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APPLICATION OF TARIFF

- (A) The rules in this tariff set forth the terms and conditions on which UA provides air transportation to passengers and their baggage on flights UA operates, whether such air transportation is purchased from UA, one of UA's agents or from another carrier. The rules contained in this tariff are expressly agreed to by the passenger. Where a passenger's ticket indicates UA will provide the air transportation, but another carrier will operate the flight pursuant to a codeshare arrangement with UA, the terms and conditions UA applies will vary from those set forth below, and vary depending on which carrier operates the specific codeshare flight on which you are traveling. The rules that are different on a codeshare flight operated by another carrier are marked below with an asterisk (*), and these rules are incorporated herein by reference and form a part of this contract of carriage. For more information on the tariff rules UA applies on codeshare flights, contact UA at 1-800-864-8331 in the U.S. or contact your local United Reservations Office.
- (B) International transportation shall be subject to the rules relating to liability established by, and to all other provisions of, (i) the Convention for the Unification of Certain Rules Relating to International Transportation by Air, signed at Warsaw, October 12, 1929, or such convention as amended, (Warsaw Convention) or (ii) the convention for the unification of certain rules for international carriage by air, signed at Montreal, May 28, 1999 (Montreal Convention), whichever Convention may be applicable to the transportation hereunder. Any provisions of these rules which is inconsistent with any provision of the applicable Convention, shall, to that extent, but only to that extent, be inapplicable to international transportation.

NOTE: Rules stating any limitation on, or condition relating to, the liability of carriers for personal injury or death are not permitted to be included in tariffs filed pursuant to the laws of the United States, except to the extent provided in Rule 95(C) with respect to Tariff C.A.B. No. 427, issued by Airline Tariff Publishing Company, Agent. Any such limitation or condition in any rule herein except to the extent provided in Rule 95(C) is not a part of Tariff C.A.B. No. 427, issued by Airline Tariff Publishing Company, Agent, filed with the Civil Aeronautics Board of the United States. Nothing in this tariff modifies or waives any provision of the said convention.

(C) Changes in Rules, Fares, and Charges except as otherwise provided within specific fare rules, transportation is subject to the rules, fares, and charges in effect on the date on which the ticket is purchased. If, after a ticket has been issued and before any portion thereof has been used, a decrease in the fares or charges applicable to the transportation covered by the ticket

becomes effective, the full amount of the decrease will be refunded to the passenger less any administrative service charge.

Where the ticket has been issued prior to the effective date of a tariff containing an increase in the applicable local or joint fare, the increase will not be collected, provided:

(1) The originating flight coupon of the ticket was issued for a specific flight at the fare contained in a tariff lawfully in effect on the date of the ticket issuance (determined by the validation stamped or imprinted on the ticket.);

(2) That subsequent to the effective date of any increase in the applicable fare:

(a) The originating flight is not voluntarily changed, and

(b) Flights other than the originating flight are not voluntarily changed to reflect a revised routing via which the original fare charged would not have been applicable.

(3) This provision shall apply only to the passenger to whom the ticket was originally issued.

NOTE: Purchase of a Prepaid Ticket Advice (PTA) will constitute purchase and issuance of a ticket for the purpose of this rule, provided that the PTA specifies the passenger's originating flight and date, and the originating flight shown on the PTA is not voluntarily changed at the passenger's request subsequent to the effective date of any increase in the applicable fare.

(4) For nonrefundable fares, all provisions of the new or reduced fare must be met before departure. No changes permitted to origin/destination/dates/flights, however, booking code changes are permitted. The passenger will receive the difference in fares less a 150.00 USD Administrative Service Charge in the form of a nonrefundable miscellaneous charge order (MCO) or UA travel voucher. The MCO travel voucher is transferable to another person, valid for one year from date of issue and may be used as payment for air travel on UA or UA Express only. Partially used MCOs travel vouchers will have residual value. The endorsement box of any ticket issued in exchange for the MCO travel voucher referred to above must contain a nonrefundable amount (including taxes and surcharges) equal to the value of the MCO travel voucher that was applied to the ticket.

