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Pul Express GmbH | 04.05.2020



## Informationen zum Coronavirus/COVID-19 United Airlines | New 24-month ticket validity - how it works

Sehr geehrte Reisebüropartner,

hier finden Sie die aktuellen Informationen zum Thema Coronavirus von United Airlines:

"Dear Partners,

*many travel plans have been impacted by COVID-19, and we want to make sure customers have sufficient time to finalize their trips. As we announced a few weeks ago, tickets issued between **May 1, 2019 and March 31, 2020 are now valid for 24 months from the original ticket-issue date.**\**

*Before we explain how it works, one thing is important to know: **No additional action is required from you.***

*\*Does not apply to free travel authorization certificates (i.e. United Jetstream fund travel certificates, etc.) tickets.*

### Accessing the ticket

*You do not need to do anything additional to the qualifying ticket or PNR (if one exists). Qualifying tickets remain active in our systems. ARC, BSP, and each GDS will recognize the extended validity for tickets issued May 1, 2019 - March 31, 2020, making the tickets accessible for you.*

*GDSs can interact with United's version of the eTicket using messaging as they do today.*

- The GDSs allow agencies to retrieve a ticket by ticket number without a live PNR.*
- The eTicket can be retrieved via the GDS as long as the ticket is in United's system.*
- You do not need to use the original PNR, but you can if it's active.*

*For instructions on how to retrieve eTickets via your GDS, please contact your GDS Help Desk.*

### Making changes

*Customers may reschedule their wholly unused ticket to a different date or city pair, and then the ticket needs to be reissued. It's important to note that when rescheduling travel, you'll need to look at the fare rules to determine if travel dates are governed by when travel is completed, or when travel begins. In either case, **where the fare rules show 12-month validity, you'll now have 24 months.***

*The new ticket will be subject to new fare rules and any applicable add-collect. If the original ticket qualifies for a travel waiver, the waiver parameters will be applied if they are met at the time of exchange. **Customers who cancel within the travel waiver parameters can retain the value of the ticket to exchange later with no penalty fee.***

*For more details, visit the United Jetstream [booking and ticketing guidelines](#).*

*Yours sincerely,*

*United Airlines Team."*

Herzliche Grüße aus Berlin

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