

March 3, 2020

Change fee waived for new ticket purchases

Due to ongoing uncertainty over travel planning, we are offering a waiver for change fees on all fares (including Basic Economy, bulk and fixed fares, etc.). Starting today, March 3 through March 31, 2020, **newly purchased** tickets will be exempt from change fees. This change gives customers the confidence to continue with travel plans even with the uncertainty of this situation.

This change waiver applies to:

- All fare types, including Basic Economy, bulk, fixed, etc.
- All destinations
- All points-of-sale
- All travel up to 12 months from the original ticket issue date

Future itinerary changes

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

PNR handling

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

This means that, when an agency changes a 016 ticket (United ticket stock) that was issued between March 3 and 31, 2020, the **GDS will read the fare rules** and **not charge** a change fee. The change fee is **automatically waived** and agencies do not need to add a waiver code.

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

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

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