(D) Reference to tariffs, pages, rules, items and notes are continuous and include revisions, supplements thereto and reissues thereof.

- (E) United Airlines will be responsible for the furnishing of transportation only over its own lines. When United Airlines undertakes to issue a ticket, check baggage, or make any other arrangements for transportation over the lines of any other carrier (whether or not such transportation is part of a through service), United Airlines will act only as agent for such other carrier, and will assume no responsibility for the acts of omissions of such other carrier.
- (F) No employee of the carrier has the authority to alter, modify or waive any provisions relating to the tolls of this tariff. No employee of the carrier has the authority to alter, modify or waive any provisions of the contract of carriage unless authorized by a corporate officer of the carrier. UA appointed agents and representatives are only authorized to sell tickets for air transportation pursuant to approved fares, rules and regulations of UA. This rule supersedes any conflicting provisions contained in the contract of carriage.
- (G) Fares apply for travel only between the points for which they are published. Tickets may not be issued at fare(s) published to and/or from a more distant point(s) than the points being traveled, even when issuance of such tickets would produce a lower fare.

RULE 5 DEFINITIONS As used in this tariff or in tariffs making reference hereto, unless otherwise defined:

Animals - In addition to the usual connotation, includes reptiles, birds, poultry, and fish.

Applicable Adult Fare - Means the fare which would be applicable to an adult for the transportation excepting those special fares applicable to a passenger's status; e.g., military fares, adult standby, etc.

Applicable Full Fare - Means the full adult fare for the class of service or compartment of the aircraft used by the passenger.

Carrier - means any air carrier shown as a participant in this tariff.

Circle Trip - Means any trip, the ultimate destination of which is the point of origin, but which includes a stop at at least one other point, and which is not made via the same routing in both directions.

Examples of Circle Trips

Example 1: Point 1 to Point 2 on Airline A
Point 2 to Point 1 on Airline B

Example 2: Point 1 to Point 2 to Point 3 on Airline A

Example 3: Point 1 to Point 2 on Airline A (first class)

Point 2 to Point 1 on Airline A or any other Airline (coach)

Continental United States - Means the District of Columbia and all states of the United States other than Alaska and Hawaii.

Destination - Means the ultimate destination of the passenger's journey as shown on the ticket(s).

DOT Hazardous Materials Regulations - Means the Hazardous Materials Regulations issued by the Materials Transportation Bureau of the Department of Transportation in Title 49 of the Code of Federal Regulations, Parts 171 through 180 (49 CFR 171-180).

Disabled - Means any individual who has a physical or mental impairment that, on a permanent or temporary basis, substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment. As used in this definition, the phrase:

- 1) Physical or mental impairment - Means (1) any physiological disorder, or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculoskeletal, special sense organs, respiratory including speech organs, cardio-vascular, reproductive, digestive, genito-urinary hemic and lymphatic, skin and endocrine; or (2) any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities. The term "physical or mental impairment" includes, but is not limited to, such diseases and conditions as orthopedic, visual, speech, and hearing impairments; cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, drug addiction, and alcoholism.
- 2) Major life activities - Means functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.
- 3) Has a record of such impairment - Means has history of, or has been classified, or misclassified, as having a mental or physical impairment that substantially limits one or more major life activities.
- 4) Is regarded as having an impairment means:
 - a) Has physical or mental impairment that does not substantially limit major life activities but that is treated by an air carrier as constituting such a limitation.
 - b) Has a physical or mental impairment that substantially limits a major life activity only as a result of the attitudes of others toward such an impairment; or
 - c) Has none of the impairments set forth in this definition but is treated by an air carrier as having such an

impairment.

