGOES, WARS, HOSTILITIES, OR DISTURBANCES) ACTUAL, THREATENED, OR REPORTED.

SEARCH OF PASSENGER -

B) SEARCH OF PASSENGER OR PROPERTY--WHO REFUSES TO PERMIT SEARCH OF HIS/HER PERSON OR PROPERTY FOR EXPLOSIVES OR A CONCEALED, DEADLY, OR DANGEROUS WEAPON OR ARTICLE.

PROOF OF IDENTITY -

C) PROOF OF IDENTITY--WHO REFUSES ON REQUEST TO PRODUCE IDENTIFICATION WHICH REFLECTS THE SAME FULL NAME INFORMATION DISPLAYED ON THE TICKETS(S).

NOTE: UA SHALL HAVE THE RIGHT, BUT SHALL NOT BE OBLIGATED, TO REQUIRE IDENTIFICATION OF PERSONS PURCHASING TICKETS AND/OR PRESENTING A TICKET(S) FOR THE PURPOSE OF BOARDING THE AIRCRAFT.

ACROSS INT'L BOUNDARIES -

D) ACROSS INTERNATIONAL BOUNDARIES--WHO IS TRAVELING ACROSS ANY INTERNATIONAL BOUNDARY IF:

- 1) THE TRAVEL DOCUMENTS OF SUCH PASSENGER ARE NOT IN ORDER;
- 2) FOR ANY REASON, SUCH PASSENGER'S EMBARKATION FROM, TRANSIT THROUGH, OR ENTRY INTO ANY COUNTRY FROM, THROUGH, OR TO WHICH SUCH PASSENGER DESIRES TRANSPORTATION WOULD BE UNLAWFUL;
- 3) SUCH PASSENGER FAILS OR REFUSES TO COMPLY WITH THE RULES AND REGULATIONS OF UA.

E) SAFETY

1) IN THE FOLLOWING CATEGORIES WHERE REFUSAL OR REMOVAL MAY BE NECESSARY FOR THE SAFETY OF THEMSELVES AND OTHER PASSENGERS:

A) PERSONS WHOSE CONDUCT IS DISORDERLY, ABUSIVE, OR VIOLENT (OTHER THAN A QUALIFIED DISABLED PASSENGER WHOSE APPEARANCE OR INVOLUNTARY BEHAVIOR MAY OFFEND, ANNOY, OR INCONVENIENCE CREW MEMBERS OR THEIR PASSENGER).

B) PASSENGERS WHO ARE BAREFOOT.

C) PERSONS WHO ARE UNABLE TO SIT IN THE SEAT WITH THE SEAT BELT FASTENED.

D) PERSONS WHO APPEAR TO BE INTOXICATED OR UNDER THE INFLUENCE OF DRUGS. (OTHER THAN A QUALIFIED DISABLED INDIVIDUAL WHOSE APPEARANCE OR INVOLUNTARY BEHAVIOR MAY MAKE THEM APPEAR TO BE INTOXICATED OR UNDER THE INFLUENCE OF DRUGS.)

E) PERSONS KNOWN TO HAVE A COMMUNICABLE DISEASE OR INFECTION WHICH HAS BEEN DETERMINED, BY THE U.S. SURGEON GENERAL, THE CENTER FOR DISEASE CONTROL, OR OTHER FEDERAL PUBLIC HEALTH AUTHORITY KNOWLEDGEABLE ABOUT THE DISEASE OR INFECTION, TO BE TRANSMISSIBLE TO OTHER PERSONS IN THE NORMAL COURSE OF THE FLIGHT. IF THE PASSENGER WITH THE COMMUNICABLE DISEASE OR INFECTION PRESENTS A MEDICAL CERTIFICATE GIVING APPROVAL TO TRAVEL AND STATING ANY CONDITIONS FOR TRAVEL, UA SHALL PROVIDE TRANSPORTATION TO THE PASSENGER UNLESS IT IS NOT FEASIBLE TO IMPLEMENT THE CONDITIONS SET FORTH IN THE MEDICAL CERTIFICATE AS NECESSARY TO PREVENT THE TRANSMISSION OF THE DISEASE OR INFECTION TO OTHER PERSONS IN THE NORMAL COURSE OF THE FLIGHT.

F) PERSONS WHO HAVE A MALODOROUS CONDITION (OTHER THAN INDIVIDUALS QUALIFYING AS DISABLED).

G) PERSONS WHO ATTEMPT TO INTERFERE WITH ANY MEMBER OF THE FLIGHT CREW IN THE PURSUIT OF THEIR DUTIES.

H) PERSONS WHO ARE MENTALLY DERANGED OR MENTALLY INCAPACITATED WHOSE BEHAVIOR MAY BE HAZARDOUS TO HIMSELF/HERSELF, THE CREW, OR OTHER PASSENGERS. HOWEVER, UA WILL ACCEPT ESCORTED MENTAL PATIENTS IF THE REQUESTING MEDICAL AUTHORITY FURNISHES A MEDICAL CERTIFICATE WHICH STATES THAT THE MENTAL PATIENT MAY BE TRANSPORTED SAFELY. THE ESCORT MUST ACCOMPANY THE ESCORTED PASSENGER AT ALL TIMES.

I) PERSONS WHO ARE SERIOUSLY ILL, WHO CANNOT OR REFUSE TO PROVIDE A PHYSICIAN'S WRITTEN PERMISSION TO FLY.

J) PERSONS WHO WEAR OR HAVE ON OR ABOUT THEIR PERSONS CONCEALED OR UNCONCEALED DEADLY OR DANGEROUS WEAPONS; PROVIDED HOWEVER, THAT UA WILL CARRY PASSENGERS WHO MEET THE QUALIFICATIONS AND CONDITIONS ESTABLISHED IN F.A.R. 108.219.

K) MANACLED PERSONS IN CUSTODY OF LAW ENFORCEMENT PERSONNEL, OR PERSONS WHO HAVE RESISTED OR MAY REASONABLE BE BELIEVED TO BE CAPABLE OF RESISTING ESCORTS.

L) UNACCOMPANIED PASSENGERS WHO ARE BOTH BLIND AND DEAF, UNLESS SUCH PASSENGER IS ABLE TO COMMUNICATE WITH REPRESENTATIVES OF UA BY EITHER PHYSICAL, MECHANICAL, ELECTRONIC, OR OTHER MEANS. SUCH PASSENGER MUST INFORM UA OF THE METHOD OF COMMUNICATION TO BE USED.

M) PERSONS WHO WOULD REQUIRE UNUSUAL OR UNREASONABLE TYPE OF ASSISTANCE OR MEDICAL TREATMENT ENROUTE, CONFIRMED BY A UA PHYSICIAN, UNLESS ACCOMPANIED BY A TICKETED PASSENGER CAPABLE OF GIVING NECESSARY ASSISTANCE. UNITED AIRLINES PERSONNEL ARE NOT PERMITTED TO GIVE HYPODERMIC INJECTIONS.

N) PERSONS WHO ARE UNWILLING/UNABLE TO ABIDE WITH NO-SMOKING REQUIREMENTS.

F) PASSENGER'S CONDUCT OR CONDITION

1) EXCEPT AS PROVIDED IN RULE 90 (OXYGEN SERVICE), AND ELSEWHERE IN THIS RULE, UA MAY REQUIRE AN ATTENDANT TO ACCOMPANY A DISABLED PASSENGER ONLY FOR SAFETY-RELATED REASONS AS OUTLINED BELOW.

A) WHO IS TRAVELING IN AN INCUBATOR;

- B) WHO IS TRAVELING IN A AEROSTRETCHER;
- C) WHO BECAUSE OF A MENTAL DISABILITY IS UNABLE TO COMPREHEND OR RESPOND TO SAFETY RELATED INSTRUCTIONS;
- D) WHO HAS BOTH A SEVERE HEARING AND VISION IMPAIRMENT AND WHO IS UNABLE TO ESTABLISH A MEANS OF COMMUNICATION WITH UA PERSONNEL SUFFICIENT TO RECEIVE THE SAFETY BRIEFING;
- E) WHO HAS A MOBILITY IMPAIRMENT SO SEVERE AS TO BE UNABLE TO ASSIST IN HIS/HER OWN EVACUATION.

2) CONDITIONS FOR ACCEPTANCE

EXCEPT AS NOTED BELOW, UA WILL NOT REQUIRE THAT A QUALIFIED DISABLED PASSENGER PROVIDE ADVANCE NOTICE OF HIS/HER INTENTION TO TRAVEL OR OF HIS/HER DISABILITY AS A CONDITION OF RECEIVING TRANSPORTATION. UA WILL REQUIRE 48 HOUR ADVANCE NOTICE AND ONE HOUR ADVANCE CHECK IN CONCERNING QUALIFIED DISABLED INDIVIDUALS WHO WISH TO RECEIVE ANY ONE OF THE FOLLOWING SERVICES. HOWEVER, UA WILL MAKE EVERY REASONABLE EFFORT TO ACCOMMODATE PASSENGERS WHO FAIL TO MAKE RESERVATIONS 48 HOURS OR CHECK-IN ONE HOUR BEFORE DEPARTURE, BUT WILL NOT BE OBLIGATED TO DO SO:

- A) MEDICAL OXYGEN;
  - B) CARRIAGE OF AN INCUBATOR (UNITED EXPRESS MAY NOT PROVIDE THIS SERVICE);
  - C) HOOK-UP OF A RESPIRATOR/VENTILATOR/KIDNEY TRANSPORT MODULES TO THE AIRCRAFT ELECTRICAL POWER SUPPLY (UNITED EXPRESS MAY NOT PROVIDE THIS SERVICE);
  - D) ACCOMMODATION OF A GROUP OF 10 OR MORE DISABLED INDIVIDUALS WHO ARE TRAVELING AS A GROUP;
  - E) TRANSPORTATION OF ELECTRIC WHEELCHAIR OR OTHER BATTERY POWERED ASSISTIVE DEVICE;
- NOTE: THE 48 HOUR ADVANCE NOTICE PROVISION IS REQUIRED ONLY ON FLIGHTS SCHEDULED TO BE MADE WITH AN AIRCRAFT OF LESS THAN 60 SEATS FOR WHICH THE DEVICE MIGHT HAVE TO BE COLLAPSED AND SEPARATE DANGEROUS GOODS PACKAGING FOR THE BATTERY MAY BE REQUIRED;
- F) AEROSTRETCHER SERVICE (AVAILABLE ONLY ON LIMITED BASIS ON SOME UNITED EXPRESS FLIGHTS);
  - G) REQUEST FOR ON BOARD WHEELCHAIR ON AN AIRCRAFT THAT DOES NOT HAVE AN ACCESSIBLE LAVATORY. (MAY NOT BE AVAILABLE ON ALL UNITED EXPRESS FLIGHTS).

G) LIABILITY

UA IS NOT LIABLE FOR ITS REFUSAL TO TRANSPORT ANY PASSENGER OR FOR ITS REMOVAL OF ANY PASSENGER IN ACCORDANCE WITH THE PRECEDING PARAGRAPHS OF THIS RULE, BUT SUCH CARRIER WILL, AT THE REQUEST OF THE PASSENGER, REFUND IN ACCORDANCE WITH RULE 260 (INVOLUNTARY REFUNDS) AS AN EXPRESS PRECONDITION TO ISSUANCE OF ANY TICKET OR GRANTING OF PASSAGE BY UA HEREUNDER, UA SHALL NOT BE RESPONSIBLE FOR COMPENSATORY OR PUNITIVE DAMAGES. THE PASSENGER'S SALE AND EXCLUSIVE REMEDY SHALL BE RULE 260 (REFUND INVOLUNTARY).

**ELECTRONIC SURVEILLANCE OF PASSENGERS AND BAGGAGE UA RULE: 0040**

PASSENGERS AND/OR THEIR BAGGAGE ARE SUBJECT TO INSPECTION WITH AN ELECTRONIC DETECTOR, WITH OR WITHOUT THE PASSENGER'S CONSENT OR KNOWLEDGE.

**ACCEPTANCE OF CHILDREN UA RULE: 0050**

A) ACCOMPANIED. CHILDREN UNDER 12 YR. OLD ARE ACCEPTED FOR TRANSPORTATION WHEN ACCOMPANIED ON THE SAME FLIGHT AND IN THE SAME COMPARTMENT BY A PASSENGER AT LEAST 12 YR. OLD. A CHILD UNDER 2 YEARS OF AGE ON THE DATE OF COMMENCEMENT OF OUTBOUND TRAVEL AND NOT OCCUPYING A SEAT MUST BE ACCOMPANIED BY A PASSENGER AT LEAST 18 YEARS OF AGE AS DESCRIBED BELOW:

B) UNACCOMPANIED.

1) UNDER 5 YR. OLD--NOT ACCEPTED UNDER ANY CONDITIONS.

2) 5-11 YR. OLD--CHILDREN 5-11 YEARS OF AGE NOT ACCOMPANIED ON THE SAME FLIGHT AND IN THE SAME COMPARTMENT BY A PASSENGER 12 YEARS OF AGE OR OVER ARE ACCEPTED FOR TRANSPORTATION ONLY UNDER THE FOLLOWING CONDITIONS:

A) 5, 6 OR 7 YR. OLD--ACCEPTED FOR ONLINE TRANSPORTATION ONLY WHEN THROUGH SERVICE IS PROVIDED WITHOUT CHANGE OF AIRCRAFT. THE CHILD MUST BE BROUGHT TO THE AIRPORT OF DEPARTURE BY A PARENT OR RESPONSIBLE ADULT WHO REMAINS WITH THE CHILD UNTIL ENPLANED, AND WHO MUST FURNISH UA WITH SATISFACTORY EVIDENCE THAT THE CHILD WILL BE MET BY ANOTHER PARENT OR RESPONSIBLE ADULT UPON DEPLANING AT CHILD'S DESTINATION. THE CHILD WILL NOT BE ACCEPTED IF THE FLIGHT(S) ON WHICH THE CHILD HOLDS A RESERVATION IS EXPECTED TO TERMINATE SHORT OF, OR BYPASS THE CHILD'S DESTINATION.

B) 8-11 YR. OLD--ACCEPTED FOR ONLINE TRANSPORTATION OR INTERLINE TRANSPORTATION PROVIDED SPACE HAS BEEN CONFIRMED TO THE FIRST POINT OF STOPOVER OR TO FINAL DESTINATION.

EXCEPTION: NOT ACCEPTED WHEN AN ONLINE OR INTERLINE CONNECTING FLIGHT IS THE LAST FLIGHT OF THE DAY SCHEDULED TO DEPART FROM THE CONNECTING POINT TO THE CHILD'S NEXT STOPOVER OR CONNECTING POINT. FURTHER, SUCH CHILDREN WILL NOT BE ACCEPTED IF THE LAST NONSTOP OR THROUGH SERVICE VIA ANY CARRIER IS SCHEDULED TO DEPART THE CONNECTING POINT TO THE CHILD'S NEXT STOPOVER POINT, CONNECTING POINT OR FINAL DESTINATION LESS THAN ONE HOUR LATER THAN THE SCHEDULED DEPARTURE OF THE CONNECTING FLIGHT ON WHICH THE CHILD IS CONFIRMED. THE CHILD WILL NOT BE ACCEPTED IF THE FLIGHT(S) ON WHICH THE CHILD HOLDS A RESERVATION IS EXPECTED TO TERMINATE SHORT OF OR BYPASS THE CHILD'S DESTINATION.

3) 12-17 YR. OLD--ACCEPTED WITHOUT RESTRICTIONS. HOWEVER, ESCORT SERVICE MAY BE REQUESTED FOR PASSENGERS 12-17 YEARS OF AGE WHO ARE MAKING A CONNECTION ENROUTE. IN SUCH CASES, THE PASSENGER WILL BE ACCEPTED ONLY UNDER THE CONDITIONS SPECIFIED IN B) ABOVE FOR CHILDREN 8-11.

NOTE: FOR THE PURPOSE OF THIS RULE, ESCORT SERVICE MEANS THAT UA WILL PROVIDE SUPERVISION FOR THE CHILD FROM THE TIME OF BOARDING UNTIL THE CHILD IS MET AT THE DESTINATION.

C) CHILDREN'S FARES

EXCEPT AS OTHERWISE PROVIDED IN A SPECIFIC FARE RULE, FARES FOR CHILDREN ACCEPTED PURSUANT TO PARAGRAPHS A) AND B) ABOVE WILL BE:

1) CHILDREN UNDER TWO YRS. OLD

A) UA WILL ACCEPT FOR TRANSPORTATION, WITHOUT CHARGE, NOT MORE THAN ONE CHILD UNDER TWO YR. OLD OF AGE, WHO DOES NOT OCCUPY A SEPARATE SEAT, AND IS ACCOMPANIED BY A FARE-PAYING PASSENGER AT LEAST 18 YEARS OF AGE.

B) WHEN MORE THAN ONE CHILD UNDER TWO YEARS OF AGE IS ACCOMPANIED BY A PASSENGER AT LEAST 18 YEARS OF AGE, EACH ADDITIONAL

CHILD MUST OCCUPY A SEPARATE RESERVED SEAT. ANY ADDITIONAL CHILDREN UNDER TWO YEARS OF AGE WILL BE CHARGED A FARE THAT IS THE SAME FOR A CHILD AT LEAST TWO YEARS OF AGE, BUT LESS THAN 12 YEARS OF AGE, AS DESCRIBED BELOW.

2) CHILDREN TWO YEARS OF AGE BUT LESS THAN TWELVE THE FARE, UNLESS SPECIFICALLY PUBLISHED, FOR CHILDREN WHO ARE AT LEAST TWO YEARS OF AGE, BUT LESS THAN 12, AND ARE ACCOMPANIED ON THE SAME FLIGHT IN THE SAME COMPARTMENT BY A FARE-PAYING PASSENGER AT LEAST 12 YR. OLD, WILL BE THE APPLICABLE ADULT FARE.

3) UNACCOMPANIED CHILDREN  
THE FARE FOR CHILDREN ACCEPTED UNDER B) ABOVE, WILL BE THE APPLICABLE ADULT FARE PLUS ANY SURCHARGES APPLICABLE UNDER 4) BELOW.

4) A) APPLICABLE FOR UNACCOMPANIED CHILDREN 5-11: THERE WILL BE AN UNACCOMPANIED MINOR SERVICE CHARGE OF USD 60.00 ASSESSED FOR EACH ONE-WAY JOURNEY FROM THE CHILD'S BOARDING POINT TO THE POINT OF STOPOVER OR DESTINATION. IF TWO OR MORE CHILDREN WHO ARE IMMEDIATE FAMILY MEMBERS, ARE TRAVELING TOGETHER, ONLY ONE UNACCOMPANIED MINOR SERVICE CHARGE WILL BE ASSESSED. THE USD 60.00 CHARGE WILL ALSO APPLY IF A CONNECTION IS BEING MADE FROM A UA FLIGHT TO THE FLIGHT OF ANOTHER CARRIER.

B) APPLICABLE FOR UNACCOMPANIED CHILDREN 12-17 WHO REQUEST ESCORT SERVICE: IN ADDITION TO THE FULL ADULT FARE APPLICABLE TO SUCH PASSENGERS, WHEN ESCORT SERVICE IS REQUESTED PURSUANT TO RULE 50 UA (B)(3) OF THE ACCOMPANIED MINOR SERVICE CHARGE OF USD 60.00 OUTLINED IN (C)(4)(A) ABOVE WILL APPLY.

5) PASSENGERS TRAVELING IN ACCORDANCE WITH DFR-2 RULE 6164/6165 (MILEAGE PLUS PROGRAM) WILL BE CONSIDERED ADULT FARE-PAYING PASSENGERS.

D) INFANT CARRYING SEAT  
A FEDERAL AVIATION ADMINISTRATION (FAA)-APPROVED CHILD RESTRAINT DEVICE WILL BE ACCEPTED FOR TRANSPORTATION IN THE PASSENGER COMPARTMENT ONLY WHEN AN ADDITIONAL SEAT IS RESERVED FOR THE INFANT, A TICKET PURCHASED, AND THE FAA-APPROVED CHILD RESTRAINT DEVICE CAN BE PROPERLY SECURED BY THE SEAT BELT.

#### **INFLIGHT ENTERTAINMENT UA RULE 0080**

UA WILL PROVIDE COMPLIMENTARY AUDIO HEADSETS FOR INFLIGHT VISUAL AND/OR AUDIO ENTERTAINMENT ON ALL FLIGHTS. AUDIO HEADSETS WILL BE FOR USE DURING THE FLIGHT, AND MUST BE RETURNED TO UA AT THE REQUEST OF THE FLIGHT ATTENDANT PRIOR TO DEPLANING OR AT THE FIRST STOP AFTER THE AUDIO AND/OR VISUAL ENTERTAINMENT HAS BEEN COMPLETED.

#### **PRE-PLANNED OXYGEN SERVICE UA RULE 0090**

PRE-PLANNED OXYGEN SERVICE  
PASSENGERS REQUESTING THAT UA PROVIDE IN-FLIGHT OXYGEN SERVICE, ON A PRE-PLANNED BASIS, WILL BE REQUIRED TO GIVE UA AT LEAST 48 HOURS NOTICE THAT SUCH OXYGEN WILL BE NEEDED AND WILL BE REQUIRED TO CHECK-IN FOR THE FLIGHT AT LEAST ONE (1) HOUR BEFORE PLANNED DEPARTURE. UNITED WILL REQUIRE A MEDICAL CERTIFICATE FROM THE PASSENGER'S PHYSICIAN CERTIFYING THE NEED FOR INFLIGHT OXYGEN, WHETHER ANY SPECIAL CONDITIONS OR ATTENDANTS ARE REQUIRED, AND GIVE THE MAXIMUM USAGE PER HOUR AND THE OXYGEN FLOW RATE PER MINUTE. UA WILL MAKE EVERY REASONABLE EFFORT TO

ACCOMMODATE PASSENGERS WHO FAIL TO MEET THE 48 HOUR RESERVATION/NOTIFICATION REQUIREMENT OR THE ONE (1) HOUR ADVANCE CHECK-IN REQUIREMENT, BUT WILL NOT BE OBLIGATED TO DO SO. UA WILL ASSESS EACH PASSENGER A USD 100.00 CHARGE PER SET UP. THIS CHARGE IS NOT SUBJECT TO ANY DISCOUNT.

NOTE: OXYGEN SERVICE IS AVAILABLE ON UNITED AIRLINES, HOWEVER, IT IS NOT AVAILABLE ON UNITED EXPRESS CARRIERS.

