



UNITED | INTERNATIONAL SCHEDULE CHANGE REFUND POLICY

Dear Agent,

Our schedules remain fluid and as a result, we have waived change fees for any customer scheduled to travel through April 30, regardless of when they purchased their ticket or where they are traveling. As our international schedules evolve due to government mandates and restrictions, we are working to assist impacted customers in a way that is flexible and fair.

Our goal remains to automatically rebook as many customers as possible within six hours of their originally scheduled flight.

- For any customer whose international travel is disrupted by more than 6 hours because of schedule changes resulting from government restrictions, they will retain a travel credit equal to the value of their ticket.
- That credit can be used towards any flight, to any destination, for 12 months from the time of purchase. If the customer chooses not to use the credit, they may request a refund to their original form-of-payment at the end of that 12-month period.

Importantly, this new way of helping customers manage through changing flight schedules also applies to residents from other countries that effectively can no longer travel to the U.S. because they would face a 14-day quarantine upon arrival as well as customers impacted more broadly by government-mandated travel restrictions or quarantines. In addition, this change also maintains our ability to manage our business through this evolving and difficult set of circumstances.

For more information on your options, please visit [United Jetstream](#).

Best regards,
The Management