Electronic Ticketing - An electronic ticket (E-Ticket) is the record of the ticket agreement maintained and processed within the carriers electronic reservation system. A written receipt is provided to the purchaser of the ticket which contains a reference for retrieving the record within the carriers reservation system and summary of the ticket information. The carrier may mandate the issuance of an E-Ticket, regardless of market, carrier, form of payment, and customer type.

Fares Tariff means Local Passenger Fares Tariff No. EF-2, C.A.B. No. 409, C.T.C.(A) No. 233, issued by Airline Tariff Publishing Company, agent, reissues and supplements thereto.

Governing Rules Tariff means Canadian General Rules Tariff No. CGR-1, C.T.C.(A) No. 241, C.A.B. No. 427, issued by Airline Tariff Publishing Company, agent, reissues and supplements thereto.

Haw. - Means Honolulu, Hilo, Kahului, Kona, and Lihue, Hawaii.

Immediate Family - Means spouse, domestic partner, children, parents, sisters, brothers, grandparents grandchildren, aunts uncles, nieces and nephews.

Note: Relationships apply whether natural, adoptive, step, in-law, foster, domestic partner, ward or legal guardian.

Interchange Flight - Means a flight operated over the routes of two or more carriers without change of equipment.

Interline - Means any transportation which involves carriage via two or more air carriers.

International Transportation means any transportation or other services, furnished by any carrier, which are included within the scope of the term "international transportation" as used in (i) the Convention for the Unification of Certain Rules Relating to International Transportation by Air signed at Warsaw, October 12, 1929, or such convention as amended, (Warsaw Convention) or (ii) the convention for the unification of certain rules for international carriage by air, signed at Montreal, May 28, 1999 (Montreal Convention), whichever Convention may be applicable to the transportation hereunder and to which the said Convention applies. For the purpose of determining the applicability of the term "international transportation":

Agreed Stopping Place All stops between the original place of departure and the place of final destination scheduled by any carrier by air which participates in the transportation between such places, as shown in the schedule or time tables of such carriers shall constitute "agreed stopping places"; but each participating carrier reserves the right to alter the "agreed stopping places" in the case of necessity without thereby depriving the transportation of its international character; and Single Operation Transportation to be performed by several successive carriers by air, arrangements for which are made in advance, is regarded as "a single operation" and shall be deemed to be "one undivided transportation" whether one or more tickets or other documents are issued to cover such transportation, and whether or not all such tickets or documents are issued prior to the commencement of such transportation; but this provision shall not be deemed to contain an exclusive

definition of transportation which is regarded by the parties as “a single operation”.

Jet Aircraft: Means the following aircraft (and series thereof): A-319, A-320, B-737, B-747, B-757, B767, B-777, CRJ, ERJ, FRJ.

Main Cabin - Means the passenger compartment(s) other than First Class or Business Class.

Maximum Outside Linear Dimensions - Means the sum of the greatest outside length plus the greatest outside width plus the greatest outside height.

Military Agencies means departments of the Army, Navy and Air Force and Coast Guard; and the National Guard. The Reserve Officer Training Corps is not included.

Military Passenger - Means military personnel of the U.S. military agencies who are on active duty status, or who have been discharged from active military service within seven days of the date of travel.

Miscellaneous Charges Order means a document issued by a carrier or its agents requesting issue of an appropriate passenger ticket and baggage check or provision of services to the person named in such document.

Online - Means air transportation wholly on the same carrier.

Open-Jaw Trip - Means any trip which is essentially of a round trip or circle trip nature, but the outward point of departure and the inward point of arrival, or the outward point of arrival and inward point of departure, are not the same.

Example of Open-Jaw Trips

Point 1 to Point 2 to Point 3

Outward Destination - Means that stopover point on the passenger's itinerary which is furthest from the passenger's point of origin.

Prepaid Ticket Advice means the notification between offices of a carrier or between carriers that a person in one location has purchased and requested issuance of prepaid transportation as described in the authority to another person in another location.