**CLAIMS UA RULE 0095**

CLAIMS

A) TIME LIMITATIONS

1) PERSONAL INJURY AND DEATH

NO ACTION SHALL BE MAINTAINED FOR INJURY TO OR DEATH OF ANY PASSENGER UNLESS:

A) NOTICE OF THE ALLEGED OCCURRENCE OF EVENTS RESULTING IN THE CLAIM IS PRESENTED IN WRITING TO THE GENERAL OFFICES OF THE CARRIER ALLEGED TO BE RESPONSIBLE WITHIN 90 DAYS, AND;

B) ACTION REGARDING THE CLAIM COMMENCES WITHIN ONE YEAR OF ITS ALLEGED OCCURRENCE.

2) BAGGAGE CLAIMS

NO ACTION SHALL BE MAINTAINED FOR ANY LOSS OF, OR DAMAGE TO, OR ANY DELAY IN THE DELIVERY OF ANY PROPERTY OR BAGGAGE, OR ON ANY OTHER CLAIM (EXCEPTING ONLY PERSONAL INJURY OR DEATH), ARISING OUT OF OR IN CONNECTION WITH TRANSPORTATION OF, OR FAILURE TO TRANSPORT ANY PASSENGER, PROPERTY, OR BAGGAGE UNLESS THE CLAIM IS REPORTED TO UA WITHIN 24 HR. AND NOTICE IS PRESENTED IN WRITING TO AN OFFICE OF UA WITHIN 45 DAYS AFTER THE ALLEGED OCCURRENCE OF THE EVENTS GIVING RISE TO THE CLAIM, AND UNLESS THE ACTION IS COMMENCED WITHIN TWO YEARS AFTER SUCH ALLEGED OCCURRENCE. FAILURE TO GIVE THE ABOVE NOTICE SHALL NOT BE A BAR IF THE CLAIMANT CAN SHOW GOOD CAUSE FOR HIS/HER FAILURE TO BRING HIS/HER CLAIM WITHIN 45 DAYS.

B) OVERCHARGES

NO CLAIMS FOR OVERCHARGES SHALL BE VALID AND NO ACTION SHALL BE MAINTAINED THEREON MORE THAN TWO YEARS AFTER THE DATE OF THE SALE OF THE TICKET, UNLESS SUCH CLAIM OR ACTION IS ACCOMPANIED BY THE PASSENGER COUPON PORTION OF SAID TICKET.

**TICKETS - GENERAL UA RULE: 0100**

A) NO PERSON SHALL BE ENTITLED TO TRANSPORTATION EXCEPT UPON PRESENTATION OF A VALID TICKET. SUCH TICKET SHALL ENTITLE THE PASSENGER TO TRANSPORTATION ONLY BETWEEN POINT OF ORIGIN AND DESTINATION, AND VIA THE ROUTING DESIGNATED THEREON.

B) FLIGHT COUPONS WILL BE HONORED ONLY IN THE ORDER IN WHICH THEY ARE ISSUED, AND ONLY IF ALL UNUSED FLIGHT COUPONS AND THE PASSENGER COUPONS ARE PRESENTED TOGETHER.

C) USE OF COUPONS FROM TWO OR MORE TICKETS ISSUED AT ROUND TRIP FARES FOR THE PURPOSE OF CIRCUMVENTING APPLICABLE TARIFF RULES (SUCH AS ADVANCE PURCHASE/MINIMUM STAY REQUIREMENT) IS NOT PERMITTED. UA AGENTS AND AUTHORIZED TRAVEL AGENTS ARE PROHIBITED FROM ISSUING TICKETS, COMMONLY REFERRED TO AS "BACK TO BACK", UNDER SUCH CIRCUMSTANCES WHEN

THERE IS OBVIOUS INTENT TO ABUSE AND/OR MISUSE RESTRICTED ROUND TRIP FARES. AGENTS FOUND ISSUING SUCH TICKETS MAY BE LIABLE FOR THE DIFFERENCE BETWEEN THE FARE PAID AND THE FARE FOR TRANSPORTATION USED. UA HAS THE RIGHT TO DENY TRANSPORTATION TO PASSENGERS FOUND UTILIZING TICKETS IN THIS MANNER UNLESS THE DIFFERENCE BETWEEN THE FARE PAID AND THE FARE FOR TRANSPORTATION USED IS COLLECTED.

D) A TICKET WHICH HAS NOT BEEN VALIDATED, OR WHICH HAS BEEN ALTERED, MUTILATED OR IMPROPERLY ISSUED, SHALL NOT BE VALID.

EXCEPTION: WRITE-YOUR-OWN TYPE TICKETS WILL BE HONORED FOR TRANSPORTATION WITHOUT VALIDATION, PROVIDED THE PERSON ISSUING SUCH TICKETS HAS A WRITTEN AGREEMENT WITH THE CARRIER SETTING FORTH ACCOUNTING, RESERVATIONS, AND TICKETING PROCEDURES.

E) TICKETS ARE NOT TRANSFERABLE, BUT UA IS NOT LIABLE TO THE OWNER OF A TICKET FOR HONORING OR REFUNDING SUCH TICKET WHEN PRESENTED BY ANOTHER PERSON.

F) THE PURCHASER OF A UA TICKET AND THE PASSENGER INTENDING TO USE SUCH TICKET ARE RESPONSIBLE FOR ENSURING THAT THE TICKET ACCURATELY STATES THE PASSENGER'S NAME. PRESENTATION OF A TICKET FOR TRANSPORTATION ON UA BY SOMEONE OTHER THAN THE PASSENGER NAMED THEREON RENDERS THE TICKET VOID. SUCH TICKET WILL BE SUBJECT TO CONFISCATION AND WILL BE INELIGIBLE FOR ANY REFUND.

G) AN ELECTRONIC TICKET (E-TICKET/ET) IS THE RECORD OF AGREEMENT MAINTAINED AND PROCESSED WITHIN THE CARRIER'S ELECTRONIC RESERVATION SYSTEM. A WRITTEN RECEIPT IS PROVIDED TO THE PURCHASER OF THE ELECTRONIC TICKET WHICH CONTAINS A REFERENCE FOR RETRIEVING THE RECORD WITHIN THE CARRIER'S RESERVATION SYSTEM AND SUMMARY OF THE TICKET INFORMATION.

(1) UA MAY MANDATE THE ISSUANCE OF AN ELECTRONIC TICKET (ET) REGARDLESS OF MARKET, CARRIER, FORM OF PAYMENT, OR CUSTOMER TYPE (INCLUDING MILEAGE PLUS AND PARTICIPATING CARRIER FREQUENT FLYER MEMBERS.)

(2) EFFECTIVE FOR TICKETS ISSUED IN THE UNITED STATES, PUERTO RICO AND THE U.S. VIRGIN ISLANDS, UA OR ITS AUTHORIZED AGENT WILL COLLECT A USD 75.00 SERVICE CHARGE WHEN A PASSENGER VOLUNTARILY REQUESTS THE CONVERSION OF AN ELECTRONIC TICKET (ET) TO PAPER FOR ALL ET-ELIGIBLE ITINERARIES. THIS SERVICE CHARGE IS NON-REFUNDABLE AND APPLIES IN ADDITION TO ALL OTHER APPLICABLE CHARGES.

H) EFFECTIVE FOR TICKETS ISSUED ON/AFTER 15JUN06, UA WILL ASSESS A \$20.00 USD FEE FOR TICKETS PURCHASED AT ANY AIRPORT LOCATION WITHIN THE 50 U.S. STATES AND A \$15.00 USD FEE FOR TICKETS PURCHASED THROUGH UNITED RESERVATIONS CENTERS. FEES ARE NON-REFUNDABLE AND APPLY IN ADDITION TO ALL OTHER APPLICABLE CHARGES.

I) EFFECTIVE 15JUN06 UNITED WILL ASSESS A USD 15.00 SERVICE FEE TO ASSIST WITH A VOLUNTARY CHANGE ON TICKETS ORIGINALLY ISSUED VIA ANY EXTERNAL TICKETING SOURCE (TRAVEL AGENCY/INTERNET AGENCY/OTHER AIRLINE/ETC). THE FEE APPLIES TO DOMESTIC TRAVEL (UNITED STATES/PUERTO RICO/U.S. VIRGIN ISLANDS) AND U.S. POINT OF SALE TO INTERNATIONAL DESTINATIONS. THE FEE IS NON-REFUNDABLE AND APPLIES IN ADDITION TO ALL APPLICABLE CHARGES.

**TICKET VALIDITY UA RULE: 0105**

A) PERIOD OF VALIDITY

(1) EXCEPT AS PROVIDED IN PARAGRAPH C) 1) BELOW, A REFUNDABLE ORIGINAL TICKET OR COMPLETELY REISSUED PUBLISHED FARE TICKET WILL BE VALID FOR TRANSPORTATION FOR ONE YEAR FROM THE DATE ON WHICH TRANSPORTATION COMMENCES AT THE POINT OF ORIGIN DESIGNATED ON THE ORIGINAL TICKET OR, IF NO PORTION OF THE TICKET IS USED, FROM THE DATE OF ISSUANCE OF THE ORIGINAL OR REISSUED TICKET WHICHEVER IS LATER. WHEN AN UNUSED PUBLISHED FARE TICKET IS COMPLETELY REISSUED, THE NEW TICKET VALIDITY ON THE REISSUED TICKET WILL BE DETERMINED FROM THE DATE THE TICKET WAS REISSUED.

(2) NON-REFUNDABLE FARES: TICKETS HAVE NO VALUE AFTER TICKETED DEPARTURE DATE.

Exception: When the passenger cancels the ticketed flight reservations prior to the ticketed departure date, the ticket will be valid for transportation for one year from the date of issuance of the original ticket. Otherwise, the ticket has no value after ticketed departure date.

B) EXTENSION OF VALIDITY

1) IF THE PASSENGER IS PREVENTED FROM USING THE TICKET, OR A PORTION OF THE TICKET, DURING THE PERIOD OF VALIDITY SPECIFIED IN PARAGRAPH A) ABOVE OR THE PERIOD OF VALIDITY APPLICABLE TO AN EXCURSION OR SPECIAL FARE, DUE TO LACK OF SPACE OR FLIGHT CANCELLATION, THE TICKET WILL REMAIN VALID UNTIL SPACE CAN BE PROVIDED ON A SCHEDULE COMPARABLE TO THE SCHEDULE THAT THE PASSENGER HAD REQUESTED.

2) IF THE PASSENGER IS UNABLE TO COMMENCE OR CONTINUE HIS/HER TRAVEL DUE TO PERSONAL ILLNESS OR PHYSICAL INCAPACITY, OR THE ILLNESS OR PHYSICAL INCAPACITY OF A MEMBER OF HIS/HER IMMEDIATE FAMILY, OR OF AN ASSOCIATE WITH WHOM HE/SHE IS TRAVELING, UA WILL EXTEND THE PERIOD OF VALIDITY BEYOND THE ORIGINAL LIMIT NOT TO EXCEED 30 DAYS. THE ILLNESS OR INCAPACITY MUST BE CERTIFIED IN WRITING BY A PHYSICIAN, SPECIFYING THAT THE PASSENGER IS PREVENTED FROM COMPLETING HIS/HER JOURNEY PRIOR TO THE EXPIRATION OF THE ORIGINAL TIME LIMIT BECAUSE OF SUCH CIRCUMSTANCES. THE CERTIFICATE MUST BE SURRENDERED TO UA, AND THE TICKET AND ALL COUPONS AFFECTED MUST BE ENDORSED BY AN AUTHORIZED UA TICKET AGENT TO INDICATE THAT AN EXTENSION HAS BEEN GRANTED.

NOTE: THE ABOVE PROVISIONS WILL ALSO APPLY IF THE PASSENGER IS UNABLE TO COMMENCE OR CONTINUE HIS/HER TRAVEL DUE TO THE DEATH OF A MEMBER OF HIS/HER IMMEDIATE FAMILY, OR AN ASSOCIATE WITH WHOM HE/SHE IS TRAVELING. THE DEATH MUST BE CERTIFIED IN WRITING BY A PHYSICIAN, SPECIFYING THAT THE PASSENGER IS PREVENTED FROM COMPLETING HIS/HER JOURNEY PRIOR TO THE EXPIRATION OF THE ORIGINAL TIME LIMIT BECAUSE OF SUCH CIRCUMSTANCES. IN THE CASE OF DEATH, A COPY OF THE DEATH CERTIFICATE SHALL BE PRESENTED TO UA.

3) WAIVERS FOR JURY DUTY SUMMONS/SUBPOENA  
WHEN PASSENGERS ARE CALLED TO JURY DUTY OR RECEIVE A SUBPOENA WHICH CONFLICTS WITH THE TRAVEL DATES, UA WILL EXTEND VALIDITY OF TICKET AND/OR WAIVER REQUIREMENTS AS NOTED BELOW:

A) UA WILL EXTEND TICKET VALIDITY BEYOND THE ORIGINAL LIMIT NOT TO EXCEED 30 DAYS.

B) WAIVER OF SPECIAL FARE PROVISIONS:

I) WHEN TRANSPORTATION HAS NOT COMMENCED FROM POINT OF ORIGIN:

AA) GROUP FARES: PASSENGERS MAY TRAVEL WITH A SUBSEQUENT GROUP TRAVELING ON THE SAME TYPE OF FARE. ADVANCE RESERVATION/TICKETING/SERVICE CHARGE/NON-CHANGEABLE PROVISIONS WILL BE WAIVED. INDIVIDUAL TRAVEL WILL BE PERMITTED ONLY IN ACCORDANCE WITH APPLICABLE TARIFF RULES OF THE GROUP FARE.

BB) INDIVIDUAL FARES: PASSENGERS WILL BE PERMITTED TO TRAVEL ON SUBSEQUENT FLIGHTS. ADVANCE RESERVATION/TICKETING/SERVICE CHARGE/NON-CHANGEABLE PROVISIONS AND LIMITED SEAT REQUIREMENTS WILL BE WAIVED.

NOTE: TRAVEL WILL NOT BE PERMITTED ON A DAY OR AT A TIME WHEN THE FARE IS NOT APPLICABLE FOR TRAVEL, NOR WILL TRAVEL BE PERMITTED TO COMMENCE AT A FARE THAT HAS EXPIRED.

II) WHEN TRAVEL HAS COMMENCED FROM POINT OF ORIGIN, PASSENGER WILL BE PERMITTED TO RETURN ON AN EARLIER/LATER FLIGHT. GROUP TRAVEL, RESERVATION/TICKETING/SERVICE CHARGE/ NON-CHANGEABLE PROVISIONS, AND MINIMUM/MAXIMUM STAY REQUIREMENTS WILL BE WAIVED.

C) ANY EXTENSION OF TICKET VALIDITY OR WAIVED RESTRICTION WILL ALSO APPLY TO IMMEDIATE FAMILY MEMBERS AND TO TRAVELING COMPANION(S).

D) THE PASSENGER MUST SUBMIT A COPY OF JURY SUMMONS OR SUBPOENA WHICH ARE IN CONFLICT WITH THE TRAVEL DATES. IF A SATISFACTORY PROOF IS NOT SUBMITTED, THE PASSENGER MUST PAY THE FARE APPLICABLE TO THE TRANSPORTATION ACTUALLY USED. THE PASSENGER MAY LATER SUBMIT A REFUND APPLICATION WITH SUPPORTING PROOF.

E) IF CIRCUMSTANCES REQUIRE THE PASSENGER TO STOP OVER AT AN INTERMEDIATE POINT, ONE STOPOVER WILL BE PERMITTED AT NO ADDITIONAL COST.

F) THE PASSENGER WILL BE ACCOMMODATED ONLY IN THE CLASS OF SERVICE, I.E. FIRST CLASS/COACH COMPARTMENT, AS ORIGINALLY TICKETED.

4) VIA ALL -N TYPE NONREFUNDABLE FARES, NO WAIVERS TO FARE RULES DUE TO ILLNESS/JURY DUTY/SUBPOENA WILL APPLY.

#### C) SPECIAL FARE PROVISIONS

THE PROVISIONS BELOW WILL APPLY TO FARES THAT ARE SUBJECT TO GROUP TRAVEL REQUIREMENTS, AND/OR RESERVATIONS OR TICKETING TIME LIMITATIONS, AND/OR MINIMUM OR MAXIMUM STAY REQUIREMENTS.

##### 1) PERIOD OF VALIDITY

WHEN A TICKET INCLUDES AN EXCURSION OR SPECIAL FARE HAVING A SHORTER PERIOD OF VALIDITY THAN ONE YEAR, THE SHORTER PERIOD OF VALIDITY WILL APPLY ONLY TO THE EXCURSION OR SPECIAL FARE TRANSPORTATION.

##### 2) EXTENSION OF VALIDITY

SEE PROVISIONS IN PARAGRAPH B) ABOVE.

##### 3) WAIVER OF SPECIAL FARE RESTRICTIONS

A) WHEN A PASSENGER TRAVELING AT AN EXCURSION OR SPECIAL FARE IS PREVENTED FROM TRAVELING IN ACCORDANCE WITH THE TERMS OF THE APPLICABLE TARIFF DUE TO THE PASSENGER'S ILLNESS, INJURY, OR PHYSICAL INCAPACITY; OR DUE TO THE DEATH, ILLNESS, INJURY, OR PHYSICAL INCAPACITY OF A MEMBER OF HIS/HER IMMEDIATE FAMILY, THE PASSENGER WILL BE PERMITTED TO TRAVEL ACCORDING TO THE PROVISIONS BELOW. (SEE ALSO PARAGRAPH B) BELOW.)

I) WHEN TRANSPORTATION HAS NOT COMMENCED FROM POINT OF ORIGIN AND TRAVEL IS:

AA) GROUP TRAVEL: THE PASSENGER WILL BE PERMITTED TO TRAVEL WITH A SUBSEQUENT GROUP TRAVELING ON THE SAME TYPE OF FARE ON WHICH THE PASSENGER WAS ORIGINALLY TICKETED, WITHOUT REGARD TO ANY MINIMUM RESERVATIONS OR TICKETING LIMIT. THE PASSENGER WILL NOT BE

PERMITTED TO COMMENCE TRAVEL INDIVIDUALLY UNLESS IN ACCORDANCE WITH THE APPLICABLE TARIFF.

BB) INDIVIDUAL TRAVEL: THE PASSENGER WILL BE PERMITTED TO COMMENCE TRAVEL ON A SUBSEQUENT FLIGHT WITHOUT REGARD TO ANY MINIMUM RESERVATION, OR TICKETING LIMIT, OR MAXIMUM PASSENGER LIMITATION. THE PASSENGER WILL NOT BE PERMITTED TO ORIGINATE TRAVEL PRIOR TO THE ORIGINAL DEPARTURE DATE.

NOTE: TRAVEL WILL NOT BE PERMITTED ON A DAY AT A TIME WHEN THE FARE IS NOT APPLICABLE FOR TRAVEL, NOR WILL TRAVEL BE PERMITTED TO COMMENCE AT A FARE THAT HAS EXPIRED. WHEN NECESSARY THE APPROPRIATE DIFFERENCE IN FARE WILL BE COLLECTED FROM OR REFUNDED TO THE PASSENGER.

II) WHEN TRANSPORTATION HAS COMMENCED FROM POINT OF ORIGIN THE PASSENGER WILL BE PERMITTED TO RETURN TO THE FINAL DESTINATION ON AN EARLIER OR LATER FLIGHT, AS NECESSARY, WITHOUT REGARD TO GROUP TRAVEL REQUIREMENTS OR ANY MINIMUM RESERVATIONS OR TICKETING LIMIT.

B) TRAVEL PERMITTED IN ACCORDANCE WITH THE PROVISIONS IN PARAGRAPHS A) I) AND II) ABOVE IS ALSO SUBJECT TO THE FOLLOWING PROVISIONS:

I) THE PASSENGER WILL BE ACCOMMODATED ONLY IN THE CLASS OF SERVICE ORIGINALLY TICKETED.

II) IF THE CIRCUMSTANCES REQUIRE THE PASSENGER TO STOP OVER AT AN INTERMEDIATE POINT NAMED ON THE ROUTING APPLICABLE TO THE FARE PAID BY THE PASSENGER, ONE STOPOVER WILL BE PERMITTED AT NO ADDITIONAL COST.

III) THE PASSENGER MUST SUBMIT TO UA A PHYSICIAN'S CERTIFICATE STATING THE CIRCUMSTANCES WHICH NECESSITATE TRAVEL UNDER THIS PROVISION. IN THE CASE OF DEATH OF A MEMBER OF THE PASSENGER'S IMMEDIATE FAMILY, A COPY OF THE DEATH CERTIFICATE SHALL BE PRESENTED TO UA.

IV) IF THE MEDICAL CERTIFICATE OR DEATH CERTIFICATE IS NOT AVAILABLE AT THE TIME THE PASSENGER IS TO TRAVEL, OR IF UA HAS REASON TO DOUBT THE VALIDITY OF SUCH CERTIFICATE, THE PASSENGER WILL BE ACCOMMODATED ONLY UPON PAYMENT OF THE FARE APPLICABLE TO TRANSPORTATION ACTUALLY USED, AND A REQUEST FOR REFUND MAY BE FILED WITH UA. UPON RECEIPT OF THE CLAIM FORM AND ALL SUPPORTING DOCUMENTS, AND AFTER DETERMINING THE VALIDITY OF THE CLAIM, UA WILL REFUND TO THE PASSENGER THE DIFFERENCE BETWEEN THE TOTAL FARE PAID BY THE PASSENGER AND THE AMOUNT THE PASSENGER WOULD HAVE PAID UNDER THE PROVISIONS OF THIS RULE.

V) ANY EXTENSION OF VALIDITY OR RESTRICTIONS WAIVED WILL ALSO APPLY TO MEMBERS OF THE IMMEDIATE TRAVEL PARTY WHO ACCOMPANY THE PASSENGER DESCRIBED IN PARAGRAPH C)3)A) ABOVE.

#### 4) WAIVER OF SERVICE CHARGES

ALL SERVICE CHARGES WILL BE WAIVED IN THE EVENT OF AN ILLNESS/DEATH TO THE PASSENGER/IMMEDIATE FAMILY MEMBER (TRAVELING OR NOT)/TRAVELING COMPANION, AS EVIDENCED BY A DEATH/MEDICAL CERTIFICATE.

5) VIA ALL -N TYPE NONREFUNDABLE FARES, NO WAIVERS TO FARE RULES DUE TO ILLNESS/JURY DUTY/SUBPOENA WILL APPLY

6) MILITARY PERSONNEL WHO ARE ACTIVATED FOR DUTY AND IMMEDIATE FAMILY MEMBERS AS DEFINED UNDER RULE 5UA WHO ARE ACCOMPANYING THE QUALIFYING MILITARY PASSENGER AND ARE HOLDING VALID TICKETS FOR TRAVEL DURING THE DATE FOR WHICH THEY MUST REPORT FOR ACTIVE DUTY OR IMMEDIATE FAMILY MEMBERS HOLDING VALID TICKETS TO VISIT MILITARY PERSONNEL WHO ARE ACTIVATED FOR DUTY, MAY UPON PRESENTATION TO UA A COPY OF THE MILITARY ORDERS:

(A) REAPPLY THE TICKETS TO A REVISED OR NEW ITINERARY, REQUALIFYING FOR A FARE APPROPRIATE TO THE

- ITINERARY, AND THE TICKETS MAY BE REISSUED WITHOUT A SERVICE CHARGE, OR
- (B) REFUND THE TICKETS IN THE FORM OF A UA TRAVEL VOUCHER OR TO THE ORIGINAL FORM OF PAYMENT WITHOUT A SERVICE CHARGE.

