



Our United Customer Commitment

We are committed to providing a level of service to our customers that makes us a leader in the airline industry. We understand that to do this we need to have a product we are proud of and employees who like coming to work every day.

Our goal is to make every flight a positive experience for our customers. Our United Customer Commitment explains our specific service commitments so that we can continue a high level of performance and improve wherever possible. The commitment explains our policies in a clear, consistent and understandable fashion. We have detailed training programs and system enhancements to support our employees in meeting these commitments, and we measure how well we meet them.

Welcome on board United Airlines!

1. Advise about lowest available fares

On our website, at our ticket counters and city ticket offices, or when customers call United Reservations to inquire about a fare or reservation, we will tell customers that the lowest fare we offer may be available through one of our other sales channels, if that is the case.

2. Notify customers of known delays, cancellations and diversions

We work hard to get you to your destination on time, as scheduled. There may be times when weather, air traffic control, operational or service considerations lead to flight delays, cancellations or diversions. When this happens we will make available the most current, accurate information about your flight's status that we have. This includes providing information about a change in the status of a flight to, from or within the United States within 30 minutes after becoming aware of a flight cancellation, a flight delay of 30 minutes or more in the planned operation of a flight or a flight diversion. We may use one or more of several ways to communicate this information, such as: providing information in the boarding gate area of a flight, on airport flight status display boards, upon request via phone with United Reservations, in flight status updates on united.com and, for our subscribed customers, voice and email alerts.

3. Deliver baggage on time

We work hard to get your checked bags to you on time. If your checked bags are delayed or misplaced, we will make every reasonable effort to deliver your bags within 24 hours. If you have expenses resulting from a baggage delay and are eligible to receive compensation, we will compensate you for reasonable and necessary out-of-pocket expenses. If your bag is lost, we will reimburse you for any fee charged to transport that bag.

Effective January 24, 2012

4. Allow reservations to be canceled for a certain period after purchase

When you book and ticket a reservation through United Reservations, united.com, at our ticket counters or city ticket offices, or if you use MileagePlus® miles to book an award ticket on United, we will allow you to cancel the ticketed reservation without penalty and receive a 100 percent refund if you cancel the reservation within 24 hours of purchase and if the reservation is made one week or more prior to scheduled flight departure.

5. Provide prompt ticket refunds

We will provide prompt refunds for eligible tickets once we receive your request accompanied by any required documentation. When refunds are allowed we will provide prompt refunds, less any applicable service fees, to the original form of payment. In the event of a flight cancellation or oversale situation, we will refund fees charged to you for services for which you paid but were unable to use. You may seek a refund by sending a written request to United Airlines, Customer Refund Services, P.O. Box 4607, Dept. NHCRF, Houston, TX 77253-3046 or to any United ticketing facility. Requests may also be made online at united.com, by calling United toll-free at 1-800-UNITED-1 (1-800-864-8331), by calling the number on the back of your Mileage Plus card, or through your travel agent.

If you used a credit card to make your purchase, we will submit the request for a refund to the credit card issuer within seven business days of receiving your completed request for refund. The credit card issuer will refund the purchase price under the terms of the credit card agreement; your credit card statement may not immediately reflect the refund. For purchases made with cash, check or other forms of payment, we will issue your refund within 20 days of receipt of your completed request for refund.

Please make sure that you have canceled your reservation before requesting a refund and remember to provide the passenger's name, address, credit card number used for purchase, ticket number(s), date of travel and departure, and destination cities in your correspondence.

6. Properly accommodate passengers with disabilities and other special needs

We are dedicated to offering convenient and comfortable service to all our customers. We will provide our customers who require additional assistance, including individuals with disabilities and unaccompanied minors, with the attention, respect and care they deserve. In doing so, we will accommodate passengers with disabilities, as required by Part 382 of U.S. Department of Transportation rules, and other special-needs passengers as set forth in our policies and procedures, including during lengthy tarmac delays. In particular:

Customers with disabilities

We work hard to ensure that our aircraft and our services are in full compliance with all applicable regulations, that our customers' needs are met and that we do not discriminate against passengers on the basis of disability. Our employees are specifically trained to support the commitment to our customers with disabilities.

Effective January 24, 2012

You can ask for assistance when you arrive at the airport if you would like certain accommodations during your travel. There are, however, certain service requests which are required to be made in advance. This notice helps us plan ahead for your safe and comfortable travel. Please check the Special Travel Needs section of our website for details. During lengthy tarmac delays, our flight crew will make every effort to properly accommodate customers with disabilities or special needs.

If your travel includes flights operated by another carrier, please check directly with that carrier for any of your travel needs as different policies and procedures may apply.

Requirements for minors who travel without an adult

We welcome young customers on our flights. We do, however, have rules about when a minor can travel alone and when an adult must accompany the minor during travel.