Qualified Disabled - Means a disabled individual who:

- 1) With respect to accompanying or meeting a traveller, use of ground transportation, using terminal facilities, or obtaining information about schedules, fares or policies, takes those actions necessary to avail himself or herself of facilities or services offered by an air carrier to the general public, with reasonable accommodations, as needed provided by the carrier;
- 2) With respect to obtaining a ticket for air transportation on an air carrier, offers, or makes a good faith attempt to offer, to purchase or otherwise validly to obtain such a ticket;

- 3) With respect to obtaining air transportation, or other services or accommodations:
 - a) Purchases or possesses a valid ticket for air transportation on an air carrier and presents himself or herself at the airport for the purpose of traveling on the flight for which the ticket has been purchased or obtained; and
 - b) Meets reasonable, nondiscriminatory contract of carriage requirements applicable to all passengers.

{C} Propeller Aircraft: Means the following aircraft (and series thereof): DH2/EM2/SF3.

Reroute - Means to issue a new ticket covering transportation to the same destination as, but via a different routing than, that designated on the ticket, or portion thereof, then held by the passenger, or to honor the ticket, or portion thereof, then held by the passenger for transportation to the same destination as, but via a different routing than, that designated thereon.

Round Trip - Means any trip, the ultimate destination of which is the point of origin, and which is made via the same routing in both directions.

Examples of Round Trips

Example of Local Round Trip

Point 1 to Point 2 on Airline A

Point 2 to Point 1 on Airline A

Examples of Joint Round Trip

Point 1 to Point 2 on Airline A

Point 2 to Point 3 on Airline B

Point 3 to Point 2 on Airline B

Point 2 to Point 1 on Airline A

Routing - Means the carrier(s) and/or the cities and/or class of service via which transportation is provided between two points, as specified in any tariff governed by this tariff.

Self-Reliant - A person who is independent, self-sufficient and capable of taking care of all his/her physical needs during flight, during an emergency evacuation or decompression. He/she requires no special or unusual attention beyond that afforded to the general public, except that he/she may require assistance in boarding or deplaning.

Stopover - Means a deliberate interruption, in excess of four hours, of a journey by the passenger as agreed to in advance

by the carrier, at a point between the place of departure and the place of destination.

UA - Means United Air Lines, Inc.

UA Ticket Stock - Means tickets which are imprinted with the carrier code (016) as part of the serial number and which are issued and validated with a UA validator by an authorized UA employee, UA appointed travel agency, or any other person authorized to issue UA tickets.

United - Means United Air Lines, Inc.

United States or United States of America means the 50 federated states and the District of Columbia.

United States Department of Defense means the U.S. Departments of the Army, Navy, and Air Force and the U.S. Marine Corps.

RULE 10 PASSPORTS AND VISAS

- (A) Each passenger desiring transportation across any international boundary shall be responsible for obtaining all necessary travel documents and for complying with the laws of each country from, through or to which he desires transportation; and unless applicable laws provide otherwise, shall indemnify each carrier for any loss, damage, or expense suffered or incurred by such carrier by reason of such passenger's failure to do so. No carrier shall be liable for any aid or information given by any agent or employee of such carrier to any passenger in connection with obtaining such documents or complying with such laws, whether given orally or in writing or otherwise; or for the consequences to any passenger resulting from his failure to obtain such documents or to comply with such laws.

RULE 33 CARRIAGE OF DISABLED PASSENGERS

Ambulatory/Nonambulatory passengers, as defined in (1&2) below, will be accepted for transportation without an attendant, as long as provisions in paragraphs (B) and (C) below are met.

A) Definitions: (For definitions of terms related to persons with disabilities, see Rule 5).

- 1) Ambulatory - a person who is able to move about within the aircraft unassisted.
- 2) Non-Ambulatory - a person who is not able to move within the aircraft unassisted.
- 3) Determination of self-reliance: The carrier will accept the determination of a person with a disability that he or she is self-reliant. The carrier shall not refuse such passenger transportation on the basis that there is a lack

of escort or that the passenger may require additional attention from airline employees.