**CONFIRMATION OF RESERVED SPACE UA RULE: 0115**

A) A RESERVATION FOR SPACE ON A GIVEN FLIGHT IS VALID WHEN THE AVAILABILITY AND ALLOCATION OF SUCH SPACE IS CONFIRMED BY A RESERVATION AGENT OF UA OR ITS AUTHORIZED REPRESENTATIVE AND ENTERED INTO THE CARRIERS RESERVATIONS SYSTEM. AT TIME OF RESERVATION UA REQUIRES THE FULL NAME CONSISTING OF FULL FIRST AND LAST NAME FOR EACH PASSENGER TO BE ENTERED INTO THE NAME FIELD OF THE RESERVATION. EXCEPTION: ONLY ONE NAME WILL BE REQUIRED FOR RESERVATIONS FOR PASSENGERS WHOSE PASSPORT REFLECT ONLY ONE NAME. RESERVATIONS WHICH DO NOT CONTAIN THE FULL NAME OF EACH PASSENGER WILL BE AUTOMATICALLY CANCELLED WITHIN 72 HOURS OF RESERVATION CONFIRMATION. SUBJECT TO PAYMENT OR SATISFACTORY CREDIT ARRANGEMENT, A VALIDATED TICKET WILL BE ISSUED BY UA OR ITS AUTHORIZED REPRESENTATIVE INDICATING SUCH CONFIRMED SPACE, PROVIDED PASSENGER APPLIES FOR SUCH TICKET AT LEAST 60 MINUTES PRIOR TO THE SCHEDULED DEPARTURE TIME OF THE FLIGHT TO WHICH SUCH RESERVATION APPLIES. SUCH RESERVATION IS SUBJECT TO CANCELLATION BY UA, WITHOUT NOTICE, IF THE PASSENGER HAS NOT OBTAINED A VALIDATED TICKET SPECIFYING HIS/HER CONFIRMED RESERVED SPACE AT LEAST 60 MINUTES PRIOR TO THE SCHEDULED DEPARTURE TIME OF THE FLIGHT TO WHICH SUCH RESERVATION APPLIES.

PASSENGERS WHO CONTACT UNITED OR ITS AUTHORIZED REPRESENTATIVES FOR TRAVEL WITHIN POINTS IN THE UNITED STATES/CANADA/PUERTO RICO/U.S. VIRGIN ISLANDS MAY, AT THEIR DISCRETION, HOLD RESERVATIONS WHICH HAVE BEEN CONFIRMED AT A UNITED LOCATION WITHOUT PAYMENT AT THE FARE STORED IN THE RESERVATION UNTIL MIDNIGHT LOCAL TIME THE DAY FOLLOWING THE CONFIRMATION OF THE RESERVATION, PROVIDED NO VOLUNTARY CHANGES ARE MADE TO THE ITINERARY BY THE CUSTOMER, ALL FARE RULES ARE MET, AND TICKETING OCCURS BY UNITED AIRLINES OR ITS AUTHORIZED REPRESENTATIVE.

EXCEPTION 1: WHERE RULES APPLICABLE TO A FARE PROVIDE FOR ISSUANCE, VALIDATION, OR PURCHASE OF A TICKET MORE THAN 60 MINUTES PRIOR TO THE SCHEDULED DEPARTURE TIME OF THE FLIGHT TO WHICH A RESERVATION APPLIES, THE ADVANCE TICKETING LIMIT SPECIFIED IN SUCH OTHER RULES WILL APPLY.

EXCEPTION 2: DURING A WORK STOPPAGE RESULTING FROM A STRIKE BY ONE OR MORE OF UA'S LABOR UNIONS, UA WILL CANCEL ONLY THOSE FLIGHTS THAT IT IS UNABLE TO OPERATE AS A RESULT OF THE WORK STOPPAGE.

B) ONCE A PASSENGER OBTAINS A TICKET REFLECTING CONFIRMED SPACE FOR A SPECIFIC UA FLIGHT AND DATE, EITHER FROM UA OR FROM ANY AGENT OF UA, THE RESERVATION IS CONFIRMED EVEN IF THERE IS NO RECORD IN UA'S RESERVATIONS SYSTEM.

EXCEPTION 1: TICKETS SHALL NOT BE VALID IF RESERVATIONS ARE CANCELLED PURSUANT TO RULE 135, (CANCELLATION OF RESERVATIONS) OR CANCELLED BY THE PASSENGER OR HIS/HER REPRESENTATIVE.

EXCEPTION 2: "WRITE-YOUR-OWN" TYPE TICKETS SHALL BE VALID ONLY IF THE RESERVATION IS RECORDED IN UA'S RESERVATION SYSTEM.

EXCEPTION 3: TICKETS WHICH ARE REVALIDATED BY USE OF A STICKER TO INDICATE A CONFIRMED RESERVATION ON UA SHALL BE VALID ONLY IF A CONFIRMED RESERVATION IS RECORDED IN UA'S RESERVATION SYSTEM.

C) UA FLIGHTS ARE SUBJECT TO OVERBOOKING WHICH COULD RESULT IN THE CARRIER'S INABILITY TO PROVIDE PREVIOUSLY CONFIRMED SPACE FOR A GIVEN FLIGHT OR FOR THE CLASS OF SERVICE RESERVED. IN THAT EVENT, UA'S OBLIGATION TO THE PASSENGER IS GOVERNED BY RULE 245 (DENIED BOARDING COMPENSATION). THE TERM "OVERBOOKING" MEANS THE LIMITED ACCEPTANCE OF MORE CONFIRMED RESERVATIONS FOR A CLASS OF SERVICE ON A GIVEN FLIGHT THAN THE SEATING CAPACITY OF THAT CLASS OF SERVICE ON THE AIRCRAFT. THE PASSENGER SHALL NOT BE ENTITLED TO COMPENSATORY OR PUNITIVE DAMAGES IN THE EVENT OF AN OVERSELL.

**CANCELLATION OF RESERVATIONS UA RULE: 0135**

A) UA WILL CANCEL RESERVATIONS OF ANY PASSENGER WHENEVER SUCH ACTION IS NECESSARY TO COMPLY WITH ANY GOVERNMENTAL REGULATION, WITH ANY GOVERNMENTAL REQUEST FOR EMERGENCY TRANSPORTATION IN CONNECTION WITH THE NATIONAL DEFENSE, OR WHENEVER SUCH ACTION IS NECESSARY OR ADVISABLE BY REASON OF WEATHER, WORK STOPPAGE RESULTING FROM A STRIKE, OR OTHER CONDITIONS BEYOND ITS CONTROL.

B) FAILURE TO OCCUPY SPACE. IF THE PASSENGER FAILS TO OCCUPY SPACE WHICH HAS BEEN RESERVED FOR HIM/HER ON A UA FLIGHT, AND UA FAILS TO RECEIVE NOTICE OF THE CANCELLATION OF SUCH RESERVATION PRIOR TO THE DEPARTURE OF SUCH FLIGHT; OR IF ANY CARRIER CANCELS THE RESERVATION OF ANY PASSENGER IN ACCORDANCE WITH THIS RULE, UA WILL CANCEL ALL RESERVATIONS HELD BY SUCH PASSENGER ON THE FLIGHTS OF UA FOR CONTINUING OR RETURN SPACE, PROVIDED UA ORIGINALLY RESERVED THAT SPACE.

C) AIRPORT CHECK-IN TIME LIMITS - APPLICABLE TO/FROM ALL POINTS IN THE U.S.A.

UA RESERVES THE RIGHT TO CANCEL THE RESERVED SPACE, ANY PREASSIGNED SEAT AND THE ENTIRE ITINERARY OF ANY PASSENGER WHO FAILS TO CHECK-IN AND RECEIVE A BOARDING PASS AT LEAST THIRTY (30) MINUTES PRIOR TO SCHEDULED DEPARTURE AND BE AVAILABLE TO BOARD AT THE DESIGNATED BOARDING GATE AT LEAST TWENTY (20) MINUTES PRIOR TO SCHEDULED DEPARTURE OF THE FLIGHT ON WHICH THE RESERVATION IS MADE.

D) PASSENGERS WHO ARE UNABLE TO PRESENT THEMSELVES FOR CHECK-IN IN ACCORDANCE WITH THE ABOVE, DUE TO THE LATE ARRIVAL OF AN INBOUND CONNECTING FLIGHT OF UA OR ANOTHER CARRIER, WILL BE CONSIDERED MISCONNECTIONS.

E) UA IS NOT LIABLE WHEN IT CANCELS THE RESERVATION OF ANY PASSENGER IN ACCORDANCE WITH THIS RULE, BUT

1) IF SUCH RESERVATION WAS CANCELLED PURSUANT TO PARAGRAPHS A) OR D) OF THIS RULE, EXCEPT FOR CANCELLATIONS DUE TO A WORK STOPPAGE RESULTING FROM A STRIKE, UA WILL TAKE SUCH ACTION AS IS PROVIDED IN RULE 240 (FAILURE TO OPERATE ON SCHEDULE OR FAILURE TO CARRY).

2) IF SUCH RESERVATION WAS CANCELLED DUE TO A WORK STOPPAGE RESULTING FROM A STRIKE, UA WILL REROUTE PASSENGERS TICKETED ON THE DAY OF OR PRIOR TO SUCH WORK STOPPAGE VIA UA OR VIA OTHER CARRIERS WITH WHOM UA HAS AN AGREEMENT FOR SUCH REROUTING. PASSENGERS TICKETED AFTER

ONSET OF A WORK STOPPAGE WILL BE PROTECTED ONLY OVER THE ROUTES OF UA. IF UA IS UNABLE TO PROVIDE ALTERNATE SERVICE ACCEPTABLE TO THE PASSENGER, UA SHALL REFUND THE FLIGHT COUPON(S) FOR THE UNFLOWN PORTION(S) IN ACCORDANCE WITH RULE 260 (REFUNDS-INVOLUNTARY).

3) IF SUCH RESERVATION WAS CANCELLED PURSUANT TO PARAGRAPHS B) OR C) OF THIS RULE, UA WILL REROUTE IN ACCORDANCE WITH RULE 255 (REROUTING - WHEN ALLOWED), OR WILL REFUND IN ACCORDANCE WITH RULE 270 (REFUNDS-VOLUNTARY).

4) THE REMEDIES IN SUB-PARAGRAPH 1), 2) AND 3) ABOVE SHALL BE THE SOLE AND EXCLUSIVE REMEDIES FOR A PASSENGER. THE PASSENGER SHALL HAVE NO CLAIM AS LAW OR EQUITY FOR COMPENSATORY OR PUNITIVE DAMAGES.

F) PASSENGER'S RIGHT TO CANCEL RESERVATIONS.  
NOTWITHSTANDING ANY OTHER PROVISIONS OF THE CONTRACT OF CARRIAGE, CUSTOMERS WHO PURCHASE A TICKET IN THE UNITED STATES, WHETHER THROUGH UNITED RESERVATIONS, UNITED'S CITY TICKET OFFICES, AIRPORT TICKET LOCATIONS OR UNITED.COM MAY CANCEL THAT RESERVATION AND RECEIVE A FULL REFUND FOR THE FARE PAID UP TO 24 HOURS FROM THE TIME THE TICKET WAS ISSUED.

#### **APPLICATION OF FARES - GENERAL UA RULE: 0150**

FARES AND CHARGES SHALL APPLY ONLY TO AIR TRANSPORTATION BETWEEN THE AIRPORTS THROUGH WHICH THE CITIES NAMED IN CONNECTION WITH SUCH FARES AND CHARGES ARE SERVED BY UA OR CARRIERS BY WHOM, OR ON WHOSE BEHALF, SUCH FARES AND CHARGES ARE PUBLISHED. GROUND TRANSPORTATION, TO OR FROM AN AIRPORT, WILL BE ARRANGED BY THE PASSENGER, AT THEIR OWN EXPENSE.

#### **LOWEST FARE AVAILABLE UA RULE: 0151**

IN MAKING RESERVATIONS AND QUOTING FARES TO CUSTOMERS, UNITED EMPLOYEES WILL OFFER THE LOWEST FARE AVAILABLE FOR WHICH THE CUSTOMERS ARE ELIGIBLE, GIVEN THE DATE, FLIGHT AND CLASS OF SERVICE REQUESTED AND THE MOST LOGICAL ROUTING.

#### **FARE CONSTRUCTION UA RULE: 0165**

WHEN THE FARE BETWEEN ANY 2 POINTS IS NOT SPECIFICALLY PUBLISHED VIA THE DESIRED ROUTING, SUCH FARE SHALL BE CONSTRUCTED BY COMBINING THOSE FARES, APPLICABLE VIA THE DESIRED ROUTING FROM THE PASSENGER'S POINT OF ORIGIN TO POINT OF DESTINATION, WHICH PRODUCE THE LOWEST FARE FOR THE CLASS OF SERVICE USED; PROVIDED, HOWEVER, THAT SUCH FARE WILL NOT EXCEED THE LOWEST FARE DETERMINED IN ACCORDANCE WITH PARAGRAPHS 1), 2), 3), 4) AND 5) OF THIS RULE.

NOTE: FARES MAY BE CONSTRUCTED BY COMBINING END TO END IF SUCH FARES ARE LESS THAN SPECIFICALLY PUBLISHED FARES VIA THE SAME ROUTING, PROVIDED THAT TRAVEL IS VIA THE POINT OVER WHICH FARES HAVE BEEN COMBINED.

- 1) NOT USED
- 2) CIRCLE-TRIP/ROUND-TRIP MAXIMUM IF THE FARE CONSTRUCTED FOR SUCH ROUTING EXCEEDS THE FARE FOR A CIRCLE TRIP OR ROUND TRIP CONSTRUCTED

FROM THE SAME POINT OF ORIGIN WHICH WOULD INCLUDE SUCH ROUTING, THE CIRCLE-TRIP OR ROUND-TRIP FARE WOULD APPLY.

3) NOT USED

4) MAXIMUM FARE - TRAVEL VIA THE SAME OR DIFFERENT CLASSES OF SERVICE A COMBINATION OF FARES OF THE SAME OR DIFFERENT CLASSES OF SERVICE (SEE NOTES TO PARAGRAPH 4 BELOW) MAY NOT EXCEED THE LOWEST OF THE FOLLOWING FARES OR COMBINATION OF FARES VIA THE SAME CARRIER(S) BETWEEN AND VIA THE SAME POINT:

A) A COMBINATION OF FARES VIA THE CLASS OF SERVICE USED FOR A PORTION OF THE TRANSPORTATION AND FARES FOR A HIGHER CLASS OF SERVICE FOR THE REMAINDER OF THE TRANSPORTATION, OR

B) A COMBINATION OF FARES VIA HIGHER CLASSES OF SERVICE, OR

C) A THROUGH PUBLISHED FARE VIA A HIGHER CLASS OF SERVICE, OR EXCEPTION: A THROUGH PUBLISHED FARE VIA A HIGHER CLASS OF SERVICE TO OR FROM A MORE DISTANT POINT MAY NOT BE USED TO CONSTRUCT A FARE FOR AN INTERMEDIATE POINT(S) IF THERE IS A PUBLISHED FARE FOR THE SAME HIGHER CLASS OF SERVICE TO OR FROM SUCH INTERMEDIATE POINT(S).

D) A FARE CONSTRUCTED IN ACCORDANCE WITH PARAGRAPH 5) BELOW.

NOTE: FOR THE PURPOSE OF PARAGRAPHS A), B) AND C), FARES ARE PUBLISHED IN THE FOLLOWING DESCENDING CLASS OF SERVICE/BOOKING CODE ORDER:

- 1) FIRST CLASS:  
BOOKING CODE: F
- 2) RESTRICTED FIRST CLASS:  
BOOKING CODE: P  
BOOKING CODE: A
- 3) BUSINESS CLASS:  
BOOKING CODE: C
- 4) RESTRICTED BUSINESS CLASS:  
BOOKING CODE: D  
BOOKING CODE: Z
- 5) COACH CLASS:  
BOOKING CODE: Y
- 6) RESTRICTED COACH CLASS:  
BOOKING CODE: B  
BOOKING CODE: M  
BOOKING CODE: E  
BOOKING CODE: U  
BOOKING CODE: H  
BOOKING CODE: Q  
BOOKING CODE: V  
BOOKING CODE: W  
BOOKING CODE: S  
BOOKING CODE: T  
BOOKING CODE: K  
BOOKING CODE: L  
BOOKING CODE: G

5) A) CONSTRUCTION OF FARES FOR COMBINATION OF JET AND PROPELLER TRANSPORTATION IN THE SAME CLASS OF SERVICE (VIA OTHER THAN AA, AS, BF, DL, EA, NW, UA AND US.) CONSTRUCTION OF FARES FOR COMBINATION OF JET PROPELLER TRANSPORTATION IN THE SAME CLASS OF SERVICE OR FOR COMBINATION OF FIRST CLASS AND COACH SERVICE (APPLICABLE TO AS.) WHERE NO THROUGH ONE-FACTOR FARE IS PUBLISHED FROM POINT OF ORIGIN TO POINT OF DESTINATION VIA THE ROUTE OF MOVEMENT FOR A JOURNEY IN ONE CLASS OF SERVICE, PARTLY ON JET AIRCRAFT AND PARTLY ON PROPELLER AIRCRAFT, THE APPLICABLE FARE FOR SUCH TRANSPORTATION WILL BE CONSTRUCTED AS FOLLOWS: WHERE A THROUGH ONE-FACTOR FARE FOR PROPELLER

AIRCRAFT IS PUBLISHED FROM POINT OF ORIGIN TO POINT OF DESTINATION VIA THE ROUTE OF MOVEMENT FOR THE CLASS OF SERVICE USED, THE APPLICABLE FARE WILL BE THE THROUGH ONE-FACTOR FARE, PLUS THE DIFFERENCE BETWEEN THE FARES FOR JET AND PROPELLER AIRCRAFT, FOR THE CLASS OF SERVICE USED, BETWEEN THE POINTS WHERE JET AIRCRAFT IS USED. FOR THE PURPOSE OF PARAGRAPH 5) THE CLASSES OF SERVICE ARE:

- I) FIRST CLASS SERVICE
- II) COACH SERVICE OTHER THAN NIGHT COACH
- III) COACH SERVICE OTHER THAN NIGHT COACH/OFF-PEAK COACH (APPLICABLE TO NW.)
- IV) NIGHT COACH SERVICE
- V) NIGHT COACH/OFF-PEAK COACH (APPLICABLE TO NW.)

**ROUND-TRIP FARES UA RULE: 0170**

WHEN A TICKET IS PURCHASED BEFORE THE TRANSPORTATION COMMENCES, OR IS REISSUED PURSUANT TO RULE 255 (REROUTING - WHEN ALLOWED), THE FARE APPLICABLE TO A ROUND TRIP BETWEEN TWO POINTS OVER THE LINES OF ONE OR MORE CARRIERS SHALL BE:

- A) WHEN SPECIFICALLY PUBLISHED VIA THE DESIRED ROUTING, THE APPLICABLE ROUND-TRIP FARE PUBLISHED BY OR ON BEHALF OF SUCH CARRIER(S).
- B) WHEN NOT SPECIFICALLY PUBLISHED VIA THE DESIRED ROUTING, THE SUM OF THE ONE-WAY FARES APPLICABLE TO THE RESPECTIVE ONE-WAY SEGMENTS.

**CIRCLE-TRIP FARES UA RULE: 0175**

WHEN A TICKET IS PURCHASED BEFORE THE TRANSPORTATION COMMENCES, OR IS REISSUED PURSUANT TO RULE 255 (REROUTING - WHEN ALLOWED), THE FARE APPLICABLE TO A CIRCLE TRIP VIA PARTICIPATING CARRIERS SHALL BE THE SUM OF FIFTY PERCENT OF THE APPLICABLE ROUND-TRIP FARES FOR THE RESPECTIVE SEGMENTS.

**STOPOVERS UA RULE: 0180**

A) STOPOVERS WILL BE PERMITTED ONLY UPON PAYMENT OF THE COMBINATION OF APPLICABLE FARES, OR STOPOVER CHARGES WHEN PROVIDED ON TRANSPORTATION SOLELY WITHIN THE CONTINENTAL UNITED STATES, UNLESS THE APPLICABLE FARE PERMITS SUCH STOPOVERS. A STOPOVER, AS USED HEREIN, WILL OCCUR WHEN A PASSENGER ARRIVES AT AN INTERMEDIATE OR JUNCTION TRANSFER POINT ON A FLIGHT OF ANY CARRIER, AND FAILS TO DEPART FROM SUCH INTERMEDIATE OR JUNCTION TRANSFER POINT ON:

- 1) THE FIRST FLIGHT ON WHICH SPACE IS AVAILABLE; OR,
- 2) THE FLIGHT THAT WILL PROVIDE FOR THE PASSENGER'S EARLIEST ARRIVAL AT INTERMEDIATE OR JUNCTION TRANSFER POINT(S) OR DESTINATION POINT, VIA THE CARRIER AND CLASS OF SERVICE AS SHOWN ON THE PASSENGER'S TICKET. PROVIDED, HOWEVER, THAT IN NO EVENT WILL A STOPOVER OCCUR WHEN THE PASSENGER DEPARTS FROM THE INTERMEDIATE OR JUNCTION TRANSFER POINT ON A FLIGHT SHOWN IN UA'S OFFICIAL GENERAL SCHEDULES, AND/OR SERVICE PATTERNS AS DEPARTING WITHIN FOUR HOURS AFTER THE PASSENGER'S ARRIVAL AT SUCH POINT.

B) ON TRANSPORTATION BETWEEN POINTS IN THE CONTINENTAL U.S./ALASKA AND HAWAII, 4 STOPOVERS IN EACH DIRECTION WILL BE PERMITTED WITHOUT CHARGE AT INTERMEDIATE POINTS ON THE APPLICABLE ROUTING, UNLESS THE APPLICABLE TARIFF SPECIFICALLY EXCLUDES SUCH STOPOVER.

C) ON TRANSPORTATION BETWEEN POINTS IN THE CONTINENTAL U.S. AND ALASKA, STOPOVERS WILL BE PERMITTED WITHOUT CHARGE AT ANC/PDX/SEA/SFO.

