

By [United Airlines](#) , March 06, 2020

The impact of the coronavirus (COVID-19) outbreak continues to evolve rapidly. **The safety of our customers and employees is and always will be our top priority.**

Our teams are in daily contact with the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), federal agencies and other global health organizations to share the most up-to-the-minute information. What's more, United has a team of in-house professionals, including an industrial hygienist who reviews and tests cleaning products and a corporate medical team who are working around the clock. United also partners with International SOS/MedAire, an organization that gives all employees ready access to an emergency department doctor for advice and assistance when they are on business outside their home country.

The dynamic nature of this outbreak requires us to be nimble and flexible in how we respond, provide service and protect our customers and employees. Here are some of the ways we are taking action — we'll continue to update this post periodically as new details are available.

Change fee waiver

If you're scheduled to travel March 10 – April 30, 2020 and would like to change your plans, there is no fee to do so, regardless of when you purchased your ticket or where you're traveling. This is in addition to our previous waiver, which waives all change fees – domestic and international – for tickets purchased March 3 – March 31, 2020.

For more information visit <https://www.united.com/ual/en/us/fly/travel/notices.html>.

Aircraft cleaning

All aircraft are cleaned at a variety of touchpoints throughout the day.

The cleaning procedure for flights includes a thorough wipe-down of all hard surfaces touched by customers and employees — including lavatories, galleys, tray tables, window shades and armrests.

United uses an effective, high-grade disinfectant and multi-purpose cleaner.

When we are advised by the CDC of an employee or customer who has traveled onboard and who is potentially exhibiting coronavirus symptoms, that aircraft is taken out of service and sent through a full decontamination process that includes our standard cleaning procedures plus washing ceilings and overhead bins and scrubbing the interior.

United aircraft are equipped with state-of-the-art circulation systems, similar to those found in hospitals, which use a high-efficiency (HEPA) filter to circulate the air and removes up to 99.7% of airborne particles.

Soon, we will start using an electrostatic fogger to disinfect the air and surfaces within the cabin on all international arrivals into our U.S. Hubs, Honolulu and Guam.

In flight

To limit person-to-person contamination, we have instituted the following procedures on board:

We have stopped refilling used cups and glasses in all cabins. If a customer requests a refill, our flight attendants will provide a new cup or glass.

Customers may now see flight attendants wearing gloves during food and beverage service as well as during pickup, in all cabins.

Our flight attendants will hand all beverages directly to the customer, instead of allowing the customer to take their own from the tray.

All tableware, dishes, cutlery, carts and glassware are washed and sanitized.

We've added supplies for our crews on segments flown to Alert Level 2 zones* and upward: gloves, masks, alcohol-based hand sanitizer, Sani-Com wipes, foaming hand soap, and disinfectant wipes as supply becomes available.

*Alert Level 2 zones, as defined by the CDC, [can be found here](#).

In airports

Providing hand sanitizer for use in our crew and break rooms, lounges and gates
Ensuring regular disinfection of common surfaces inside our airport terminals

What you can do

According to the CDC, the National Safety Council, and the WHO:

Wash your hands often – and thoroughly - with soap and water for at least 20 seconds
Alcohol-based hand sanitizer with at least 60% alcohol content is a good secondary option
Cover your nose and mouth when coughing or sneezing
Avoid touching your nose, mouth and eyes with unwashed hands
Use gloves and masks as needed
Get a flu shot if you haven't already
If you're sick – stay home

How to stay informed

For more detailed information about COVID-19, how it spreads and prevention and treatment please visit: <https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>

Also, the CDC has [updated their country index page](#) where you can find up-to-date COVID-19 risk assessments by country.