- 4) Non-self-reliant: a person who is not self-reliant as defined under self-reliance.
- 5) Self-reliance: a person who is independent, self-sufficient and capable of taking care of all his/her physical needs during a flight or during an emergency evacuation or decompression. He/she requires no special or unusual attention beyond that afforded to the general public, except that he/she may require assistance in boarding or deplaning.
- 6) Assistant (Personal Attendant) - an able-bodied person physically capable of assisting a disabled passenger to an exit in the event of an emergency and who will attend to the personal needs of that passenger during flight, where such assistance is required.
- 7) Wheelchair-Bound Athlete - a non-ambulatory person with upper body and arm development such as to make her/him physically capable of egressing an aircraft in an emergency with minimal assistance, and who is a member of a bona-fide sports organization.

B) Conditions for Acceptance - Reservations

No advance reservation notice is needed.

(Applicable for transportation to/from Canada) United will accept the person's determination as to self-reliance.

EXCEPTION: 48 hours advance notice and one hour advance check-in time may be required for the following:

- a) Oxygen for use on-board.
- b) Transportation of a electric wheelchair on a flight scheduled to be made on BEK, BEC, EMB, J-31, EM2, SH6 or F-27 type aircraft;
- c) Accommodation for group of ten or more qualified handicapped individuals, who make reservations and travel as a group.

If passenger does not meet advance notice or check-in requirements, carrier will make every reasonable effort to accommodate the needs of the passenger, without delaying the flight.

C) Other Conditions

- 1) Carrier will provide or make whatever arrangements are necessary to assist passengers in boarding and deplaning. Any expense necessary for outside services will be borne by the passenger.
- 2) Carrier will determine where passengers and escorts will be seated for reasons of safety only.
- 3) The nonambulatory passenger's physical size or condition must permit movement through the aisle at floor level.

- 4) Carrier will refuse to accept a passenger who is unable to sit in a seat with seat belt fastened.
- 5) Carrier will provide services within the aircraft cabin when requested by or on behalf of a handicapped individual including:
 - i) Assistance in moving to and from seats, to enable movement to and from lavatory.
 - ii) Flight attendant will provide assistance in preparation for eating, such as opening packages, identifying foods, advising the person where each item of food is located on the tray table.
 - iii) UA, at the request and expense of the passenger, arranges for assistance in boarding and deplaning through an outside agency.
 - iv) If passenger plans to use a stretcher for boarding or deplaning, prior clearance must be obtained from UA.

RULE 35 REFUSAL TO TRANSPORT UA will refuse to transport or will remove at any point, any passenger:

- A) **GOVERNMENT REQUEST OR REGULATIONS**--Whenever such action is necessary to comply with any government regulation, or to comply with any governmental request for emergency transportation in connection with the national defense, or whenever such action is necessary or advisable by reason of weather or other conditions beyond its control (including, but without limitation, acts of God, force majeure, strikes, civil commotions, embargoes, wars, hostilities, or disturbances) actual, threatened, or reported.
- B) **SEARCH OF PASSENGER OR PROPERTY**--Who refuses to permit search of his /her person or property for explosives or a concealed, deadly or dangerous weapon or article.
- C) **PROOF OF IDENTITY**--Who refuses on request to produce identification which reflects the same full name information as displayed on the tickets.
NOTE: UA shall have the right, but shall not be obligated, to require identification of persons purchasing tickets and/or presenting a ticket(s) for the purpose of boarding the aircraft.
- D) **ACROSS INTERNATIONAL BOUNDARIES**--Who is traveling across any international boundary if:
 - 1) The travel documents of such passenger are not in order;

- 2) For any reason, such passenger's embarkation from, transit through, or entry into any country from, through, or to which such passenger desires transportation would be unlawful;
- 3) Such passenger fails or refuses to comply with the rules and regulations of UA.