**TRANSFERS UA RULE: 0183**

A MAXIMUM OF 4 CONNECTIONS IN EACH DIRECTION ARE PERMITTED VIA ANY PUBLISHED FARE.

EXCEPTION: BETWEEN HAWAII AND THE CONTINENTAL U.S./ALASKA CONNECTIONS ARE NOT LIMITED VIA FARES GOVERNED BY DFR RULES 4825UA/4826UA/4830UA/4831UA AND VIA C-TYPE FARES/F/FPS/F1UA/FUA/FUAS/Y/YUA/YUAS FARES.

**ROUTINGS UA RULE: 0185**

A) EACH FARE APPLIES ONLY TO TRANSPORTATION VIA THE ROUTINGS SPECIFIED IN CONNECTION WITH SUCH FARE.

B) A LOCAL ROUTING IN CONNECTION WITH A FARE APPLICABLE FOR TRANSPORTATION OVER THE LINES OF UA BETWEEN ANY TWO POINTS, SHALL BE INCLUDED IN A ROUTING IN CONNECTION WITH A PUBLISHED JOINT FARE OF THE SAME FARE BASIS CODE WHICH INCLUDES TRANSPORTATION BETWEEN SUCH POINTS, UNLESS EXPRESSLY EXCLUDED FROM THE JOINT FARE ROUTING OR ROUTINGS. WHERE MORE THAN ONE LOCAL FARE OF THE SAME FARE BASIS CODE APPLIES, THE JOINT FARE SHALL APPLY ONLY VIA THE ROUTING SPECIFIED IN CONNECTION WITH THE LOWEST LOCAL FARE. IN THE ABSENCE OF A LOCAL FARE WITH THE SAME FARE BASIS CODE, THE ROUTING APPLICABLE TO THE LOWEST COACH (Y) FARE SHALL APPLY.

**ACCEPTANCE OF BAGGAGE: GENERAL UA RULE: 0190**

A) GENERAL CONDITIONS OF ACCEPTANCE

UA WILL ACCEPT FOR TRANSPORTATION AS BAGGAGE, SUCH PERSONAL PROPERTY AS IS NECESSARY OR APPROPRIATE FOR THE WEAR, USE, COMFORT, OR CONVENIENCE OF THE PASSENGER FOR THE PURPOSE OF THE TRIP, SUBJECT TO THE FOLLOWING CONDITIONS:

1) ALL BAGGAGE IS SUBJECT TO INSPECTION BY UA; HOWEVER, THERE IS NO OBLIGATION THAT UA PERFORM AN INSPECTION. UA WILL REFUSE TO TRANSPORT OR WILL REMOVE AT ANY POINT BAGGAGE THAT THE PASSENGER REFUSES TO SUBMIT FOR INSPECTION.

2) UA HAS THE RIGHT TO REFUSE TO TRANSPORT BAGGAGE ON ANY FLIGHT OTHER THAN THE ONE CARRYING THE PASSENGER.

3) UA WILL REFUSE TO ACCEPT PROPERTY FOR TRANSPORTATION WHICH SIZE, WEIGHT, OR CHARACTER RENDERS IT UNSUITABLE FOR TRANSPORTATION ON THE PARTICULAR AIRCRAFT WHICH IS TO TRANSPORT IT; WHICH CANNOT BE ACCOMMODATED WITHOUT HARMING OR ANNOYING PASSENGERS; OR WHICH IS NOT SUITABLE OR ADEQUATELY PACKAGED TO WITHSTAND ORDINARY HANDLING, UNLESS THE PASSENGER EXECUTES A RELEASE FORM.

4) UA WILL NOT ACCEPT BAGGAGE OR OTHER PERSONAL PROPERTY FOR STORAGE.

5) BAGGAGE MUST BE CHECKED AT THE AIRPORT AT LEAST 30 MINUTES IN ADVANCE OF FLIGHT DEPARTURE TIME. IF CHECKED BAGGAGE IS ACCEPTED LESS THAN 30 MINUTES BEFORE SCHEDULED DEPARTURE TIME, UA WILL BE EXCLUDED FROM LIABILITY AS DEFINED BELOW.

A) CUTOFF TIME FOR BAGGAGE CHECK-IN IS 30 MINUTES BEFORE DEPARTURE FOR ALL AIRPORTS IN THE U.S. EXCEPT THE FOLLOWING AIRPORTS WHICH HAVE a 45 MINUTE CUT-OFF TIME FOR BAGGAGE CHECK-IN:

ATL-ATLANTA GA

CLT - CHARLOTTE NC  
DEN - DENVER CO  
JFK - JOHN F KENNEDY AIRPORT / NEW YORK NY  
LAS - LAS VEGAS NV  
LAX - LOS ANGELES CA  
MCO - ORLANDO FL  
ORD - OHARE AIRPORT / CHICAGO IL  
PHL - PHILADELPHIA PA  
PHX - PHOENIX AZ  
SEA - SEATTLE WA  
SFO - SAN FRANCISCO CA  
TPA - TAMPA FL  
IAD - DULLES INTL AIRPORT / WASHINGTON DC

B) THE PASSENGER'S NAME MUST APPEAR ON THE BAGGAGE.

C) BAGGAGE WILL NOT BE CHECKED:

I) TO A POINT THAT IS NOT ON THE PASSENGER'S ROUTING.

II) BEYOND THE PASSENGER'S NEXT POINT OF STOPOVER OR, IF THERE IS NO STOPOVER, BEYOND THE FINAL DESTINATION DESIGNATED ON THE TICKET.

III) BEYOND A POINT AT WHICH THE PASSENGER WANTS TO RECLAIM THE BAGGAGE OR ANY PORTION THEREOF.

IV) BEYOND THE POINT TO WHICH ALL APPLICABLE CHARGES HAVE BEEN PAID.

V) BEYOND A POINT AT WHICH THE PASSENGER IS TO TRANSFER TO A CONNECTING FLIGHT, IF THAT FLIGHT IS SCHEDULED TO DEPART FROM AN AIRPORT DIFFERENT FROM THE ONE AT WHICH THE PASSENGER IS SCHEDULED TO ARRIVE.

VI) TO A POINT WHICH IS INTERMEDIATE TO THE PASSENGER'S NEXT POINT OF STOPOVER, OR IF NONE, INTERMEDIATE TO THE FINAL DESTINATION.

6) SIZE MAXIMUMS

NO ARTICLE WILL BE ACCEPTED IF THE MAXIMUM OUTSIDE LINEAR DIMENSIONS (LENGTH WIDTH HEIGHT) EXCEED 115 IN., OR IF THE ARTICLE WEIGHS MORE THAN 100 LB. NO SINGLE DIMENSION SHALL EXCEED 72 IN.

NOTE: THESE PROVISIONS DO NOT APPLY TO CERTAIN SPECIAL ITEMS SUCH AS SPORTING EQUIPMENT, CABIN BAGGAGE, OR KENNELS.

7) MISCELLANEOUS ITEMS

A) UA WILL ACCEPT SPORTING EQUIPMENT AS CHECKED BAGGAGE SUBJECT TO CERTAIN CONDITIONS, LIMITATIONS, AND APPLICABLE CHARGES. INFORMATION AS TO CONDITIONS OF ACCEPTANCE AND CHARGES, IF ANY, WILL BE PROVIDED BY ANY UA RESERVATION AGENT OR AUTHORIZED TRAVEL AGENT.

B) UA WILL ACCEPT LIVE ANIMALS FOR CARRIAGE EITHER AS CHECKED BAGGAGE OR IN THE PASSENGER COMPARTMENT UNDER THE FOLLOWING CONDITIONS:

I) SPACE MUST BE RESERVED FOR ANIMALS IN EITHER THE PASSENGER OR CARGO COMPARTMENT. ANIMALS WITHOUT RESERVED SPACE WILL BE ACCEPTED, IF SPACE IS AVAILABLE, ONLY AFTER THE ANIMALS FOR WHOM SPACE HAS BEEN RESERVED HAVE BEEN ACCOMMODATED.

II) THE ANIMAL MUST BE HARMLESS, INOFFENSIVE, ODORLESS, AND REQUIRE NO ATTENTION DURING TRANSIT.

III) THE ANIMAL MUST BE CONFINED IN A CAGE OR CONTAINER SUBJECT TO INSPECTION AND APPROVAL BY UA, AND MEET THE DEPARTMENT OF AGRICULTURE REQUIREMENTS PRIOR TO ACCEPTANCE.

IV) THE PASSENGER TRANSPORTING THE ANIMAL MUST MAKE ALL ARRANGEMENTS AND ASSUME FULL RESPONSIBILITY FOR COMPLYING WITH ANY APPLICABLE LAWS, CUSTOMS, AND/OR OTHER GOVERNMENTAL REGULATIONS, REQUIREMENTS, OR RESTRICTIONS OF THE COUNTRY, STATE, OR TERRITORY TO WHICH THE ANIMAL IS BEING TRANSPORTED. UA WILL NOT BE LIABLE FOR LOSS

OR EXPENSE DUE TO THE PASSENGER'S FAILURE TO COMPLY WITH THIS PROVISION, AND UA WILL NOT BE RESPONSIBLE IF ANY PET IS REFUSED PASSAGE INTO OR THROUGH ANY COUNTRY, STATE, OR TERRITORY.

V) THE PASSENGER MUST TRAVEL ON THE SAME FLIGHT AS THE ANIMAL; UNACCOMPANIED ANIMALS MAY BE SHIPPED AS AIR FREIGHT ONLY.

VI) KENNELS MAY BE INTERLINED TO STAR CARRIERS WITH THE EXCEPTION OF USAIR.

VII) MAXIMUM KENNEL SIZE OF 115 IN. (LENGTH PLUS WIDTH PLUS HEIGHT) AND MAXIMUM WEIGHT OF 150 LB. WILL BE ACCEPTED AS CHECKED BAGGAGE.

VIII) ONLY DOMESTIC CATS, DOGS, HOUSEHOLD BIRDS, OR SCIENTIFIC OR SPECIALLY TRAINED ANIMALS WILL BE CARRIED IN THE PASSENGER COMPARTMENT OF THE AIRCRAFT. THE FOLLOWING ADDITIONAL RESTRICTIONS APPLY:

AA) CARRIAGE OF ANIMALS IS LIMITED TO ONE ANIMAL PER CONTAINER EXCEPT THAT TWO HOUSEHOLD BIRDS OR TWO PUPPIES/KITTENS (MINIMUM 8 WEEKS/MAXIMUM 6 MONTHS) WILL BE PERMITTED IN A SINGLE CONTAINER. CARRIAGE IS LIMITED PER AIRCRAFT COMPARTMENT BY AIRCRAFT TYPE.

BB) DOGS, CATS, AND HOUSEHOLD BIRDS MUST BE STORED UNDER A SEAT DIRECTLY IN FRONT OF THE PASSENGER. THE PASSENGER WILL NOT BE PERMITTED IN A ROW IMMEDIATELY BEHIND A BULKHEAD, OR ADJACENT TO AN EMERGENCY EXIT.

CC) SCIENTIFIC OR SPECIALLY TRAINED ANIMALS MUST BE STORED UNDER A SEAT DIRECTLY IN FRONT OF THE PASSENGER, OR IN A SEAT IMMEDIATELY BEHIND A BULKHEAD OR CLASS DIVIDER. ACCEPTANCE OF THESE ANIMALS IS SUBJECT TO PRIOR APPROVAL BY UA.

DD) CONTAINERS STORED UNDER A SEAT MUST NOT EXCEED 17L BY 12W BY 8H INCHES.

EE) THE ANIMAL MUST REMAIN IN THE CONTAINER, AND THE CONTAINER MUST REMAIN CLOSED AND SEALED FROM THE TIME OF ENTRY INTO THE AIRPLANE UNTIL AFTER DEPLANING FROM THE AIRPLANE.

NOTE: ANIMALS WILL NOT BE ACCEPTED FOR CARRIAGE ON SOME UNITED EXPRESS FLIGHTS.

EXCEPTION: ONE DOG TRAINED IN EXPLOSIVE DETECTION, SEARCH, AND RESCUE PER CABIN WILL BE ACCEPTED WHEN PROPERLY HARNESSSED AND MUZZLED, AND ACCOMPANIED BY A HANDLER, FOR A CHARGE OF USD 30.00 EACH. THE DOG WILL BE PERMITTED TO ACCOMPANY ITS HANDLER INTO THE CABIN BUT MAY NOT OCCUPY A SEAT. THE DOG AND ITS HANDLER MUST BE ON OFFICIAL EMERGENCY DUTY STATUS AND SUCH OFFICIAL DUTY STATUS MUST BE DOCUMENTED IN WRITING TO THE SATISFACTION OF UA. SERVICE DOGS AND OTHER APPROVED SERVICE ANIMALS TRAINED TO ASSIST DISABLED PASSENGERS WILL BE CARRIED WITHOUT CHARGE AND MAY ACCOMPANY THE DISABLED PASSENGER OR TRAINER INTO THE CABIN. THESE SERVICE ANIMALS MAY NOT OCCUPY A SEAT.

C) UA ACCEPTS MUSICAL INSTRUMENTS, FRAGILE OR BULKY ITEMS AS CABIN-SEAT BAGGAGE SUBJECT TO ADVANCE ARRANGEMENTS AND APPLICABLE CHARGES. BASS VIOLINS AND CELLOS WILL ONLY BE ACCEPTED AS CABIN-SEAT BAGGAGE.

NOTE: INFORMATION CONCERNING CONDITIONS OF ACCEPTANCE AND APPLICABLE CHARGES FOR SPECIAL ITEMS WILL BE PROVIDED BY ANY UA RESERVATION AGENT OR AUTHORIZED TRAVEL AGENT.

D) I) NONSPORTING FIREARMS AND AMMUNITION WILL BE ACCEPTED AS CHECKED BAGGAGE ONLY.

II) SPORTING FIREARMS AND AMMUNITION WILL BE ACCEPTED AS CHECKED BAGGAGE ONLY, AND SUBJECT TO THE FOLLOWING CONDITIONS:

AA) RIFLES/SHOTGUNS MUST BE UNLOADED AND PACKED IN A HARD SIDED LOCKED CASE. BAGGAGE CONTAINING A HANDGUN(S) MUST BE LOCKED, AND THE BAG MUST BE OF A HARD SIDE TYPE. A DATED DECLARATION THAT THE

FIREARM(S) IS NOT LOADED MUST BE SIGNED BY THE PASSENGER AND PLACED ON THE INSIDE OF A CASE DESIGNED SPECIFICALLY FOR CARRYING RIFLES/SHOTGUNS, OR INSIDE THE CONTAINER/SUITCASE OF OTHER BAGGAGE.

BB) AMMUNITION MUST BE PACKED IN THE MANUFACTURER'S ORIGINAL PACKAGE OR SECURELY PACKED IN FIBER, WOOD, OR METAL BOXES. ELEVEN LB. MAXIMUM WILL BE ACCEPTED.

8) FRAGILE AND PERISHABLE ITEMS

A) UA DOES NOT ASSUME RESPONSIBILITY FOR DAMAGE TO FRAGILE ARTICLES PRESENTED AS CHECKED BAGGAGE UNLESS APPROPRIATELY PACKAGED IN AN ORIGINAL FACTORY SEALED CARTON, CARDBOARD MAILING TUBE OR CONTAINER, OR CASE DESIGNED FOR SHIPPING SUCH ITEMS, OR SUITABLY PACKED WITH PROTECTIVE INTERNAL MATERIAL.

B) UA WILL ACCEPT FRAGILE ITEMS WITHOUT APPROPRIATE PACKAGING UPON EXECUTION OF A RELEASE FORM FURNISHED BY UA WHICH RELIEVES UA OF LIABILITY FOR PRIOR DAMAGE, OR FOR DAMAGE TO FRAGILE ITEMS (OF THE TYPE IDENTIFIED BELOW) IN CHECKED BAGGAGE. SUCH EXCLUDED DAMAGE MUST RESULT SOLELY FROM THE UNSUITABILITY OF FRAGILE ITEMS AS CHECKED BAGGAGE, AND/OR THE INADEQUACY OF THEIR PACKAGING, AND NOT FROM UA'S FAILURE TO EXERCISE THE ORDINARY STANDARD OF CARE. EXECUTION OF THE RELEASE FORM ALSO RELIEVES UA OF LIABILITY FOR SPOILAGE, OR SUBSTANTIAL LOSS OF VALUE OR POTENCY WHICH RESULTS FROM UA'S DELAY IN DELIVERY OF CHECKED BAGGAGE WHEN SUCH SPOILAGE RESULTS FROM THE UNSUITABILITY OF SUCH ITEMS AS CHECKED BAGGAGE, AND NOT FROM UA'S FAILURE TO EXERCISE THE ORDINARY STANDARD OF CARE. ALSO, WHEN PACKAGING IS INADEQUATE, THE RELEASE APPLIES TO LOSS OF CONTENTS FROM THE CONTAINER WHILE IN TRANSIT. THE CLASSES OF ITEMS LISTED BELOW ARE DEEMED BY UA TO BE FRAGILE OR PERISHABLE, OR OTHERWISE UNSUITABLE AS CHECKED BAGGAGE, AND ARE SUBJECT TO THE CONDITIONS OF ACCEPTANCE SET FORTH ABOVE. EXAMPLES ARE BY ILLUSTRATION AND NOT BY LIMITATION.

I) ARTISTIC ITEMS - PAINTINGS, DRAWINGS, STATUES OR OTHER SCULPTURES, PLASTICS, AND PLASTER OF PARIS MODELS AND CASTS.

II) CHINAWARE/CERAMICS/POTTERY (SEE ALSO GLASS) - CERAMICS, POTS, BOWLS, CROCKERY, DISHES, GLASSES, EARTHENWARE, AND OTHER CONTAINERS OR ORNAMENTS MADE OF PORCELAIN OR CLAY HARDENED BY HEAT.

III) ELECTRONIC AND MECHANICAL ITEMS - TYPEWRITERS, SEWING MACHINES, WATCHES, CLOCKS, SENSITIVE CALIBRATED TOOLS AND INSTRUMENTS, TELEVISIONS, RADIOS (INCLUDING CITIZEN BAND), CALCULATORS, COMPUTER EQUIPMENT, AUDIO AND VIDEO EQUIPMENT, ELECTRON MICROSCOPES, ELECTROGRAPHS, AND ELECTRONIC MEDICAL EQUIPMENT THAT INCLUDES TUBES AND GLASS.

IV) GARMENT BAGS - GARMENT BAGS AND SUIT/DRESS COVERS OF LIGHT, FLIMSY PLASTIC OR VINYL DESIGNED FOR CARRYING AND NOT FOR SHIPPING.

V) GLASS - GLASSWARE, CRYSTAL, MIRRORS, BOTTLES, AND ANY LIQUIDS CONTAINED THEREIN (EXCLUDING REASONABLE QUANTITIES OF TOILETRIES), TELESCOPES, BINOCULARS, BAROMETERS, AND EYEGLASSES AND CONTACT LENSES THAT ARE NOT IN THEIR CASES.

VI) MUSICAL INSTRUMENTS AND EQUIPMENT - GUITARS, VIOLINS AND VIOLAS, CELLOS, ORGANS, HARPS, DRUMS, AND AMPLIFIERS OR SPEAKERS USED IN CONJUNCTION WITH ELECTRONIC INSTRUMENTS.

VII) PAPER - BUSINESS DOCUMENTS, MECHANICAL DRAWINGS, BLUEPRINTS, MAPS, CHARTS, HISTORICAL DOCUMENTS AND PHOTOGRAPHS.

VIII) PHOTOGRAPHIC/CINEMATOGRAPHIC EQUIPMENT - CAMERAS (EXCLUDING ONE CAMERA PER PASSENGER), PHOTOFLASH EQUIPMENT, PHOTOMETERS, SPECTROSCOPES, PHOTOTUBES, OR OTHER DEVICES USING SENSITIVE TUBES OR PLATES.

IX) RECREATIONAL AND SPORTING GOODS - TENNIS RACKETS, FISHING RODS, SCULLS, SURFBOARDS, SAILBOARDS, VAULTING POLES, SCUBA-DIVING MASKS AND PRESSURE GAUGES, SCOPES, AND SPORTING TROPHIES SUCH AS ANIMAL HORNS AND ANTLERS.

X) MISCELLANEOUS ITEMS - UNCRATED/UNPROTECTED/UNSUITABLE ITEMS, COSMETIC CASES, HAT BOXES, AND WIG BOXES.

NOTE: INFORMATION AS TO THE ACCEPTABILITY OF FRAGILE ITEMS AS CHECKED BAGGAGE WILL BE PROVIDED BY ANY UA RESERVATION AGENT OR AUTHORIZED TRAVEL AGENT.

C) PERISHABLES (E.G., FOOD, MEDICINE, FLOWERS) WILL BE ACCEPTED AS CHECKED BAGGAGE ONLY UPON EXECUTION OF A RELEASE FORM AS DESCRIBED ABOVE.

9) RESTRICTED ARTICLES

A) ARTICLES RESTRICTED FROM TRANSPORTATION BY CARRIAGE ABOARD AIRCRAFT INCLUDE ANY ARTICLE AND/OR HAZARDOUS MATERIAL CITED IN ANY OF THE FOLLOWING RESOURCES IN EFFECT AT THE TIME OF TRAVEL:

(i) U.S. DEPARTMENT OF TRANSPORTATION (DOT) HAZARDOUS MATERIALS REGULATIONS (49CFR 171-177)

<http://www.myregs.com/dotrspa/>

(ii) IATA DANGEROUS GOODS REGULATIONS

<http://www.iata.org/NR/rdonlyres/272D036A-A21C-4508-A4C4-909BA6036822/35880/ConditionsofContract.PDF>

(iii) U.S. TRANSPORTATION SECURITY ADMINISTRATION PERMITTED AND PROHIBITED ITEMS

[http://www.tsa.gov/public/interapp/editorial/editorial\\_1012.xml](http://www.tsa.gov/public/interapp/editorial/editorial_1012.xml)

B) DRY ICE WILL BE ACCEPTED IN BAGGAGE ONLY IF THE BAGGAGE IS PROPERLY PACKAGED. A MAXIMUM LIMIT OF 2 KILOS (4.4 LBS.) OF DRY ICE, PROPERLY PACKAGED, WILL BE ACCEPTED IN BAGGAGE. A USD 40.00 HANDLING SERVICE CHARGE WILL APPLY.

C) UA MAY REQUIRE ACCEPTANCE OF SUCH ARTICLES AT OTHER THAN THE PASSENGER TERMINAL.

