

March 30, 2020

Extended: 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.).

Tickets newly purchased between March 3 through April 30, 2020, 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 **April 30, 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. Europe and Japan point of sale will need to add the waiver code.
 - 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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