E) SAFETY

- 1) In the following categories where refusal or removal may be necessary for the safety of themselves and other passengers:
 - a) Persons whose conduct is disorderly, abusive, or violent (other than a qualified disabled passenger whose appearance or involuntary behavior may offend, annoy, or inconvenience crew members or their passengers).
 - b) Passengers who are barefoot.
- c) Any customer ticketed on a United or United Express flight and meeting one or more of the following criteria must either purchase a ticket for an additional seat, or purchase an upgrade to a cabin with seats that address the below-listed scenarios.
 - *are unable to fit into a single seat in the ticketed cabin;
 - *are unable to properly buckle the seatbelt using a single seatbelt extender; and/or
 - *are unable to put the seat's armrests down when seated.The seat purchase or upgrade must be completed for each leg of the itinerary. If a customer meeting any of the above-listed criteria decides not to upgrade or purchase a ticket for an additional seat, he or she will not be permitted to board the flight.
- d) Persons who appear to be intoxicated or under the influence of drugs. (Other than a qualified disabled individual whose appearance or involuntary behavior may make them appear to be intoxicated or under the influence of drugs.)
- e) Persons known to have a communicable disease or infection which has been determined, by the U.S. surgeon general, the Center for Disease Control, or other federal public health authority knowledgeable about the disease or infection, to be transmissible to other persons in the normal course of the flight. If the passenger with the communicable disease or infection presents a medical certificate giving approval to travel and stating any conditions for travel, UA shall provide transportation to the passenger unless it is not feasible to implement the conditions set forth in the medical certificate as necessary to prevent the transmission of the disease or infection to other persons in the normal course of the flight.
- f) Persons who have a malodorous condition (other than individuals qualifying as disabled).

- g) Persons who attempt to interfere with any member of the flight crew in the pursuit of their duties.
- h) Persons who are mentally deranged or mentally incapacitated whose behavior may be hazardous to himself/herself, the crew, or other passengers. However, UA will accept escorted mental patients if the requesting medical authority furnishes a medical certificate which states that the mental patient may be transported safely. The escort must accompany the escorted passenger at all times.
- i) Persons who are seriously ill, who cannot or refuse to provide a physician's written permission to fly.
- j) Persons who wear or have on or about their persons concealed or unconcealed deadly or dangerous weapons; provided however, that UA will carry passengers who meet the qualifications and conditions established in F.A.R. 108.219.

- k) Manacled persons in custody of law enforcement personnel, or persons who have resisted or may reasonably be believed to be capable of resisting escorts.
- l) Unaccompanied passengers who are both blind and deaf, unless such passenger is able to communicate with representatives of UA by either physical, mechanical, electronic, or other means. Such passenger must inform UA of the method of communication to be used.
- m) Persons who would require unusual or unreasonable type of assistance or medical treatment en route, confirmed by a UA physician, unless accompanied by a ticketed passenger capable of giving necessary assistance. United Airlines personnel are not permitted to give hypodermic injections.
- n) Persons who are unwilling/unable to abide with no-smoking requirements.

F) PASSENGER'S CONDUCT OR CONDITION

- 1) Except as provided in Rule 90 (oxygen service), and elsewhere in this rule, UA may require an attendant to accompany a disabled passenger only for safety-related reasons as outlined below.
 - a) Who is traveling in an incubator;
 - b) Who because of a mental disability is unable to comprehend or respond to safety related instructions;
 - c) Who has both a severe hearing and vision impairment and who is unable to establish a means of communication with UA personnel sufficient to receive the safety briefing;
 - d) Who has a mobility impairment so severe as to be unable to assist in his/her own evacuation.
- 2) Conditions for Acceptance

Except as noted below, UA will not require that a qualified disabled passenger provide advance notice of his/her intention to travel or of his/her disability as a condition of receiving transportation. UA will require 48 hour advance notice and two hours advance check in concerning qualified disabled individuals who wish to receive any one of the following services.

