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Pul Express GmbH | 12.05.2020



Informationen zum Coronavirus/COVID-19
United Airlines | Change fee waiver for tickets purchased on or before March 2, 2020

Sehr geehrte Reisebüropartner,

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

"Dear Travel Partners,

to give our customers flexibility in their travel plans, we are offering a change fee waiver within the following parameters:

- *Tickets issued on/before: **March 2, 2020***
- *Original travel dates: June 1 - December 31, 2020*
- *Tickets/itinerary must be **changed or canceled** on/before **May 31, 2020***

*Canceling the ticket / itinerary allows customers to retain the value for future use.
See : Future itinerary changes below for details.*

This change fee waiver applies to:

- *All fare types, including Basic Economy, bulk, fixed, etc.*
- *All destinations*
- *All points - of - sale*
- *All travel up to 24 months from the original ticket issue date*

*All eligible tickets should be documented with **waiver code 7JC51** in the OSI field (ARC reporting agencies) or ticket designator box (BSP reporting agencies).*

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, a residual value can be issued. If the new ticket is a higher fare, the customer only pays the fare difference.*

*Customers who **cancel their ticket/ itinerary by May 31, 2020** can retain the value of their ticket and then exchange it later with no penalty, add - collect applies.*

- *If a ticket is not changed or canceled by May 31, 2020, the penalty will apply.*
- *Basic Economy tickets cannot be changed or canceled after May 31, 2020.*

*Please remember, if a customer does not intend to travel, it's important to **cancel their itinerary before travel** to retain the ticket value for future use.*

Best regards,

United Airlines Team."

Herzliche Grüße aus Berlin

Ihr Pul Express Team

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