

Your options for schedule changes

Mar 12, 2020



Our international and domestic schedules remain fluid and as a result, we have waived change fees for any customer scheduled to travel through April 30, 2020, regardless of when they purchased their ticket or where they are traveling.

At the same time, we have revised the way we are handling schedule changes to be more fair to our customers without significantly hurting our ability to manage the airline through this evolving and difficult set of circumstances.

When schedule changes occur, more than 90 percent of our customers are being automatically re-booked on a flight that leaves within two hours of their originally scheduled flight. Any customer whose travel is disrupted by more than 6 hours because of our schedule changes will be eligible for a refund.

The relatively small percentage of customers who are delayed by 2 to 6 hours are eligible to cancel and retain the value of their ticket for future use. In the case of special circumstances, customers can work with the United Contact Centers to find a resolution.