10) CABIN-SEAT BAGGAGE

WHEN A PASSENGER REQUESTS THAT AN ITEM OF BAGGAGE BE CARRIED IN THE CABIN, AND IT IS DETERMINED BY UA THAT THE ITEM IS ACCEPTABLE AS CABIN BAGGAGE, BUT IT IS SO FRAGILE AND/OR BULKY AS TO REQUIRE THE USE OF A SEAT, THE ITEM WILL BE ACCEPTED SUBJECT TO THE FOLLOWING CONDITIONS:

A) CABIN-SEAT BAGGAGE MUST BE CARRIED ABOARD THE AIRCRAFT BY THE PASSENGER, AND SECURED IN A SEAT.

B) THE SEAT MUST BE IMMEDIATELY BEHIND A BULKHEAD, CLASS DIVIDER, OR WINDSCREEN.

C) A SEAT MUST BE RESERVED IN ADVANCE, AND APPLICABLE CHARGES PAID.

D) UA WILL CHARGE 100 PERCENT OF THE APPLICABLE ADULT FARE FOR THE EXTRA SEAT.

EXCEPTION: CABIN-SEAT BAGGAGE MAY NOT ACCEPTED ON SOME UNITED EXPRESS FLIGHTS FLIGHTS.

B) FREE BAGGAGE ALLOWANCE

FOR TRAVEL SOLELY BETWEEN POINTS IN THE U.S.:

1) BAGGAGE ALLOWANCE - UA WILL ACCEPT A MAXIMUM OF TWO PIECES OF CHECKED BAGGAGE WITHOUT SERVICE CHARGE PROVIDED:

A) EACH PIECE HAS A MAXIMUM OUTSIDE LINEAR DIMENSION OF 62 IN., AND

B) EACH PIECE HAS A MAXIMUM WEIGHT OF 50 LBS.

NOTE: MAXIMUM OUTSIDE LINEAR DIMENSIONS MEANS LENGTH BY WIDTH BY HEIGHT.

2) CARRY-ON BAGGAGE - IN ADDITION TO (B)(1) ABOVE, UA WILL ACCEPT A MAXIMUM OF ONE PIECE OF CARRY-ON BAGGAGE TO ACCOMPANY THE PASSENGER ON BOARD THE AIRCRAFT WITHOUT SERVICE CHARGE PROVIDED:

- (A) EACH PIECE MUST FIT UNDER A SEAT AND HAVE A MAXIMUM OUTSIDE DIMENSION OF 9 BY 14 BY 22IN. AND A COMBINED WEIGHT OF NO MORE THAN 50 LBS. )
- (B) THE BAGGAGE WILL NOT ENDANGER THE SAFETY OF THE FLIGHT OR INTERFERE WITH THE SAFETY OR COMFORT OF PASSENGERS.

NOTE: GARMENT STYLE BAGS MUST MEET THE SIZE AND WEIGHT LIMITATIONS ABOVE AND ARE ACCEPTED SUBJECT TO AVAILABLE CLOSET OR SUITABLE STORAGE SPACE.

3) SUBSTITUTION FOR CHECKED BAGGAGE

ONE OF THE FOLLOWING ITEMS WILL BE CARRIED FREE IN LIEU OF THE PIECE OF CHECKED BAGGAGE ALLOWED UNDER B) 1) ABOVE: BOWLING, FISHING, GOLFING, SHOOTING EQUIPMENT, OR SKIING EQUIPMENT/BOWLING AND SHOOTING EQUIPMENT AND (APPLICABLE TO MILITARY PASSENGERS ONLY) ONE DUFFEL BAG, SEA BAG, OR B-4 BAG.

4) ARTICLES CARRIED FREE IN ADDITION TO STATED MAXIMUM IN ADDITION TO THE MAXIMUM ALLOWANCES PROVIDED ABOVE, EACH FARE-PAYING PASSENGER MAY CARRY ON OR CHECK, WITHOUT ADDITIONAL CHARGE, THE FOLLOWING ARTICLES OF BAGGAGE:

- A) CARRY-ON (MUST BE RETAINED IN PASSENGER'S CUSTODY).
  - I) ONE PERSONAL ITEM SUCH AS A PURSE (MAXIMUM OF 25 LINEAR INCHES), BRIEFCASE, OR LAPTOP.
  - II) OUTER GARMENTS.
  - III) CHILD SAFETY SEATS FOR TICKETED CHILDREN.
  - IV) ASSISTIVE DEVICES FOR DISABLED PASSENGERS
- B) CHECKED BAGGAGE
  - I) A MANUALLY OR BATTERY OPERATED COLLAPSIBLE WHEELCHAIR.
  - II) BRACES OR PROSTHETIC DEVICES.
  - III) FOR TRANSPORTATION FROM POINTS IN FLA. OR HAW., ONE BOX OR MESH BAG OF FRUIT, OR ONE BOX OF FLOWERS, OF WHICH THE MAXIMUM LINEAR DIMENSIONS DO NOT EXCEED 62 IN.
  - IV) ONE CHILD'S CAR RESTRAINT SEAT.

NOTE: ONE SEAT FOR EACH ACCOMPANIED CHILD.

C) EXCESS BAGGAGE

BAGGAGE IN EXCESS OF THE MAXIMUM ALLOWANCE SPECIFIED ABOVE, OR OVERWEIGHT OR OVERSIZED BAGGAGE, WILL BE ACCEPTED FOR TRANSPORTATION ONLY UPON PAYMENT OF EXCESS BAGGAGE CHARGES. EXCESS BAGGAGE CHARGES WILL APPLY FROM THE POINT AT WHICH BAGGAGE IS ACCEPTED FOR TRANSPORTATION TO THE POINT TO WHICH BAGGAGE IS CHECKED. BAGGAGE CONNECTING TO OTHER AIRLINES WILL ALSO BE SUBJECT TO THE CONNECTING AIRLINE'S EXCESS CHARGES, IN ADDITION TO UA'S EXCESS CHARGES.

D) LIABILITY-BAGGAGE

1) GENERAL

LIABILITY FOR THE LOSS OF, DAMAGE TO, OR THE DELAY IN THE DELIVERY OF, ANY PERSONAL PROPERTY, BAGGAGE (WHETHER SUCH PROPERTY HAS BEEN CHECKED OR OTHERWISE DELIVERED INTO THE CUSTODY OF THE CARRIER) SHALL NOT BE MORE THAN USD 2500.00 (USD 2800.00 FOR TRAVEL BEGINNING OCTOBER 22 2004) PER PASSENGER UNLESS THE PASSENGER ELECTS TO PAY FOR HIGHER LIABILITY AS PROVIDED FOR IN PARAGRAPH 3) BELOW. UA WILL COMPENSATE THE PASSENGER FOR ALL REASONABLE, DOCUMENTED EXPENSES INCURRED AS A DIRECT RESULT OF LOSS OF, DAMAGE TO, OR DELAY IN THE DELIVERY OF ANY PERSONAL PROPERTY, UP TO THE LIMITS OF LIABILITY OR DECLARED VALUE,

WHICHEVER IS HIGHER PROVIDED THE PASSENGER EXERCISED EFFORT TO MINIMIZE THE AMOUNT OF DAMAGES. WHEN TRANSPORTATION IS VIA UA AND ONE OR MORE CARRIERS WITH DIFFERENT LIMITATIONS OF LIABILITY, AND RESPONSIBILITY FOR LOSS, DAMAGE, OR DELAY IN DELIVERY OF BAGGAGE CANNOT BE DETERMINED, THE LOWEST MAXIMUM LIABILITY WILL APPLY WHEN THE CLAIM IS FILED WITH UA. WHERE BAGGAGE CHECKED ON UNITED IS DELAYED OR MISPLACED, UNITED WILL MAKE EVERY REASONABLE EFFORT TO RETURN THE BAGGAGE TO CUSTOMERS IN THE UNITED STATES WITHIN 24 HOURS AFTER A LOST BAGGAGE CLAIM IS FILED WITH UNITED.

2) EXCLUSIONS FROM LIABILITY

A) WHEN UA HAS EXERCISED THE ORDINARY STANDARD OF CARE IT SHALL NOT BE LIABLE FOR SPOILAGE ROUTING FROM DELAY IN DELIVERY OF ANY PERISHABLES, NOR FOR DAMAGE TO FRAGILE ARTICLES THAT ARE UNSUITABLY PACKED OR THAT ARE INCLUDED IN THE PASSENGER'S CHECKED BAGGAGE WITHOUT UA'S KNOWLEDGE. UA SHALL NOT BE LIABLE FOR THE DAMAGE OR DELAY IN DELIVERY OF A PASSENGER'S CHECKED BAGGAGE AND PROPERTY ACCEPTED PURSUANT TO THE EXECUTION OF A RELEASE AS SET FORTH ABOVE, TO THE EXTENT THAT SUCH RELEASE RELIEVES UA OF LIABILITY.

B) WHEN TRANSPORTATION IS VIA UA AND ONE OR MORE CARRIERS WHICH EXCLUDE CERTAIN ITEMS IN CHECKED BAGGAGE FROM THEIR LIABILITY, UA WILL NOT BE LIABLE FOR THE EXCLUDED ITEMS.

C) IF CHECKED BAGGAGE IS ACCEPTED LESS THAN 30 MINUTES BEFORE SCHEDULED DEPARTURE TIME, UA WILL NOT BE LIABLE FOR ANY EXPENSES INCURRED, INCLUDING DELIVERY EXPENSES, AS A RESULT OF THE BAGGAGE NOT BEING LOADED ON THE SAME FLIGHT AS THE PASSENGER.

NOTE: AIRPORTS WITH GREATER TIME RESTRICTIONS SEE ABOVE UNDER (A) (5) (A).

D) UA WILL NOT BE LIABLE FOR LOSS OF MONEY, JEWELRY, CAMERAS, NEGOTIABLE PAPERS/SECURITIES, ELECTRONIC/VIDEO/PHOTOGRAPHIC EQUIPMENT, HEIRLOOMS, ANTIQUES, ARTIFACTS WORKS OF ART, SILVERWARE, IRREPLACEABLE BOOKS/PUBLICATIONS/MANUSCRIPTS/BUSINESS DOCUMENTS, PRECIOUS METALS AND OTHER SIMILAR VALUABLE AND COMMERCIAL EFFECTS.

3) DECLARATION OF HIGHER VALUE

A) A PASSENGER MAY, WHEN CHECKING IN FOR A FLIGHT AND PRESENTING PROPERTY FOR TRANSPORTATION, AND UPON PAYMENT OF APPLICABLE CHARGES, DECLARE A VALUE HIGHER THAN THE MAXIMUM AMOUNT SPECIFIED IN 1) ABOVE, UP TO A MAXIMUM OF USD 5000.00, IN WHICH EVENT UA'S LIABILITY SHALL NOT EXCEED SUCH HIGHER DECLARED VALUE.

NOTE: HIGHER VALUATION MAY NOT BE DECLARED FOR TRANSPORTATION OF VALUABLE ARTICLES EXCLUDED FROM LIABILITY IN PARAGRAPH 2) D) ABOVE.

B) WHEN PERSONAL PROPERTY, INCLUDING BAGGAGE, IS TENDERED FOR TRANSPORTATION VIA TWO OR MORE CARRIERS WITH DIFFERENT MAXIMUM LIMITS ON DECLARED VALUE, THE LOWEST LIMIT FOR ANY SUCH CARRIER SHALL APPLY TO ALL CARRIERS PARTICIPATING IN SUCH TRANSPORTATION.

E) BAGGAGE CHARGES

1) EXCESS PIECES

BAGGAGE IN EXCESS OF THE FREE BAGGAGE ALLOWANCE SPECIFIED IN B) ABOVE WILL BE CHARGED PER PIECE FOR EACH MAXIMUM EXCEEDED AS FOLLOWS. THESE CHARGES ARE IN ADDITION TO ANY CHARGES ASSESSED PURSUANT TO 2) 3) AND 4) BELOW.

1 <sup>ST</sup> EXCESS PIECE:	\$ 85.00
2ND EXCESS PIECE:	85.00
3RD EXCESS PIECE:	125.00
4TH EXCESS PIECE:	125.00
5TH OR MORE EXCESS PIECE	200.00 PER PIECE

NOTE: CAMERAS, FILM, AND LIGHTING AND SOUND EQUIPMENT WILL BE ACCEPTED WHEN TENDERED BY REPRESENTATIVES OF NETWORK OR LOCAL TELEVISION BROADCASTING COMPANIES OR COMMERCIAL FILM-MAKING COMPANIES, UPON PAYMENT OF USD 50.00 PER ARTICLE.

2) OVERWEIGHT PIECES - A USD 50.00 CHARGE WILL BE MADE FOR EACH PIECE OF CHECKED BAGGAGE EXCEEDING 50 LBS., IF ANY. THESE CHARGES ARE IN ADDITION TO ANY CHARGES ASSESSED PURSUANT TO 1) ABOVE AND 3) BELOW.

NOTE 1: NO PIECE OF BAGGAGE WEIGHING MORE THAN 100 LB. WILL BE ACCEPTED.

NOTE 2: CAMERAS, FILM, AND LIGHTING AND SOUND EQUIPMENT WILL BE ACCEPTED WHEN TENDERED BY REPRESENTATIVES OF NETWORK OR LOCAL TELEVISION BROADCASTING COMPANIES OR COMMERCIAL FILM-MAKING COMPANIES, UPON PAYMENT OF USD 50.00 PER ARTICLE.

3) OVERSIZED PIECES - THE CHARGE FOR EACH PIECE OF CHECKED BAGGAGE THAT EXCEEDS THE MAXIMUM OUTSIDE LINEAR DIMENSIONS WHICH WILL BE ACCEPTED WITHOUT CHARGE AS SPECIFIED IN B) 1) ABOVE WILL BE USD 100.00. THESE CHARGES ARE IN ADDITION TO ANY CHARGES ASSESSED PURSUANT TO 1) AND 2) ABOVE.

NOTE 1: NO PIECE OF BAGGAGE WHOSE MAXIMUM OUTSIDE LINEAR DIMENSIONS EXCEED 115 IN. WILL BE ACCEPTED.

NOTE 2: CAMERAS, FILM, AND LIGHTING AND SOUND EQUIPMENT WILL BE BROADCASTING COMPANIES OR COMMERCIAL FILM- MAKING COMPANIES UPON PAYMENT OF USD 50.00 PER ARTICLE.

4) OVERSIZED/OVERWEIGHT PIECES - THE CHARGE FOR EACH PIECE OF CHECKED BAGGAGE THAT EXCEEDS BOTH THE WEIGHT RESTRICTIONS IN (2) ABOVE AND THE MAXIMUM OUTSIDE LINEAR DIMENSIONS IN (3) ABOVE WILL BE USD 150.00 PER PIECE. THESE CHARGES ARE IN ADDITION TO ANY CHARGES ASSESSED PURSUANT TO (1), (2) AND (3) ABOVE.

NOTE 1: NO PIECE OF BAGGAGE WHOSE MAXIMUM OUTSIDE LINEAR DIMENSIONS EXCEED 115 IN. WILL BE ACCEPTED.

NOTE 2: CAMERAS, FILM, AND LIGHTING AND SOUND EQUIPMENT WILL BE BROADCASTING COMPANIES OR COMMERCIAL FILM- MAKING COMPANIES UPON PAYMENT OF USD 50.00 PER ARTICLE.

#### 5) SPECIAL CHARGES

THE FOLLOWING ITEMS OF BAGGAGE WILL NOT BE INCLUDED IN DETERMINING THE FREE BAGGAGE ALLOWANCE, AND WILL ALWAYS BE SUBJECT TO A SPECIAL CHARGE: ANIMAL ANTLERS - ACCEPTABLE TO A MAXIMUM SIZE OF 115 LINEAR INCHES. ANTLERS MUST BE CLEANED AND TIPS MUST BE PROTECTED TO PREVENT DAMAGE TO PERSONNEL AND OTHER BAGGAGE.

USD 200.00 WITHIN THE U.S.A. AND U.S. TO CANADA- MAX. SIZE 115 LINEAR INCHES

ANIMALS - USD 85.00 PER CARRY-ON KENNEL.

USD 100.00 PER CHECKED KENNEL WITH MAXIMUM SIZE OF 27X20X19 INCHES (68X50X48 CENTIMETERS).

USD 200.00 PER CHECKED KENNEL WITH MAXIMUM SIZE OF 40X27X30 INCHES (101X68X76 CENTIMETERS).

USD 200.00 PER CHECKED EXTRA LARGE KENNEL OR ANY KENNEL INCLUDING ANIMAL WEIGHING OVER 100 POUNDS. EXTRA LARGE KENNELS MAY BE RESTRICTED ON CERTAIN AIRCRAFT TYPES AND ON CODE SHARE FLIGHTS. KENNELS WEIGHING OVER 100 POUNDS MAY NOT BE ACCEPTABLE ON ALL FLIGHTS.

EXCEPTION: VIA UA OPERATED FLIGHTS, KENNELS WITH A MAXIMUM WEIGHT GREATER THAN 100 LBS. WILL BE ACCEPTED FOR A CHARGE OF USD 200.00 PER CHECKED KENNEL.

#### BIKES

\$85.00 USD ONLY NON-MOTORIZED TOURING OR RACING BICYCLES WITH A SINGLE SEAT ARE ACCEPTABLE.

FISHING EQUIPMENT

EACH SET IN EXCESS OF FREE ALLOWANCE USD 80.00

GOLF CLUBS

EACH SET IN EXCESS OF FREE ALLOWANCE USD 80.00

HANGLIDER

USD 170.00

SURFBOARD

SURFBOARD (UNDER 9 FT. IN LENGTH): PER BOARD - USD 85.00

SURFBOARD (9 FT. AND OVER IN LENGTH): PER BOARD - USD 170.00.

SAILBOARD (WINDSURFER): WITH OR WITHOUT MAST

1<sup>ST</sup> SET - USD 170.00

ADDITIONAL SETS (EACH) - USD 170.00

ANY OVERSIZE/OVERWEIGHT SET - USD 340.00

SCUBA TANK

USD 85.00

SHOOTING EQUIPMENT

EACH SET IN EXCESS OF FREE ALLOWANCE USD 170.00

SKIS

FIRST SET IN EXCESS OF FREE ALLOWANCE USD 85.00

VAULTING POLES

USD 85.00 PER POLE (MAX. LENGTH 16 FT., INCLUDING CONTAINER)

MAX. 2 POLES PER CONTAINER

EXCESS VALUATION CHARGES

USD 5.00 FOR DECLARED VALUE UP TO AND INCLUDING USD 2000.00.

USD 25.00 FOR DECLARED VALUE USD 2001.00 - USD 3000.00.

USD 100.00 FOR DECLARED VALUE USD 3001.00 - USD 5000.00.

NOTE: MAXIMUM DECLARED VALUE, USD 5000.00.

SPECIAL CHARGES NOTE: SPECIAL CHARGES BAGGAGE MAY NOT BE ACCEPTED ON SOME UNITED EXPRESS FLIGHTS

**UA RULE 240: FAILURE TO OPERATE ON SCHEDULE OR FAILURE TO CARRY (NOT APPLICABLE TO STANDBY FARES.)**

A) GENERAL

THE PROVISIONS OF THIS RULE APPLY ONLY TO A PASSENGER WHO HAS A TICKET AND A CONFIRMED RESERVATION ON A FLIGHT WHICH HE/SHE DOES NOT USE FOR ONE OF THE REASONS NAMED BELOW.

B) DEFINITIONS

FOR THE PURPOSE OF THIS RULE, THE FOLLOWING TERMS HAVE THE MEANINGS INDICATED BELOW:

1) COMPARABLE AIR TRANSPORTATION MEANS TRANSPORTATION PROVIDED BY AIR CARRIERS OR FOREIGN AIR CARRIERS HOLDING CERTIFICATES OF PUBLIC CONVENIENCE AND NECESSITY OR FOREIGN PERMITS.

2) CONNECTING POINT MEANS A POINT TO WHICH A PASSENGER HOLDS OR HELD CONFIRMED SPACE ON A FLIGHT OF UA, AND OUT OF WHICH THE PASSENGER HOLDS OR HELD CONFIRMED SPACE ON A FLIGHT OF UA OR ANOTHER CARRIER. ALL AIRPORTS THROUGH WHICH A CITY IS SERVED BY ANY CARRIER SHALL BE DEEMED TO BE A SINGLE CONNECTING POINT WHEN THE RECEIVING CARRIER HAS CONFIRMED RESERVATIONS TO THE DELIVERING CARRIER.

3) DELIVERING CARRIER MEANS A CARRIER ON WHOSE FLIGHT A PASSENGER HOLDS OR HELD CONFIRMED SPACE TO A CONNECTING POINT.

4) MISCONNECTION OCCURS AT A CONNECTING POINT WHEN A PASSENGER HOLDING CONFIRMED SPACE IS UNABLE TO USE SUCH CONFIRMED SPACE BECAUSE THE DELIVERING CARRIER WAS UNABLE TO DELIVER HIM/HER TO THE CONNECTING POINT IN TIME TO CONNECT WITH THE RECEIVING CARRIER'S FLIGHT.

NOTE: THE SAME RULES REGARDING DELIVERING AND RECEIVING CARRIER RESPONSIBILITY APPLY AT THE SUBSEQUENT POINT(S) OF MISCONNECTION AS WOULD APPLY AT THE POINT OF ORIGINAL MISCONNECTION.

5) NEW RECEIVING CARRIER(S) MEANS A CARRIER OR COMBINATION OF CONNECTING CARRIERS, OTHER THAN THE ORIGINAL RECEIVING CARRIER(S), OPERATING BETWEEN THE POINT OF MISCONNECTION AND THE DESTINATION OR NEXT POINT OF STOPOVER OR CONNECTING POINT SHOWN ON THE PASSENGER'S TICKET, ON WHOSE FLIGHT(S) A PASSENGER IS TRANSPORTED FROM THE ORIGINAL CONNECTING POINT.

6) ORIGINAL RECEIVING CARRIER(S) MEANS A CARRIER OR COMBINATION OF CONNECTING CARRIERS ON WHOSE FLIGHT(S) A PASSENGER ORIGINALLY HELD CONFIRMED SPACE FROM A CONNECTING POINT TO A DESTINATION, NEXT STOPOVER, OR CONNECTING POINT.

7) OUTBOUND FLIGHT MEANS THE FLIGHT ON WHICH A PASSENGER ORIGINALLY HELD CONFIRMED SPACE BEYOND THE POINT WHERE THE SCHEDULE IRREGULARITY OR FAILURE TO CARRY OCCURS.