- Children under age 5 are not permitted to travel alone and must be accompanied on all flights by a ticketed adult.
- Children ages 5-11 may travel without an adult but are required to use our unaccompanied minor service. There is a fee for this service and paperwork to complete prior to travel. This service may not be offered on some flights (for instance, connecting international flights or the last flight of the day).
- Children ages 12-17 may travel alone. Our unaccompanied minor service is not required, but is available for a fee.

Please ask us or your travel agent if you need additional information about making arrangements for a qualifying minor's travel.

7. Meet customers' essential needs during lengthy tarmac delays

We are committed to operating a reliable schedule for our customers. Safety considerations, weather, air traffic control, operations and other factors may occasionally cause lengthy tarmac delays. We have a Tarmac Delay Contingency Plan and the necessary resources and processes in place to minimize such delays. Our plan has been coordinated with the airport authorities at all U.S. airports we serve and at designated U.S. diversion airports; with U.S. Customs and Border Protection at U.S. airports regularly used for our international flights; and with the Transportation Security Administration at U.S. airports we serve, including diversion airports. Should a lengthy tarmac delay occur, we will make every reasonable effort to ensure that your essential needs are met. If safety and security considerations permit, this includes providing snack food and drinking water no later than two hours after the aircraft leaves the gate (in the case of a departure) or touches down (in the case of an arrival); operable restroom facilities; and adequate medical attention if needed.

We also understand that our customers want timely and up-to-date information during lengthy tarmac delays. As such, we will update customers on the delayed flight every 30 minutes about the status of the tarmac delay, including the reason for the delay, if known. In addition, if the aircraft is at the gate or another disembarkation area with the door open and the opportunity to deplane exists, we will notify

Effective January 24, 2012

customers of this opportunity every 30 minutes. However, customers deplane at their own risk and the flight may depart without them.

8. Treat passengers fairly and consistently in the case of oversales

Occasionally we may not be able to provide you with a seat on a specific flight, even if you hold a ticket and have checked in on time and comply with other requirements. This is called an oversale, and occurs when restrictions apply to operating a particular flight safely (such as aircraft weight limits); when we have to substitute a smaller aircraft in place of a larger aircraft that was originally scheduled; or if more customers have checked in and are prepared to board than we have available seats.

If your flight is in an oversale situation, you will not be denied a seat until we first ask for volunteers willing to give up their confirmed seats. If there are not enough volunteers, we will deny boarding to passengers in accordance with our written policy on boarding priority. If you are involuntarily denied boarding and have complied with our check-in and other applicable rules, we will give you a written statement that describes your rights and explains how we determine boarding priority for an oversold flight. You will generally be entitled to compensation and transportation on an alternate flight.

We make complete rules for the payment of compensation, as well as our policy about boarding priorities, available at airports we serve. We will follow these rules to ensure you are treated fairly. Please be aware that you may be denied boarding without compensation if you do not check in on time or do not meet certain other requirements, or if we offer you alternative transportation that is planned to arrive at your destination or first stop-over no later than one hour after the planned arrival time of your original flight.

9. Disclose cancellation policies, frequent flyer rules, aircraft seating configuration and lavatory availability

We will give you clear information about policies and service aspects that may be important to you on united.com and, when you ask, through our telephone reservations staff and our representatives at airports. This means providing clear information about:

- Aircraft seating configuration, including seat size and pitch ranges on aircraft we operate;
- The important terms and conditions that apply to your ticket and travel, including cancellation policies; and
- Aircraft lavatory availability

We also make information about our MileagePlus frequent flyer program available on our website and in materials provided upon enrollment and in updates to MileagePlus members.

10. Notify customers about travel itinerary changes in a timely manner

We understand that you need timely information about changes to your travel itinerary. If you provide us with your contact information, we will notify you using information in your reservation about any travel itinerary changes prior to the date of departure.

Effective January 24, 2012

11. Ensure responsiveness to customer complaints

We respond quickly to our customers' complaints. If you have a complaint regarding our services or our product, we want to hear from you. Information about where to direct your written complaint is on our website; on all E-ticket® confirmations; and is available upon request at each United ticket counter and boarding gate in the airports we serve. We will acknowledge written complaints within 30 days of receipt and we will send a substantive written response within 60 days of receiving your written complaint.

12. Provide services to mitigate inconveniences resulting from cancellations and misconnections.

In order to reduce any inconvenience you experience during cancellations and misconnections, we will:

- Do our best to contact you in advance regarding a flight cancellation using the contact information in your reservation;
- Work to confirm you on the next flight we operate that has seats available in the same class of service when rebooking is necessary; and
- Make available information about your rebooking through our website; at an airport kiosk, when available; and through our airport and reservations agents.