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Pul Express GmbH | 30.03.2020



Informationen zum Coronavirus/COVID-19 United Airlines | An update from United Airlines

Sehr geehrte Reisebüropartner,

hier finden Sie die aktuellen Informationen zum Thema Corona Virus von **United Airlines**:

"To our travel partners,

things are moving incredibly quickly, and here some updates from the past week.

Domestic network adjustment

As we continue to manage the impact of the COVID-19 outbreak, we have further reduced our domestic schedule due to a continued drop in travel demand as a result of this pandemic. The schedule changes will result in a 52% domestic reduction, and overall capacity will now be down 68% in April. The revised domestic schedule, in addition to previously announced international schedule adjustments, is viewable on [united.com](#) and in your GDS.

Extended change fee waiver

If you're scheduled to travel any time through May 31, 2020, and would like to change your plans, there is no fee to do so, regardless of when you purchased your ticket or where you're traveling.

New ticket value option for canceled flights

Based on customer feedback, customers who cancel eligible flights through [united.com](#) or our Contact Centers will be offered the option of an electronic travel certificate (ETC) for the full value of their ticket. The ETC can be redeemed through [united.com](#) for United or United Express flights, to any destination, for 12 months from the time of ETC issuance. Eligible tickets are only those issued up to/including March 2, 2020 (for travel March 9 - May 31, 2020) or between March 3 - 31, 2020, and paid for in U.S. dollars.

Customers will also have the existing option to retain the value of the ticket for future travel, which includes the ability to book through a TMC or travel agency and purchase flights on United, United Express and partner carriers.

Reinstated international flying

While travel demand continues to decline and we continue to adjust our schedules accordingly, we know some people around the globe still need to get home. While our international schedule will still be reduced by about 90% in April, we will continue flying six daily operations through our May schedule:

- *Newark/New York - Frankfurt (Flights 960/961), London (Flights 16/17) and Tel Aviv (Flights 90/91)*
- *Houston - Sao Paulo (Flights 62/63)*
- *San Francisco - Tokyo-Narita (Flights 837/838) and Sydney (Flights 863/870)*

As an important reminder, agency-booked customers who want to cancel or change their itinerary may now do so through [united.com](#) and the United mobile app - there's no need to call United. Please remind your customers that if they do not intend to travel, it's important to cancel their itinerary before travel to retain the ticket value for future use.

We hope these measures are useful, and help you support your travelers. We'll continue to review our processes and business plans and adjust accordingly as circumstances evolve. We'll be in touch soon, and on behalf of the entire United team, you have all of our best wishes. Please stay safe and healthy.

Sincerely yours,

United Amirates"

Herzliche Grüße aus Berlin

Ihr Pul Express Team

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