8) SCHEDULE IRREGULARITY MEANS ANY OF THE FOLLOWING IRREGULARITIES OCCURRING ON DATE OF DEPARTURE:

A) DELAY IN SCHEDULED DEPARTURE OR ARRIVAL OF A UA FLIGHT RESULTING IN MISCONNECTION, OR

B) FLIGHT CANCELLATION, OMISSION OF A SCHEDULED STOP, OR ANY OTHER DELAY OR INTERRUPTION IN THE SCHEDULED OPERATION OF A UA FLIGHT, OR

C) SUBSTITUTION OF EQUIPMENT OF A DIFFERENT CLASS OF SERVICE, OR

D) SCHEDULE CHANGES WHICH REQUIRE REROUTING OF A PASSENGER AT DEPARTURE TIME BECAUSE PRIOR NOTICE OF SUCH SCHEDULE CHANGE HAD NOT BEEN GIVEN SUCH PASSENGER PRIOR TO THE PASSENGER'S ARRIVING AT THE AIRPORT FOR CHECK-IN ON THE ORIGINAL FLIGHT.

9) SCHEDULE CHANGE MEANS:

A) THE CANCELLATION OF A SCHEDULED FLIGHT WHERE NO UA FLIGHT OF COMPARABLE ROUTING IS AVAILABLE WITHIN 90 MINUTES HOURS OF THE ORIGINAL TIME OF DEPARTURE;

B) A CHANGE IN THE SCHEDULED DEPARTURE TIME OF A UA FLIGHT WHICH EXCEEDS 90 MINUTES;

C) A CHANGE IN THE ROUTING OF A SCHEDULED UA FLIGHT WHICH ADDS ONE OR MORE STOPS TO THE ORIGINAL ITINERARY; OR

D) A CHANGE IN THE ROUTING OF A SCHEDULED FLIGHT THAT RESULTS IN A SCHEDULED ARRIVAL TIME MORE THAN 90 MINUTES LATER THAN THE ORIGINAL SCHEDULED ARRIVAL TIME.

C) SCHEDULE IRREGULARITY

1) WHEN A PASSENGER WILL BE DELAYED BECAUSE OF A SCHEDULE IRREGULARITY INVOLVING A UA FLIGHT WHICH, FOR THE PURPOSES OF THIS RULE, FOR TICKETS ISSUED ON/AFTER SEPT. 1, 1992, FLIGHT DELAYS EXCEEDING 2 HRS., OR UA CANCELS THE PASSENGER'S RESERVATION PURSUANT TO PARAGRAPHS A) OR D), RULE 135 (CANCELLATION OF RESERVATIONS) EXCEPT FOR CANCELLATIONS OF RESERVATIONS DUE TO A WORK STOPPAGE:

A) UA WILL TRANSPORT THE PASSENGER WITHOUT STOPOVER ON ITS NEXT FLIGHT ON WHICH SPACE IS AVAILABLE IN THE SAME CLASS OF SERVICE AS THE PASSENGER'S ORIGINAL OUTBOUND FLIGHT AT NO ADDITIONAL COST TO THE PASSENGER.

B) IF UA IS UNABLE TO PROVIDE ONWARD TRANSPORTATION ACCEPTABLE TO THE PASSENGER, UA, WITH CONCURRENCE OF THE PASSENGER, WILL ARRANGE FOR THE TRANSPORTATION ON ANOTHER CARRIER OR COMBINATION OF CARRIERS WITH WHOM UA HAS AGREEMENTS FOR SUCH TRANSPORTATION. THE PASSENGER WILL BE TRANSPORTED WITHOUT STOPOVER ON ITS (THEIR) NEXT FLIGHT(S), IN THE SAME CLASS OF SERVICE AS THE PASSENGER'S ORIGINAL OUTBOUND FLIGHT AT NO ADDITIONAL COST TO THE PASSENGER.

C) IF SPACE IS ONLY AVAILABLE AND USED ON A UA FLIGHT(S) OF A LOWER CLASS OF SERVICE ACCEPTABLE TO THE PASSENGER, UA WILL PROVIDE A REFUND OF THE DIFFERENCE IN FARES PURSUANT TO RULE 260 (REFUNDS-INVOLUNTARY).

D) IF UA IS UNABLE TO ARRANGE ALTERNATE AIR TRANSPORTATION ACCEPTABLE TO THE PASSENGER, UA SHALL REFUND THE FLIGHT COUPON(S) FOR THE UNFLOWN PORTION(S) IN ACCORDANCE WITH RULE 260 (REFUNDS-INVOLUNTARY).

EXCEPTION 1: UA SHALL HAVE NO OBLIGATION TO HONOR ANOTHER CARRIER'S TICKET WHICH DOES NOT REFLECT A CONFIRMED RESERVATION ON UA, UNLESS THE ISSUING CARRIER REISSUES THE TICKET FOR ANY CHANGES IN ROUTING. IN THE EVENT SUCH CARRIER IS NOT AVAILABLE TO DO SO, UA RESERVES THE RIGHT TO REROUTE PASSENGERS ONLY OVER ITS OWN LINES BETWEEN THE POINTS NAMED ON THE ORIGINAL TICKET.

EXCEPTION 2: PASSENGERS HOLDING TICKETS FOR ANOTHER CARRIER PURCHASED AT DE21/DE21E/ DE22/FE30/FE32 FARES (OR SIMILAR DISCOUNTED FARES WHICH PROVIDE FOR TRAVEL ON FIRST CLASS SERVICE) WILL BE ACCEPTED ON UA FIRST CLASS SERVICE UPON PAYMENT OF ADDITIONAL FARE TO THE LEVEL OF UA'S NORMAL ONE-WAY FIRST CLASS FARES.

2) UNITED WILL, IN A TIMELY MANNER, GIVE ALL CUSTOMERS THE BEST AVAILABLE INFORMATION REGARDING KNOWN DELAYS, CANCELLATIONS AND DIVERSIONS INVOLVING THEIR FLIGHT.

D) SCHEDULE CHANGES

IN THE EVENT OF A SCHEDULE CHANGE OF A UA FLIGHT ON WHICH A PASSENGER HOLDS A TICKET INDICATING A CONFIRMED RESERVATION, UA WILL:

1) OFFER TO TRANSPORT THE PASSENGER OVER ITS OWN LINES IN THE SAME CABIN AS THE PASSENGER WAS ORIGINALLY SCHEDULED TO TRAVEL TO THE DESTINATION, THE NEXT STOPOVER POINT LISTED ON THE TICKET, OR THE TRANSFER POINT SHOWN ON ITS PORTION OF THE TICKET WITHOUT STOPOVER, AT NO ADDITIONAL COST TO THE PASSENGER, OR

2) AT UNITED'S DISCRETION, ARRANGE FOR THE TRANSPORTATION ON ANOTHER CARRIER OR COMBINATION OF CARRIERS WITH WHOM UA HAS AGREEMENTS FOR SUCH TRANSPORTATION; THE PASSENGER WILL BE TRANSPORTED WITHOUT STOPOVER ON ITS (THEIR) NEXT FLIGHT(S), IN THE SAME CLASS OF SERVICE AS THE PASSENGER'S ORIGINAL OUTBOUND FLIGHT AT NO ADDITIONAL COST TO THE PASSENGER; OR

3) IN THE EVENT THE PASSENGER DECLINES ALTERNATE TRANSPORTATION OFFERED UNDER (1) OR (2) ABOVE, REFUND IN ACCORDANCE WITH RULE 260 (REFUNDS-INVOLUNTARY).

E) IN THE EVENT THAT UA CHANGES THE TIME OF DEPARTURE OR ROUTING OF A FLIGHT IN A MANNER THAT DOES NOT CONSTITUTE A SCHEDULE CHANGE AS DEFINED HEREIN, WHETHER OR NOT THE SAME FLIGHT NUMBER IS RETAINED, UA WILL TRANSPORT THE PASSENGER ON THE RESCHEDULED FLIGHT AT NO ADDITIONAL COST TO THE PASSENGER.

F) AMENITIES/SERVICES FOR DELAYED PASSENGERS (NOT APPLICABLE TO STANDBY FARES.)

1) LODGING

PASSENGERS WILL BE PROVIDED ON NIGHT'S LODGING, OR A MAXIMUM ALLOWANCE FOR ONE NIGHT'S LODGING AS ESTABLISHED BY EACH LOCATION, WHEN A UA FLIGHT ON WHICH THE PASSENGER IS BEING TRANSPORTED IS DIVERTED TO AN

UNSCHEDULED POINT, AND THE DELAY AT SUCH POINT IS EXPECTED TO EXCEED FOUR HR. DURING THE PERIOD 10:00 P.M. TO 6:00 A.M.

EXCEPTION: HOTEL ACCOMMODATIONS WILL NOT BE FURNISHED:

A) TO A PASSENGER WHOSE TRIP IS INTERRUPTED AT A CITY WHICH IS HIS/HER ORIGIN POINT, STOPOVER POINT, CONNECTING POINT, OR PERMANENT DOMICILE, OR

B) WHEN THE DESTINATION DESIGNATED AND THE FLIGHT ON WHICH THE PASSENGER IS BEING ON THE

PASSENGER TICKET IS: TRANSPORTED IS DIVERTED TO: (OR VICE VERSA)

COLUMN 1

BALTIMORE, MD

BALTIMORE, MD

CHICAGO, IL

CHICAGO, IL (ORD AIRPORT)

LONG BEACH, CA

LONG BEACH, CA

LOS ANGELES, CA

MIAMI, FL

NEWARK, NJ

NEWARK, NJ

NEW YORK, NY (JFK AIRPORT)

SAN FRANCISCO, CA

WASHINGTON, DC (IAD AIRPORT)

COLUMN 2

WASHINGTON, DC (IAD AIRPORT)

WASHINGTON, DC (DCA AIRPORT)

MILWAUKEE, WI

CHICAGO, IL (MDW AIRPORT)

LOS ANGELES, CA

ONTARIO, CA

ONTARIO, CA

FT. LAUDERDALE, FL

NEW YORK, NY (JFK AIRPORT)

NEW YORK, NY (LGA AIRPORT)

NEW YORK, NY (LGA AIRPORT)

OAKLAND, CA SAN FRANCISCO, CA

SAN JOSE, CA

WASHINGTON, DC (DCA AIRPORT)

#### 2) GROUND TRANSPORTATION

WHEN THE DESTINATION DESIGNATED ON THE PASSENGER'S TICKET IS A POINT SHOWN IN 1) B) COLUMN 1, AND THE FLIGHT ON WHICH THE PASSENGER IS BEING TRANSPORTED IS DIVERTED TO A POINT SHOWN IN 1) B) COLUMN 2, UA WILL PROVIDE GROUND TRANSPORTATION TO THE ORIGINAL DESTINATION AIRPORT.

#### 3) EXTRAORDINARY CIRCUMSTANCES

UA WILL PROVIDE SUCH AMENITIES AS ARE NECESSARY TO MAINTAIN THE SAFETY AND/OR WELFARE OF CERTAIN PASSENGERS SUCH AS INVALIDS, UNACCOMPANIED CHILDREN, THE ELDERLY OR OTHERS TO WHOM SUCH AMENITIES WILL BE FURNISHED CONSISTENT WITH SPECIAL NEEDS AND/OR CIRCUMSTANCES. IN ADDITION, WHERE EXTRAORDINARY CIRCUMSTANCES RESULT IN THE EXTENDED DELAY OF AN AIRCRAFT ON THE GROUND WITHOUT ACCESS TO THE TERMINAL, WHETHER PRIOR TO DEPARTURE OR AFTER LANDING, UNITED WILL MAKE EVERY REASONABLE EFFORT, IN ACCORDANCE WITH AN ESTABLISHED CONTINGENCY PLAN, TO ENSURE THAT ITS PASSENGERS ARE PROVIDED WITH FOOD, WATER, RESTROOM FACILITIES, AND ACCESS TO MEDICAL TREATMENT CONSISTENT WITH CUSTOMER AND EMPLOYEE SAFETY AND SECURITY.

#### 4) REMEDIES

THE SOLE AND EXCLUSIVE REMEDY FOR A PASSENGER WHO HAS A CLAIM UNDER THIS RULE (RULE 240UA) SHALL BE THE EXPRESS AMENITIES PROVIDED IN THE RULE. THE PASSENGER SHALL HAVE NO OTHER CLAIMS OF LAW OR EQUITY FOR ACTUAL, COMPENSATORY OR PUNITIVE DAMAGES.

#### G) CARRIER IN DEFAULT

NOTWITHSTANDING THE PROVISIONS OF THIS RULE, UA WILL NOT ACCEPT FOR ANY PURPOSES UNDER THIS RULE PASSENGER TICKETS OR RELATED TRANSPORTATION DOCUMENTS ISSUED BY ANY CARRIER WHICH IS IN SUBSTANTIAL DEFAULT OF ITS INTERLINE OBLIGATIONS OR WHICH VOLUNTARILY OR INVOLUNTARILY HAS BECOME THE SUBJECT OF BANKRUPTCY PROCEEDINGS (THE "DEFAULTING CARRIER").

EXCEPTION: NOTWITHSTANDING THE PROVISIONS OF THIS PARAGRAPH, TICKETS ISSUED BY THE DEFAULTING CARRIER OR ITS SALES AGENT PRIOR TO THE

DEFAULT, WILL BE ACCEPTED SOLELY FOR TRANSPORTATION OVER THE LINES OF UA, PROVIDED SUCH TICKETS WERE ISSUED BY SUCH DEFAULTING CARRIER IN ITS CAPACITY AS AGENT FOR UA AND SPECIFIED TRANSPORTATION VIA UA. WHEN TICKETS ARE ACCEPTED, NO ADJUSTMENTS IN FARE WILL BE MADE WHICH WOULD REQUIRE UA TO REFUND MONEY TO THE PASSENGER.

H) LIABILITY OF CARRIER

EXCEPT TO THE EXTENT PROVIDED IN THIS RULE, UA SHALL NOT BE LIABLE FOR FAILING TO OPERATE ANY FLIGHT ACCORDING TO SCHEDULE, OR FOR CHANGING THE SCHEDULE OF ANY FLIGHT, WITH OR WITHOUT NOTICE TO THE PASSENGER.

I) IN THE EVENT OF A STRIKE OR WORK STOPPAGE WHICH CAUSES ANY CANCELLATION OR SUSPENSION OF OPERATIONS OF ANY OTHER CARRIER, THE PROVISIONS OF THIS RULE WILL NOT APPLY WITH RESPECT TO PASSENGERS HOLDING TICKETS FOR TRANSPORTATION ON THAT CARRIER.

J) UA MAY, IN THE EVENT OF A FORCE MAJEURE EVENT, WITHOUT NOTICE, CANCEL, TERMINATE, DIVERT, POSTPONE, OR DELAY ANY FLIGHT OR THE RIGHT OF CARRIAGE OR RESERVATION OF TRAFFIC ACCOMMODATIONS AND DETERMINED IF ANY DEPARTURE OR LANDING SHOULD BE MADE, WITHOUT ANY LIABILITY EXCEPT TO REFUND IN ACCORDANCE WITH RULE 260 UA (REFUNDS INVOLUNTARY) ANY UNUSED PORTION OF THE TICKET. AS USED IN THIS RULE "FORCE MAJEURE EVENT" MEANS:

1) ANY CONDITION BEYOND UA'S CONTROL (INCLUDING, BUT WITHOUT LIMITATION, METEOROLOGICAL CONDITIONS, ACTS OF GOD, RIOTS, CIVIL COMMOTION, EMBARGOES, WARS, HOSTILITIES, DISTURBANCES, OR UNSETTLED INTERNATIONAL CONDITIONS), ACTUAL, THREATENED OR REPORTED OR BECAUSE OF ANY DELAY, DEMAND CIRCUMSTANCES OR REQUIREMENT DUE, DIRECTLY OR INDIRECTLY, TO SUCH CONDITIONS OR

2) ANY STRIKE WORK STOPPAGE, SLOWDOWN, LOCKOUT OR ANY OTHER LABOR RELATED DISPUTE INVOLVING OR AFFECTING UA'S SERVICE OR:

3) ANY GOVERNMENT REGULATION, DEMAND, OR REQUIREMENT OR

4) ANY SHORTAGE OF LABOR, FUEL OR FACILITIES OF UA OR OTHERS, OR

5) ANY FACT NOT REASONABLY FORESEEN, ANTICIPATED, OR PREDICTED.

K) THE PROVISION OF SERVICES IN ADDITION TO THOSE SPECIFICALLY SET FORTH IN THIS RULE TO ALL OR SOME PASSENGERS SHALL NOT BE CONSTRUED AS A WAIVER OF UA'S RIGHTS. NEITHER SHALL ANY DELAY ON THE PART OF UA IN EXERCISING OR ENFORCING ITS RIGHTS UNDER THIS RULE BE CONSTRUED AS A WAIVER OF SUCH RIGHTS.

**DENIED BOARDING COMPENSATION UA RULE: 0245**

WHEN UA IS UNABLE TO PROVIDE PREVIOUSLY CONFIRMED SPACE DUE TO MORE PASSENGERS HOLDING CONFIRMED RESERVATIONS AND TICKETS ON A FLIGHT THAT THERE ARE AVAILABLE SEATS ON THAT FLIGHT, UA WILL TAKE THE ACTIONS SPECIFIED IN THE PROVISIONS OF THIS RULE. IN NO CASE SHALL ANY PASSENGER BE ENTITLED TO ANY DAMAGES ACTUAL, COMPENSATORY, PUNITIVE FOR DENIED BOARDING. THIS RULE (RULE 245UA) SHALL BE THE SOLE AND EXCLUSIVE FOR ALL PASSENGERS UNDER THIS SECTION.

A) DEFINITIONS

FOR THE PURPOSE OF THIS RULE:

1) AIRPORT MEANS THE AIRPORT AT WHICH THE DIRECT OR CONNECTING FLIGHT, ON WHICH THE PASSENGER HOLDS CONFIRMED RESERVED SPACE, IS PLANNED TO ARRIVE OR SOME OTHER AIRPORT SERVING THE SAME METROPOLITAN

AREA THAT IS SERVED BY THE FORMER, PROVIDED THAT TRANSPORTATION TO THE OTHER AIRPORT IS ACCEPTED (I.E., USED) BY THE PASSENGER.

2) ALTERNATE TRANSPORTATION MEANS AIR TRANSPORTATION (BY AN AIRLINE LICENSED BY THE C.A.B.) OR OTHER TRANSPORTATION USED BY THE PASSENGER WHICH, AT THE TIME THE ARRANGEMENT IS MADE, IS PLANNED TO ARRIVE AT THE PASSENGER'S NEXT SCHEDULED STOPOVER (OF 4 HOURS OR LONGER), OR DESTINATION NO LATER THAN 2 HOURS FOR FLIGHTS WITHIN THE UNITED STATES, INCLUDING TERRITORIES AND POSSESSIONS, OR 4 HOURS FOR INTERNATIONAL FLIGHTS AFTER THE PASSENGER'S ORIGINALLY SCHEDULED ARRIVAL TIME.

3) CARRIER MEANS ANY DIRECT U.S. AIR CARRIER(S), EXCEPT A HELICOPTER OPERATOR, HOLDING A CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY ISSUED BY THE U.S. CIVIL AERONAUTICS BOARD.

4) CONFIRMED RESERVED SPACE MEANS SPACE ON A SPECIFIC DATE AND ON A SPECIFIC FLIGHT AND CLASS OF SERVICE OF UA THAT HAS BEEN REQUESTED BY A PASSENGER, AND THAT UA OR ITS AGENT HAS VERIFIED, BY APPROPRIATE NOTATION ON THE TICKET OR IN ANY OTHER MANNER PROVIDED BY UA'S TARIFF, AS BEING RESERVED FOR THE ACCOMMODATION OF THE PASSENGER.

5) COMPARABLE AIR TRANSPORTATION MEANS TRANSPORTATION PROVIDED TO PASSENGERS AT NO EXTRA COST BY U.S. AIR CARRIER(S) HOLDING A CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY ISSUED BY THE U.S. CIVIL AERONAUTICS BOARD.

6) TICKET LIFTING POINT/BOARDING AREA MEANS THE POINT WHERE THE PASSENGER'S FLIGHT COUPON IS LIFTED AND RETAINED BY THE CARRIER.

(7) SUM OF THE VALUES OF THE REMAINING FLIGHT COUPONS MEANS:

- (A) UNINTERRUPTED FARE COMPONENT - THE AMOUNT EQUAL TO THE FARE AND CHARGES PAID FOR THE UNINTERRUPTED FARE COMPONENT INCLUDING ANY SURCHARGES AND TRANSPORTATION TAXES, LESS ANY APPLICABLE DISCOUNTS.
- (B) INTERRUPTED FARE COMPONENT - THE FARE FOR THE UNFLOWN SEGMENT OF AN INTERRUPTED FARE COMPONENT WILL BE CALCULATED FROM THE POINT OF DENIED BOARDING TO THE DESTINATION OR NEXT STOPOVER POINT NAMED ON THE TICKET.
- (C) THE VALUE OF AN INTERRUPTED FARE COMPONENT WILL BE CALCULATED BY DIVIDING THE NORMAL COACH (Y) FARE BETWEEN THE POINT OF DENIED BOARDING AND THE PASSENGERS DESTINATION OR NEXT STOPOVER POINT (UNFLOWN PORTION) BY THE SUM OF THE NORMAL COACH (Y) FARE PUBLISHED BETWEEN THE POINT OF ORIGIN AND THE POINT OF DENIED BOARDING PLUS THE NORMAL COACH (Y) FARE BETWEEN THE POINT OF DENIED BOARDING AND THE PASSENGERS DESTINATION OR NEXT STOPOVER POINT. MULTIPLY THE AMOUNT OF THE PAID FARE COMPONENT BY THE RESULTING PERCENTAGE TO DETERMINE THE VALUE OF THE UNFLOWN PORTION OF THE INTERRUPTED FARE COMPONENT.

8) STOPOVER MEANS A DELIBERATE INTERRUPTION OF A JOURNEY BY THE PASSENGER, SCHEDULED TO EXCEED FOUR HOURS, AT A POINT BETWEEN THE PLACE OF DEPARTURE AND THE PLACE OF DESTINATION.

B) REQUEST OF VOLUNTEERS

UA WILL REQUEST PASSENGERS WHO ARE WILLING TO DO SO, TO VOLUNTARILY RELINQUISH THEIR CONFIRMED RESERVED SPACE IN EXCHANGE FOR UNITED AIRLINES TRAVEL CREDITS. TRAVEL CREDITS ENTITLE THE HOLDER TO A DISCOUNT OFF FUTURE UNITED AIRLINES TRAVEL, AND ARE VALID FOR ONE YEAR FROM ISSUE DATE. IF A PASSENGER IS ASKED TO VOLUNTEER, UA WILL NOT

LATER DENY BOARDING TO THAT PASSENGER INVOLUNTARILY UNLESS THAT PASSENGER WAS INFORMED AT THE TIME HE/SHE WAS ASKED TO VOLUNTEER THAT THERE WAS A POSSIBILITY OF BEING DENIED BOARDING INVOLUNTARILY, AND THAT THE SELECTION OF SUCH PERSONS TO BE DENIED SPACE SHALL BE IN A MANNER DETERMINED SOLELY BY UA.

