

Update: International schedule change refund policy

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. We also expect both the number of customers and revenue to decline sharply in the days and weeks ahead, and are making difficult decisions that maintain our ability to manage our business through this evolving and difficult set of circumstances.

Our goal remains to automatically rebook as many customers as possible within six hours of their originally scheduled flight. The schedule change policy **also applies to flights cancelled due to schedule change.**

- For any customer whose **international travel** is disrupted **by more than 6 hours** or **cancelled** 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 **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.**

Reminder: Flights need to be canceled before the departure dates to ensure the ticket stays open for use.

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