C) BOARDING PRIORITIES

IF A FLIGHT IS OVERSOLD (MORE PASSENGERS HOLD CONFIRMED RESERVATIONS THAN THERE ARE SEATS AVAILABLE), NO ONE WILL BE DENIED BOARDING AGAINST HIS/HER WILL UNTIL UA PERSONNEL FIRST ASK FOR VOLUNTEERS WHO WILL WILLINGLY GIVE UP THEIR RESERVATIONS. IF THERE ARE NOT ENOUGH VOLUNTEERS, OTHER PASSENGERS WITH CONFIRMED RESERVATIONS WILL BE DENIED BOARDING INVOLUNTARILY, IN ACCORDANCE WITH UA'S BOARDING PRIORITY PROVIDED BELOW.

PASSENGERS WITH CONFIRMED RESERVATIONS WHO HAVE NOT RECEIVED BOARDING AUTHORITY WILL BE PERMITTED TO BOARD IN THE FOLLOWING ORDER UNTIL ALL AVAILABLE SEATS ARE OCCUPIED:

1) PASSENGERS WHO ARE PHYSICALLY HANDICAPPED TO AN EXTENT THAT FAILURE TO CARRY WOULD, IN UA'S OPINION, CAUSE A SEVERE HARDSHIP, UNACCOMPANIED CHILDREN UNDER 12 YEARS OF AGE, WHO WOULD SUFFER A SEVERE HARDSHIP IN UA'S OPINION.

2) PASSENGERS OTHER THAN NOTED IN 1) ABOVE (INCLUDING TOUR CONDUCTORS ACCOMPANYING A GROUP).

NOTE: PASSENGERS NOTED IN 2) ABOVE WILL BE ACCOMMODATED IN THE ORDER IN WHICH THEY PRESENT THEMSELVES FOR CHECK-IN AND BOARDING AT THE LOADING GATE OR OTHER POINT(S) DESIGNATED BY UA FOR SUCH PURPOSE.

3) ACCOMPANIED CHILDREN UNDER 12 YEARS OF AGE WILL BE INCLUDED IN THE SAME CATEGORY AS THE ACCOMPANYING PASSENGER.

D) TRANSPORTATION FOR PASSENGER DENIED BOARDING WHEN UA IS UNABLE TO PROVIDE PREVIOUSLY CONFIRMED SPACE, UA WILL PROVIDE TRANSPORTATION TO PERSONS WHO HAVE BEEN DENIED BOARDING WHETHER VOLUNTARILY OR INVOLUNTARILY, IN ACCORDANCE WITH THE PROVISIONS BELOW.

1) UA WILL TRANSPORT THE PASSENGER WITHOUT STOPOVER ON ITS NEXT FLIGHT ON WHICH SPACE IS AVAILABLE AT NO ADDITIONAL COST TO THE PASSENGER.

2) IF UA IS UNABLE TO PROVIDE ONWARD TRANSPORTATION ACCEPTABLE TO THE PASSENGER, ANOTHER CARRIER OR COMBINATION OF CARRIERS, AS ARRANGED BY UA AND WITH THE CONCURRENCE OF THE PASSENGER, WILL TRANSPORT THE PASSENGER WITHOUT STOPOVER ON ITS (THEIR) NEXT FLIGHT(S) IN THE SAME CLASS OF SERVICE AS THE PASSENGER'S ORIGINAL OUTBOUND FLIGHT, AT NO ADDITIONAL COST TO THE PASSENGER. IF SPACE IS AVAILABLE ON A FLIGHT(S) OF A DIFFERENT CLASS OF SERVICE ACCEPTABLE TO THE PASSENGER, SUCH FLIGHT(S) WILL BE USED WITHOUT STOPOVER AT NO ADDITIONAL COST TO THE PASSENGER ONLY IF IT (THEY) WILL PROVIDE AN EARLIER ARRIVAL AT THE PASSENGER'S DESTINATION, NEXT STOPOVER POINT, OR TRANSFER POINT.

E) COMPENSATION FOR INVOLUNTARY DENIED BOARDING

1) CONDITIONS FOR PAYMENT

IN ADDITION TO PROVIDING TRANSPORTATION AS DESCRIBED IN PARAGRAPH D) ABOVE, WHEN THE PASSENGER WHO IS DELAYED HAS NOT VOLUNTARILY RELINQUISHED CONFIRMED RESERVED SPACE IN ACCORDANCE WITH PROVISIONS IN PARAGRAPH B) ABOVE, UA WILL COMPENSATE THE DELAYED PASSENGER FOR UA'S FAILURE TO PROVIDE CONFIRMED SPACE. COMPENSATION WILL BE MADE IN ACCORDANCE WITH THE PROVISIONS BELOW.

A) THE PASSENGER HOLDING A TICKET FOR CONFIRMED SPACE MUST PRESENT HIMSELF FOR CARRIAGE AT THE APPROPRIATE TIME AND PLACE, HAVING

COMPLIED FULLY WITH UA'S REQUIREMENTS AS TO TICKETING AND CHECK-IN PROCEDURES, AND HAVING MET ALL REQUIREMENTS FOR ACCEPTANCE FOR TRANSPORTATION PUBLISHED IN UA'S TARIFF.

B) THE UA FLIGHT FOR WHICH THE PASSENGER HOLDS CONFIRMED RESERVED SPACE MUST BE UNABLE TO ACCOMMODATE THE PASSENGER, AND DEPARTS WITHOUT HIM/HER.

EXCEPTION 1: THE PASSENGER WILL NOT BE ELIGIBLE FOR COMPENSATION IF THE UA FLIGHT ON WHICH HE/SHE HOLDS CONFIRMED RESERVED SPACE IS UNABLE TO ACCOMMODATE HIM/HER BECAUSE OF SUBSTITUTION OF EQUIPMENT OF LESSER CAPACITY WHEN REQUIRED BY OPERATIONAL OR SAFETY REASONS.

EXCEPTION 2: THE PASSENGER WILL NOT BE ELIGIBLE FOR COMPENSATION IF HE/SHE IS OFFERED ACCOMMODATIONS OR IS SEATED IN A SECTION OF THE AIRCRAFT OTHER THAN THAT SPECIFIED ON THE PASSENGER'S TICKET AT NO EXTRA CHARGE. IF A PASSENGER IS SEATED IN A SECTION FOR WHICH A LOWER FARE APPLIES, THE PASSENGER SHALL BE ENTITLED TO AN APPROPRIATE REFUND.

EXCEPTION 3: THE PASSENGER WILL NOT BE ELIGIBLE FOR COMPENSATION IF HE/SHE DOES NOT PRESENT HIM/HERSELF AT THE LOADING GATE FOR CHECK-IN AND/OR BOARDING AT LEAST 20 MINUTES PRIOR TO SCHEDULED DEPARTURE TIME FOR THE FLIGHT ON WHICH THE RESERVATION IS CONFIRMED.

EXCEPTION 4: THE PASSENGER WILL NOT BE ELIGIBLE FOR COMPENSATION IF THE TICKET WAS ISSUED AT A FREE OR REDUCED FARE AVAILABLE TO EMPLOYEES WITHIN THE TRANSPORTATION INDUSTRY.

EXCEPTION 5: THE PASSENGER WILL NOT BE ELIGIBLE FOR COMPENSATION IF UA ARRANGES FOR COMPARABLE AIR TRANSPORTATION (OR FOR OTHER TRANSPORTATION THAT IS ACCEPTED AND USED BY THE PASSENGER AT NO EXTRA COST TO THE PASSENGER) WHICH, AT THE TIME EITHER ARRANGEMENT IS MADE IS PLANNED TO ARRIVE AT THE AIRPORT OF THE PASSENGER'S NEXT STOPOVER, OR IF NONE, AT THE AIRPORT OF THE PASSENGER'S FINAL DESTINATION WITHIN ONE HOUR AFTER THE SCHEDULED ARRIVAL TIME OF THE PASSENGER'S ORIGINAL FLIGHT OR FLIGHTS.

(2) AMOUNT OF COMPENSATION

SUBJECT TO THE PROVISIONS OF PARAGRAPH (E) (1) ABOVE UA WILL TENDER LIQUIDATED DAMAGES IN THE AMOUNT OF 200 PERCENT OF THE VALUE OF THE PASSENGERS REMAINING FLIGHT COUPON(S) AS DEFINED IN (A) (7) ABOVE FOR A MAXIMUM OF USD \$400.00/CAD \$492.00 TO THE PASSENGER'S NEXT STOPOVER, OR IF NONE, TO THE PASSENGERS DESTINATION. HOWEVER THE COMPENSATION SHALL BE 50 PERCENT OF THE AMOUNT DESCRIBED ABOVE BUT NOT MORE THAN USD \$200.00/CAD \$246.00 IF UA ARRANGES FOR COMPARABLE AIR TRANSPORTATION OR OTHER TRANSPORTATION THAT IS ACCEPTABLE TO THE PASSENGER AT THE TIME EITHER ARRANGEMENT IS MADE, IS PLANNED TO ARRIVE AT THE AIRPORT OF THE PASSENGER'S NEXT STOPOVER, OR IF NONE, AT THE AIRPORT OF THE PASSENGERS DESTINATION NOT LATER THAN 4 HOURS AFTER THE PLANNED ARRIVAL AT THE AIRPORT OF THE PASSENGER'S NEXT POINT OF STOPOVER, OR, IF THERE IS NO NEXT POINT OF STOPOVER, AT THE AIRPORT OF THE PASSENGER'S DESTINATION, OF THE FLIGHT ON WHICH THE PASSENGER HOLDS A CONFIRMED RESERVATION.

NOTE 1: IF THE OFFER OF COMPENSATION IS MADE BY UA AND ACCEPTED BY THE PASSENGER SUCH PAYMENT WILL CONSTITUTE FULL COMPENSATION FOR ALL ACTUAL OR ANTICIPATORY DAMAGES INCURRED OR TO BE INCURRED BY THE PASSENGER AS A RESULT OF UA'S FAILURE TO PROVIDE THE PASSENGERS CONFIRMED RESERVED SPACE.

NOTE 2: AT THE PASSENGERS OPTION UA MAY COMPENSATE THE PASSENGER WITH CREDIT VALID FOR TRANSPORTATION ON UA IN LIEU OF MONETARY COMPENSATION. THE OFFER OF TRANSPORTATION WILL BE EQUAL TO OR GREATER THAN THE MONETARY COMPENSATION DUE. THE CREDIT VOUCHER IS NON-TRANSFERABLE HAS NO REFUND VALUE AND MAY BE VOLUNTARILY REISSUED ONLY BY UA.

3) TIME OF OFFER OF COMPENSATION

THE OFFER OF COMPENSATION WILL BE MADE BY UA ON THE DAY AND AT THE TIME AND PLACE WHERE THE FAILURE TO PROVIDE CONFIRMED RESERVED SPACE OCCURS, AND, IF ACCEPTED, WILL BE RECEIPTED FOR BY THE PASSENGER. PROVIDED, HOWEVER, THAT WHEN UA ARRANGES, FOR THE PASSENGER'S CONVENIENCE, ALTERNATE MEANS OF TRANSPORTATION THAT DEPARTS PRIOR TO THE TIME THE OFFER CAN BE MADE TO THE PASSENGER, THE OFFER SHALL BE MADE BY MAIL OR OTHER MEANS WITHIN 24 HOURS AFTER THE TIME THE FAILURE OCCURS.

F) NOTICE PROVIDED PASSENGERS

A WRITTEN NOTICE SETTING FORTH THE ABOVE PROVISIONS SHALL BE PROVIDED ALL PASSENGERS WHO ARE DENIED BOARDING INVOLUNTARILY ON UA FLIGHTS ON WHICH THEY HOLD CONFIRMED RESERVED SPACE. RULE 245 UA SHALL BE THE EXCLUSIVE COMPENSATION AND REMEDY OF PASSENGER DENIED BOARDING HEREUNDER AS A CONDITION TO PURCHASE OF A TICKET, ALL PASSENGERS WAIVE ANY CLAIM FOR COMPENSATORY OR PUNITIVE DAMAGES ARISING FROM DENIED BOARDING.

**REROUTING-WHEN ALLOWED UA RULE: 0255**

A) UA WILL REROUTE A PASSENGER AT THE PASSENGER'S REQUEST AND UPON PRESENTATION OF THE TICKET OR PORTION THEREOF THEN HELD BY THE PASSENGER.

EXCEPTION 1: IN THE EVENT OF ILLNESS/DEATH OF THE PASSENGER/IMMEDIATE FAMILY MEMBER (TRAVELING OR NOT)/TRAVELING COMPANION, REROUTING/FLIGHT CHANGES MAY BE MADE IN ACCORDANCE WITH THE PROVISIONS OF THIS RULE AND RULE 105 (TICKET VALIDITY), ANY APPLICABLE SERVICE CHARGES WILL BE WAIVED. IF THE FARE(S) INVOLVED ARE NONCHANGEABLE, THE NONCHANGEABLE PROVISIONS WILL BE WAIVED. THE PASSENGER MUST SUBMIT TO UA A PHYSICIAN'S CERTIFICATE STATING THE CIRCUMSTANCES WHICH NECESSITATE WAIVER UNDER THIS PROVISION. IN THE CASE OF DEATH, A COPY OF THE DEATH CERTIFICATE MUST BE PRESENTED TO UA.

EXCEPTION 2: IN THE EVENT A PASSENGER/IMMEDIATE FAMILY MEMBER (TRAVELING OR NOT)/TRAVELING COMPANION IS CALLED TO JURY DUTY, RECEIVES A SUBPOENA OR RECEIVES NEW/REVISED MILITARY ORDERS WHICH CONFLICTS WITH THE TRAVEL DATES; ANY SERVICE CHARGES, AND NONCHANGEABLE PROVISIONS WILL BE WAIVED AND REROUTING/FLIGHT CHANGES MAY BE MADE IN ACCORDANCE WITH THE PROVISIONS OF THIS RULE AND RULE 105 (TICKET VALIDITY) PROVIDED WRITTEN PROOF OF THE CIRCUMSTANCES IS FURNISHED TO UA. WRITTEN PROOF WILL CONSIST OF THE JURY DUTY SUMMONS, SUBPOENA OR MILITARY ORDERS WHICH ARE IN CONFLICT WITH THE TRAVEL DATES.

EXCEPTION 3: VIA ALL -N TYPE NONREFUNDABLE FARES, NO WAIVERS TO FARE RULES DUE TO ILLNESS/JURY DUTY/ SUBPOENA/NEW OR REVISED MILITARY ORDERS WILL APPLY.

B) FARE APPLICABLE TO REROUTING OR CHANGE IN DESTINATION

1) PASSENGER MAY CHANGE THE ROUTING AND/OR THE ULTIMATE DESTINATION DESIGNATED ON HIS TICKET IN ACCORDANCE WITH PARAGRAPH 2)

BELOW, PROVIDED THAT, AFTER TRANSPORTATION HAS COMMENCED, A ONE-WAY TICKET WILL NOT BE CONVERTED INTO A ROUND-TRIP, CIRCLE-TRIP, OR OPEN-JAW TRIP TICKET.

2) EXCEPT AS OTHERWISE PROVIDED IN RULE 240 (FAILURE TO OPERATE ON SCHEDULE), THE FARE AND CHARGES APPLICABLE TO ANY CHANGES IN ITINERARY, CLASS OF SERVICE, OR CHANGE IN ULTIMATE DESTINATION, MADE AT THE PASSENGER'S REQUEST AT AN OFFICE OF UA PRIOR TO ARRIVAL AT THE ULTIMATE DESTINATION NAMED ON THE ORIGINAL TICKET, SHALL BE THE FARE AND CHARGES IN EFFECT ON THE DATE THE REVISED ROUTING AND/OR ULTIMATE DESTINATION IS ENTERED ON THE PASSENGER'S NEW TICKET. ANY DIFFERENCE BETWEEN THE FARE AND CHARGES SO APPLICABLE TO THE ORIGINAL TICKET ISSUED TO THE PASSENGER WILL BE COLLECTED FROM OR REFUNDED TO THE PASSENGER, AS THE CASE MAY BE.

C) FARE APPLICABLE TO UPGRADING CLASS OF SERVICE WHILE IN FLIGHT

1) WHEN A PASSENGER MOVES FROM ONE COMPARTMENT TO ANOTHER COMPARTMENT OF A COMBINATION COMPARTMENT AIRCRAFT WHILE IN FLIGHT, AN ADDITIONAL COLLECTION WILL BE MADE IN AN AMOUNT EQUAL TO THE DIFFERENCE BETWEEN:

A) THE ONE-WAY FARE FROM PASSENGER'S POINT OF ORIGIN ON SUCH FLIGHT TO THE LAST SCHEDULED STOP PRIOR TO THE PASSENGER'S CHANGE IN COMPARTMENT, APPLICABLE TO THE CLASS OF SERVICE USED, PLUS THE ONE-WAY FARE FROM SUCH STOP TO THE PASSENGER'S DESTINATION ON SUCH FLIGHT, APPLICABLE TO TRANSPORTATION IN THE COMPARTMENT TO WHICH THE PASSENGER IS MOVING, AND

B) THE FARE PAID FOR TRANSPORTATION FROM THE PASSENGER'S ORIGIN TO DESTINATION ON SUCH FLIGHT.

NOTE: WHEN THE AMOUNT DESCRIBED IN A) ABOVE IS LESS THAN THE AMOUNT DESCRIBED IN B) ABOVE, NO ADDITIONAL COLLECTION WILL BE MADE. EXCEPTION: PASSENGERS TRAVELING AT A ROUND-TRIP FARE OR ANY FARE NOT HAVING A ONE-WAY VALUE, MAY UPGRADE ALL OR ANY PORTION OF THEIR ITINERARY ONLY UPON PAYMENT OF THE FULL NORMAL FARE FOR THE TOTAL ITINERARY.

2) THE ACCEPTANCE OF SUCH PASSENGER IN THE COMPARTMENT TO WHICH HE/SHE IS MOVING FOR TRAVEL BEYOND THE NEXT SCHEDULED STOPPING POINT IN THE FLIGHT WILL BE SUBJECT TO THE AVAILABILITY OF SPACE. DISCOUNTS, OTHER THAN FOR CHILDREN AS PROVIDED IN RULE 8000 (CHILDREN'S FARES), OF THE NORTH AMERICAN PASSENGER TARIFF, WILL NOT APPLY. NOTWITHSTANDING THE PROVISIONS OF THIS RULE, UA WILL NOT ACCEPT FOR ANY PURPOSES UNDER THIS RULE, PASSENGER TICKETS OR RELATED TRANSPORTATION DOCUMENTS ISSUED BY ANY CARRIER WHICH IS IN SUBSTANTIAL DEFAULT OF ITS INTERLINE OBLIGATIONS OR WHICH HAS VOLUNTARILY OR INVOLUNTARILY BECOME THE SUBJECT OF BANKRUPTCY PROCEEDINGS (THE "DEFAULTING CARRIER"). NOTWITHSTANDING THE PROVISIONS OF THIS PARAGRAPH, TICKETS ISSUED BY THE DEFAULTING CARRIER OR ITS SALES AGENT WILL BE REISSUED/REROUTED ONLY BETWEEN THE POINTS NAMED ON THE ORIGINAL TICKET THAT ARE SERVED BY UA, AND SOLELY FOR TRANSPORTATION VIA UA, PROVIDED THAT SUCH TICKETS WERE ISSUED BY SUCH DEFAULTING CARRIER OR ITS SALES AGENT IN EITHER'S CAPACITY AS AN AGENT FOR UA AND SPECIFIED TRANSPORTATION VIA UA. WHEN TICKETS ARE ACCEPTED, NO ADJUSTMENTS IN FARE WILL BE MADE THAT WOULD REQUIRE UA TO REFUND MONEY TO THE PASSENGER.

**REFUNDS - INVOLUNTARY UA RULE: 0260**

(A) THE AMOUNT UA WILL REFUND UPON SURRENDER OF THE UNUSED PORTION OF THE PASSENGERS TICKET PURSUANT TO RULE 35 (REFUSAL TO TRANSPORT) (OR) RULE 50 (ACCEPTANCE OF

CHILDREN) OR RULE 240 (FAILURE TO OPERATE ON SCHEDULE OR FAILURE TO CARRY) WILL BE:

- (1) IF NO PORTION OF THE TICKET HAS BEEN USED: AN AMOUNT EQUAL TO THE FARE AND CHARGES PAID.  
EXCEPTION: UA SHALL NOT BE OBLIGATED TO REFUND ANY  
----- PORTION(S) OF A FULLY UNUSED TICKET WHICH DOES NOT REFLECT A CONFIRMED RESERVATION ON A UA FLIGHT INVOLVED IN A SCHEDULE IRREGULARITY UNLESS SUCH TICKET WAS ISSUED BY UA.
- (2) IF A PORTION OF THE TICKET HAS BEEN USED:
  - (A) UNINTERRUPTED FARE COMPONENT(S) FOR UNFLOWN SEGMENT(S) - THE AMOUNT EQUAL TO THE FARE AND CHARGES PAID FOR THE UNINTERRUPTED FARE COMPONENT WILL BE REFUNDED.
  - (B) INTERRUPTED FARE COMPONENT - THE FARE FOR THE UNFLOWN SEGMENT OF AN INTERRUPTED FARE COMPONENT WILL BE CALCULATED FROM THE POINT OF TERMINATION TO THE DESTINATION NAMED ON THE TICKET, NEXT STOPOVER POINT OR POINT WHERE AIR TRANSPORTATION WILL BE RESUMED VIA:
    - (I) THE ROUTING SPECIFIED ON THE TICKET IF THE POINT OF TERMINATION WAS ON THE ROUTING OF THE TICKET OR
    - (II) IF THE POINT OF TERMINATION WAS NOT ON THE ROUTING SPECIFIED ON THE TICKET THE DIRECT ROUTING OF ANY CARRIER OPERATING SERVICE BETWEEN SUCH POINTS.
  - (C) THE AMOUNT OF REFUND OF AN INTERRUPTED FARE COMPONENT WILL BE CALCULATED BY DIVIDING THE NORMAL COACH (Y) FARE BETWEEN THE POINT OF TERMINATION AND THE PASSENGERS DESTINATION OR NEXT STOPOVER POINT BY THE SUM OF THE NORMAL COACH (Y) FARE PUBLISHED BETWEEN THE POINT OF ORIGIN AND THE POINT OF TERMINATION AND THE POINT OF TERMINATION AND THE PASSENGERS DESTINATION OR NEXT POINT OF STOPOVER. MULTIPLY THE AMOUNT OF THE PAID FARE COMPONENT BY THE RESULTING PERCENTAGE TO DETERMINE THE VALUE OF THE UNFLOWN PORTION OF THE INTERRUPTED FARE COMPONENT.  
  
EXCEPTION: UA SHALL NOT BE OBLIGATED TO REFUND ANY  
----- PORTION(S) OF A TICKET WHICH DOES NOT REFLECT A CONFIRMED RESERVATION ON A UA FLIGHT INVOLVED IN A SCHEDULE IRREGULARITY UNLESS SUCH TICKET WAS ISSUED BY UA.
  - (D) THE AMOUNT OF REFUND WILL NOT EXCEED THE FARE COMPONENT FOR THE PORTION OF THE TICKET FROM THE LAST POINT OF STOPOVER TO THE NEXT POINT OF STOPOVER OR FINAL DESTINATION.

B) UA WILL MAKE NO REFUND BUT WILL PROVIDE GROUND TRANSPORTATION TO THE DESTINATION AIRPORT WITHOUT CHARGE WHEN:

THE DESTINATION AIRPORT DESIGNATED ON THE PASSENGER TICKET IS: AND THE FLIGHT TERMINATES AT: (OR VICE VERSA)

BALTIMORE, MD	WASHINGTON, DC (IAD AIRPORT)
BALTIMORE, MD	WASHINGTON, DC (DCA AIRPORT)
CHICAGO, IL	MILWAUKEE, WI
CHICAGO, IL (ORD AIRPORT)	CHICAGO, IL (MDW AIRPORT)
COLORADO SPRINGS, CO	DENVER, CO
LOS ANGELES, CA	ONTARIO, CA
MIAMI, FL	FT. LAUDERDALE, FL
NEWARK, NJ	NEW YORK, NY (JFK AIRPORT)
NEWARK, NJ	NEW YORK, NY (LGA AIRPORT)
NEW YORK, NY (JFK AIRPORT)	NEW YORK, NY (LGA AIRPORT)
SAN FRANCISCO, CA	OAKLAND, CA
SAN FRANCISCO, CA	SAN JOSE, CA
WASHINGTON, DC (IAD AIRPORT)	WASHINGTON, DC (DCA AIRPORT)
LONG BEACH, CA	LOS ANGELES, CA
LONG BEACH, CA	ONTARIO, CA

C) WHEN FOR OPERATIONAL REASONS A PASSENGER HOLDING A FIRST CLASS TICKET, OR BUSINESS CLASS TICKET, WITH CONFIRMED RESERVATIONS ENTERED THEREON, IS ACCOMMODATED IN OTHER THAN THE TICKETED COMPARTMENT, UA WILL REFUND TO THE PASSENGER THE DIFFERENCE, IF ANY, BETWEEN THE INVOLUNTARY REFUND VALUE OF SUCH TICKETED CLASS (DETERMINED IN ACCORDANCE WITH PARAGRAPH A) ABOVE), AND THE DIRECT ONE-WAY FARE APPLICABLE TO THE CLASS OF SERVICE USED BETWEEN THE POINTS WHERE TICKETED ACCOMMODATION WAS NOT PROVIDED.

#### **REFUNDS - VOLUNTARY UA RULE: 0270**

##### A) GENERAL

WHEN RULE 35 (REFUSAL TO TRANSPORT), RULE 50 (ACCEPTANCE OF CHILDREN), OR RULE 240 (FAILURE TO OPERATE ON SCHEDULE) IS NOT APPLICABLE, UA WILL, AT THE REQUEST OF THE PASSENGER, AND UPON SURRENDER OF THE UNUSED PORTION OF A UA ISSUED TICKET, REFUND TO THE PASSENGER ON THE FOLLOWING BASIS:

- 1) IF NO PORTION OF THE TICKET HAS BEEN USED, THE REFUND WILL BE AN AMOUNT EQUAL TO THE TOTAL FARE AND CHARGES PAID.
- 2) IF A PORTION OF THE TICKET HAS BEEN USED, THE REFUND WILL BE AN AMOUNT EQUAL TO THE DIFFERENCE BETWEEN THE FARE AND CHARGES APPLICABLE TO THE TICKET ISSUED TO THE PASSENGER, AND THE FARE AND CHARGES APPLICABLE TO THE TRANSPORTATION OF THE PASSENGER COVERED BY THE USED PORTION OF THE TICKET. TO DETERMINE THE LOWEST APPLICABLE FARE AND CHARGES FOR THE USED PORTION OF THE TICKET, USE THE PREVIOUSLY BOOKED CLASS OR ANY HIGHER BOOKING CLASS AS SPECIFIED IN DGR-1 RULE 165 FOR UA.
- 3) WHEN ORIGINAL FORM OF PAYMENT IS CASH OR CHECK, UA SHALL MAKE ALL OR ANY INDIVIDUAL REFUNDS THROUGH ITS GENERAL ACCOUNTING OFFICES VIA A REFUND APPLICATION PREPARED BY THE CARRIER.
- 4) ANY APPLICABLE SERVICE CHARGE OR CANCELLATION PENALTY WILL BE DEDUCTED FROM THE REFUND AMOUNT IN 1) OR 2) ABOVE.  
EXCEPTION 1: IN THE EVENT OF ILLNESS/DEATH OF THE PASSENGER/IMMEDIATE FAMILY MEMBER (TRAVELING OR NOT)/ TRAVELING COMPANION, ANY APPLICABLE

CANCELLATION/REFUND SERVICE CHARGES WILL BE WAIVED. IF THE FARE(S) INVOLVED ARE NON-REFUNDABLE, THE NON-REFUNDABLE PROVISIONS WILL BE WAIVED. THE PASSENGER MUST SUBMIT TO UA A PHYSICIAN'S CERTIFICATE STATING THE CIRCUMSTANCES WHICH NECESSITATE WAIVER UNDER THIS PROVISIONS. IN THE CASE OF DEATH, A COPY OF THE DEATH CERTIFICATE MUST BE PRESENTED TO UA.

EXCEPTION 2: IN THE EVENT A PASSENGER/IMMEDIATE FAMILY MEMBER (TRAVELING OR NOT)/TRAVELING COMPANION IS CALLED TO JURY DUTY, RECEIVES A SUBPOENA OR RECEIVES NEW/REVISED MILITARY ORDERS WHICH CONFLICT WITH THE TRAVEL DATES; ANY SERVICE CHARGES AND NONREFUNDABLE PROVISIONS WILL BE WAIVED AND REFUNDS MAY BE MADE IN ACCORDANCE WITH THIS RULE PROVIDED WRITTEN PROOF OF THE CIRCUMSTANCES IS FURNISHED TO UA. WRITTEN PROOF WILL CONSIST OF THE JURY DUTY SUMMONS, SUBPOENA OR MILITARY ORDERS WHICH ARE IN CONFLICT WITH THE TRAVEL DATES.

EXCEPTION 3: VIA ALL -N TYPE NONREFUNDABLE FARES, NO WAIVERS TO FARE RULES DUE TO ILLNESS/JURY DUTY/SUBPOENA/NEW OR REVISED MILITARY ORDERS WILL APPLY.

5) REFUND WILL BE MADE IN ACCORDANCE WITH 1) OR 2) ABOVE PROVIDED APPLICATION HAS BEEN MADE NOT LATER THAN ONE YEAR AFTER THE EXPIRATION DATE OF THE TICKET.

6) UA ASSUMES NO OBLIGATION TO ISSUE A VOLUNTARY REFUND UNLESS SUCH TICKET WAS ISSUED ON UA TICKET STOCK. THE TERM "UA TICKET STOCK" MEANS TICKETS PRINTED OR IMPRINTED WITH THE UA CARRIER CODE (O16) AS PART OF THE TICKET SERIAL NUMBER.

7) WHEN CUSTOMERS ARE DUE A REFUND UNDER THE CONTRACT OF CARRIAGE, UNITED WILL ISSUE SUCH REFUND WITHIN SEVEN (7) BUSINESS DAYS FROM THE DATE OF ITS RECEIPT OF A COMPLETED REFUND APPLICATION FOR CREDIT CARD PURCHASES AND, FOR CASH PURCHASES, WITHIN TWENTY (20) BUSINESS DAYS FROM THE DATE UNITED RECEIVES ALL OF THE INFORMATION NEEDED TO PROCESS THE REFUND APPLICATION.

B) PERSON TO WHOM REFUND IS MADE EXCEPT AS PROVIDED BELOW, UA WILL REFUND IN ACCORDANCE WITH THIS RULE ONLY TO THE PERSON NAMED AS THE PASSENGER ON THE TICKET.

EXCEPTION 1:

1) TICKETS ISSUED IN EXCHANGE FOR A PREPAID TICKET ADVICE (PTA) WILL BE REFUNDABLE ONLY TO THE PURCHASER OF THE PTA.

2) TICKETS ISSUED UNDER A UNIVERSAL AIR TRAVEL PLAN (UATP) WILL BE REFUNDABLE ONLY TO THE SUBSCRIBER AGAINST WHOSE ACCOUNT THE TICKET WAS CHARGED.

3) TICKETS ISSUED AGAINST A TRANSPORTATION REQUEST ISSUED BY A GOVERNMENT AGENCY, OTHER THAN THE U.S. GOVERNMENT, WILL BE REFUNDED ONLY TO THE GOVERNMENT AGENCY WHICH ISSUED THE TRANSPORTATION REQUEST.

4) TICKETS ISSUED AGAINST A U.S. GOVERNMENT TRANSPORTATION REQUEST, (GTR) WILL BE REFUNDED ONLY TO THE U.S. GOVERNMENT AGENCY WHICH ISSUED THE U.S. GOVERNMENT TRANSPORTATION REQUEST, BY CHECK MADE PAYABLE TO THE "TREASURER OF THE UNITED STATES."

5) TICKETS ISSUED AGAINST A CREDIT CARD HONORED BY UA WILL BE REFUNDED ONLY TO THE ACCOUNT OF THE PERSON TO WHOM SUCH CREDIT CARD WAS ISSUED.

EXCEPTION 2: TICKETS REFUNDABLE TO PERSON OTHER THAN PASSENGER. IF, AT THE TIME OF PURCHASE, THE PURCHASER DESIGNATES ON THE TICKET ANOTHER PERSON OR ENTITY TO WHOM REFUND SHALL BE MADE, THE REFUND WILL BE MADE TO THE PERSON SO DESIGNATED. A REFUND MADE IN ACCORDANCE WITH THIS PROCEDURE TO A PERSON REPRESENTING HIM/HERSELF AS THE PERSON SO DESIGNATED ON THE TICKET OR EXCHANGE ORDER SHALL BE DEEMED A VALID

REFUND, AND UA WILL NOT BE LIABLE TO THE TRUE PASSENGER FOR ANOTHER REFUND.

EXCEPTION 3: IF AT THE TIME OF APPLICATION FOR REFUND, EVIDENCE IS SUBMITTED THAT A COMPANY PURCHASED THE TICKET ON BEHALF OF ITS EMPLOYEE, OR THE TRAVEL AGENT HAS MADE REFUND TO ITS CLIENT, SUCH REFUND WILL BE MADE DIRECTLY TO THE EMPLOYEE'S COMPANY OR THE TRAVEL AGENT.

C) LOST TICKETS

1) AMOUNT OF REFUND

WHEN A PASSENGER LOSES A UA TICKET, OR THE UNUSED PORTION THEREOF, UA WILL MAKE A REFUND TO THE PASSENGER IN THE FOLLOWING AMOUNTS, AS APPLICABLE:

A) IF NO PORTION OF THE TICKET HAS BEEN USED, THE REFUND WILL BE AN AMOUNT EQUAL TO THE FARE AND CHARGES PAID, LESS SERVICE CHARGES AS INDICATED BELOW.

B) IF A PORTION OF THE TICKET HAS BEEN USED, AND

I) THE PASSENGER HAS PURCHASED A NEW TICKET COVERING THE SAME TRANSPORTATION AS THAT COVERED BY THE UNUSED PORTION OF THE LOST TICKET, THE REFUND WILL BE AN AMOUNT EQUAL TO THE FARE AND CHARGES PAID FOR SUCH NEW TICKET, OR;

II) THE PASSENGER HAS NOT PURCHASED A NEW TICKET COVERING THE SAME TRANSPORTATION AS THAT COVERED BY THE UNUSED PORTION OF THE LOST TICKET, AND FREE TRANSPORTATION IS NOT PROVIDED BY UA, THE REFUND WILL BE AN AMOUNT EQUAL TO THE DIFFERENCE BETWEEN THE FARE AND CHARGES PAID, AND THE FULL NORMAL FARE AND CHARGES APPLICABLE TO THE TRANSPORTATION OF THE PASSENGER COVERED BY THE USED PORTION OF THE TICKET.

III) WHERE IN UA'S JUDGMENT A HARDSHIP EXISTS, AND UA PROVIDES A FREE TICKET COVERING THE LOST PORTION(S) UPON PAYMENT OF SERVICE CHARGES SHOWN BELOW, NO FURTHER REFUND SHALL BE DUE.

2) APPLICATION FOR REFUND OF LOST TICKETS

A) TIME LIMIT A REFUND WILL BE MADE IN ACCORDANCE WITH 1) ABOVE, PROVIDED APPLICATION HAS BEEN MADE NOT LATER THAN ONE MONTH AFTER THE EXPIRATION DATE OF THE LOST TICKET.

B) FORM OF APPLICATION THE APPLICATION MUST BE MADE ON FORMS PRESCRIBED BY UA FOR SUCH REFUNDS.

C) WHEN PAYABLE

I) A REFUND WILL BE MADE BY UA UPON APPLICATION FOR SUCH REFUND, PROVIDED THAT THE LOST TICKET OR LOST PORTION THEREOF HAS NOT PREVIOUSLY BEEN HONORED FOR TRANSPORTATION OR REFUNDED TO ANY PERSON, AND;

II) PROVIDED THAT THE PERSON TO WHOM REFUND IS MADE AGREES, IN SUCH FORM AS MAY BE PRESCRIBED BY UA, TO INDEMNIFY UA FOR ANY LOSS OR DAMAGE WHICH IT MAY SUSTAIN BY REASON OF SUCH REFUND.

3) SERVICE CHARGE

UA WILL IMPOSE A SERVICE CHARGE OF USD 100.00 PER TICKET FOR HANDLING SUCH REQUEST FOR REFUND OF A LOST TICKET/EXCHANGE ORDER.

EXCEPTION: NO SERVICE CHARGE WILL BE IMPOSED FOR MILITARY PASSENGERS TRAVELING ON A GOVERNMENT FARE. (FORM NO. 1169.)

D) AGED REFUNDS

1) IN ADDITION TO ALL OTHER APPLICABLE CHARGES, CHARGE WILL BE USD 100.00/CAD 145.00 WHEN THE TICKET, WHETHER PAPER OR ELECTRONIC FORM, IS PRESENTED FOR REFUND LATER THAN:

a) ONE YEAR FROM THE DATE TRANSPORTATION BEGINS FROM POINT OF ORIGIN ON THE ORIGINAL TICKET FOR A PARTIALLY USED TICKET OR,

b) ONE YEAR FROM THE DATE OF ISSUANCE OF THE ORIGINAL TICKET IF NO PORTION OF THE TICKET IS USED.

- 2) WITH THE EXCEPTION OF THOSE TICKETS DESIGNATED AS WHOLLY NON-REFUNDABLE, TICKETS ARE VALID FOR REFUND UP TO ONE YEAR AFTER THE DATE OF EXPIRATION AS DEFINED IN RULE 105UA (A)(1).

E) FARE OVERCHARGES

UA WILL, ON REQUEST, REFUND TO THE PASSENGER ANY PORTION OF A FARE CHARGED IN EXCESS OF THE APPLICABLE FARE FOR THE SERVICE PROVIDED SUBJECT TO ALL TERMS AND CONDITIONS. A REQUEST FOR REFUND WILL, HOWEVER, SUBJECT THE PASSENGER'S ENTIRE TICKET TO A FARE AUDIT AND MAY RESULT IN EITHER A LOWER OR HIGHER FARE CAUSING EITHER A REFUND OR COLLECTION OF ADDITIONAL FARE.

**REFUNDS INVOLVING FOREIGN CURRENCY UA RULE: 0275**

EXPORT CONTROL UA RESERVES THE RIGHT TO REFUSE TO MAKE ANY REFUND AUTHORIZED BY THIS TARIFF IN A CURRENCY OTHER THAN THAT USED IN THE PURCHASE OF THE TICKET TO BE REFUNDED, OR AT A PLACE OTHER THAN THAT AT WHICH PAYMENT FOR SUCH TICKET WAS MADE.

**PREPAID TICKET ADVICE CHARGES : UA RULE: 0390**

FOR EACH PREPAID TICKET ADVICE ISSUED BY UA, UA WILL IMPOSE A SERVICE CHARGE OF USD 100.00. THIS SERVICE CHARGE IS NOT SUBJECT TO ANY DISCOUNT AND CANNOT BE REFUNDED.

EXCEPTION: THE PREPAID TICKET ADVICE SERVICE CHARGE WILL NOT APPLY:

1) WHEN PREPAYMENT IS MADE BY THE STATE GOVERNMENTS FOR OFFICIAL BUSINESS.

2) WHEN PREPAYMENT IS MADE BY THE U.S. DEPARTMENT OF DEFENSE USING A U.S. GOVERNMENT TRANSPORTATION REQUEST (GTR - FORM 1169).

3) WHEN TRAVEL IS FOR THE FOLLOWING CATEGORIES OF U.S. FEDERAL GOVERNMENT OFFICIAL AUTHORIZED TRAVEL:

A) U.S. FEDERAL GOVERNMENT EMPLOYEES OR THEIR DEPENDENTS TRAVELING ON OFFICIAL BUSINESS (EXCEPT FOR DEPARTMENT OF DEFENSE USING GTR FORM 1169 AS COVERED IN ITEM 2 ABOVE); OR

B) MEMBERS/EMPLOYEES OF THE U.S. SENATE/HOUSE OF REPRESENTATIVES WITH APPROPRIATE OFFICIAL TRAVEL AUTHORIZATION GPO 81-76229-1PP; OR

C) EMPLOYEES OF THE AMERICAN RED CROSS WITH APPROPRIATE IDENTIFICATION AND ON OFFICIAL RED CROSS BUSINESS.

NOTE: FOR PASSENGER CATEGORIES 3)A -3)C ABOVE WHEN TRAVEL IS WHOLLY WITHIN THE 50 U.S. THE PREPAID TICKET ADVICE WILL APPLY WHEN:

A) THE PREPAID TICKET IS ISSUED MORE THAN 01 DAY PRIOR TO PASSENGERS DEPARTURE OR

B) THE PASSENGER IS LOCATED WITHIN 25 MILES OF A UNITED AIRLINES TICKETING FACILITY.

**SURCHARGES UA RULE: 0395**

(A) THE SURCHARGE LISTED BELOW WILL BE ASSESSED FOR EACH FARE PAYING PASSENGER. THE SURCHARGE APPLIES IN ADDITION TO ALL OTHER CHARGES AND IS NOT SUBJECT TO ANY DISCOUNT.

- (1) ANY POINT IN THE U.S. TO ANY POINT IN THE U.S.:  
USD 9.30

NOTE: THE FUEL SURCHARGE ABOVE IS ASSESSED ON EACH FARE COMPONENT AND WILL BE ADDED TO THE APPLICABLE FARE.

- (2) BETWEEN PUERTO RICO AND THE U.S.: USD 15.00 PER DIRECTION.
- (3) BETWEEN VIRGIN ISLANDS AND THE U.S.: USD 15.00 PER DIRECTION AND AN AIRPORT/TERMINAL SURCHARGE USD 6.50 PER DIRECTION.

NOTE: RULES GOVERNING FARES FOR TRAVEL ON A SEGMENT ON WHICH A SURCHARGE APPLIES WILL ALSO GOVERN THE SURCHARGE.

EXCEPTION: THE FOLLOWING PASSENGERS ARE EXEMPT FROM THESE SURCHARGES:

- (1) PASSENGERS WHO ARE TRAVELLING ON ANY UA FREE TICKET OR ON UA/OTHER AIRLINES EMPLOYEE REDUCED FARE TICKETS.
- (2) PASSENGERS TRAVELING ON FARES EXCLUDED WITH CATEGORY 12 - SURCHARGE - IN THE FARE RULES.

**UNITED SHARED DESIGNATOR/UNITED EXPRESS : UA RULE: 0500**

A) AN INDEPENDENT OPERATOR WILL PROVIDE SERVICE UNDER AN AGREEMENT WITH UA. THE INDEPENDENT OPERATOR IS CONSIDERED EITHER A UNITED SHARED DESIGNATOR OPERATOR OR A UNITED EXPRESS OPERATOR AS IDENTIFIED BY THE FLIGHT NUMBERS SHOWN IN PARAGRAPH (B).

1) FOR UNITED SHARED DESIGNATOR FLIGHTS, ALL TERMS OF TRANSPORTATION APPLICABLE TO UA SPECIFIED IN THIS TARIFF APPLY EXCEPT FOR SECTION V - BAGGAGE, OR EXCEPT WHERE SPECIFICALLY NOTED. SEE THE INDEPENDENT OPERATOR'S SECTION OF THIS TARIFF FOR BAGGAGE PROVISIONS APPLICABLE TO THEIR FLIGHTS.

2) FOR UNITED EXPRESS FLIGHTS, ALL TERMS OF TRANSPORTATION APPLICABLE TO UA SPECIFIED IN THIS TARIFF APPLY EXCEPT WHERE SPECIFICALLY NOTED.

B) TRANSPORTATION IS PROVIDED BY THE UNITED EXPRESS OPERATOR (\*)/UNITED SHARED DESIGNATOR OPERATOR (@) AS INDICATED BELOW:  
OPERATOR

	FLIGHT NO.
@U.S. AIRWAYS (US)	1700-2829
@U.S. AIRWAYS EXPRESS (US)	2830-3899
@ALOHA AIRLINES (AQ)	4900-4963
@ALOHA ISLANDAIR (WP)	4964-4999
@GREAT LAKES AIRLINES (ZK)	5000-5199
*COLGAN AIRLINES (9L)	5200-5279
*REPUBLIC (RW)	5280-5299
*GO JET (G7)	5550-5699
*SKY WEST AIRLINES (OO)	5700-6999
*MESA AIRLINES (YV)	7000-7499
*SHUTTLE AMERICA (S5)	7500-7774
*CHAUTAUQUA (RP)	7775-7874
*TRANS STATES (AX)	7875-8099
@AIR CANADA (AC)	8100-8574
@AIR CANADA JAZZ (QK)	8100-8574
@CO CONNECTION (CO)	9593-9669