- a) Medical oxygen;
- b) Carriage of an incubator (United Express may not provide this service);
- c) Hook-up of a respirator/ventilator/kidney transport modules to the aircraft electrical power supply (United Express may not provide this service);
- d) Accommodation of a group of 10 or more disabled individuals who are traveling as a group;
- e) Transportation of electric wheelchair or other battery powered assistive device;

NOTE: The 48 hour advance notice provision is required only on flights scheduled to be made with an aircraft of less than 60 seats for which the device might have to be collapsed and separate dangerous goods packaging for the battery may be required;

- f) Request for on board wheelchair on an aircraft that does not have an accessible lavatory. (May not be available on all United Express flights).

These services are available on United operated flights and may not be available on United Express flights. Please contact a United representative at 1-800 UNITED1 or visit the website at www.united.com to reserve these services or for further information.

G) LIABILITY

UA is not liable for its refusal to transport any passenger or for its removal of any passenger in accordance with the preceding paragraphs of this rule, but such carrier will, at the request of the passenger, refund in accordance with Rule 260 (involuntary refunds) As an express precondition to issuance of any ticket or granting of passage by UA hereunder, UA shall not be responsible for compensatory or punitive damages. The passenger's sole and exclusive remedy shall be Rule 260 (REFUND INVOLUNTARY).

RULE 50 ACCEPTANCE OF CHILDREN

- (A) Accompanied. Children under 12 years of age are accepted for transportation when accompanied on the same flight and in the same compartment by a passenger at least 12 years of age. A child under 2 years of age and not occupying a seat must be accompanied by a passenger at least 18 years of age as specified in EF-2 Rule 8000 (A).
- (B) Unaccompanied
- (1) Under 5 years of age - Not accepted under any conditions.
 - (2) 5 through 11 years of age - Children 5 through 11 years of age not accompanied on the same flight and in the same compartment by a passenger 12 years of age or over are accepted for transportation only under the following conditions:
 - (a) 5, 6 or 7 - Accepted for online transportation only when through service is provided without change of aircraft. The child must be brought to the airport of departure by a parent or responsible adult who remains with the child until enplaned, and who must furnish UA with satisfactory evidence that the child will be met by another parent or responsible adult upon deplaning at the child's destination. The child will not be accepted if the flights on which the child holds a reservation is expected to terminate short of, or bypass the child's destination.
 - (b) 8-11 yr. old - Accepted for online transportation or interline transportation provided space has been confirmed to the first point of stopover or to final destination.

EXCEPTION: Not accepted when an online or interline connecting flight is the last flight of the day scheduled to depart from the connecting point to the child's next stopover or connecting point. Further, such children will not be accepted if the last nonstop or through service via any carrier is scheduled to depart the connecting point to the child's stopover point, connecting point or final destination less than one hour later than the scheduled departure of the connecting flight on which the child is confirmed. The child will not be accepted if the flight(s) on which the child holds a reservation is expected to terminate short of or bypass the child's destination.
 - (3) 12 through 17 years of age - Accepted without restrictions. However, escort service may be requested for passengers 12 through 17 years of age who are making a connection enroute. In such cases, the passenger will be accepted only under the conditions specified in (b) above for children 8 through 11.

NOTE: For the purpose of this rule, escort service means that UA will provide supervision for the child from the time of boarding until the child is met at the stopover point or destination.

(C) FARE

- (1) (Applicable for unaccompanied children 5-11) In addition to the applicable fare in accordance with Rule 8000, there will be an Unaccompanied Minor Service Charge of USD 99.00/CAD 99.00, assessed for each one-way journey from the child's boarding point to the point of stopover or destination. If two or more children who are immediate family members are traveling together, only one Unaccompanied Minor Service charge will be assessed. The Service Charge will also apply if a connection is being made from a UA flight to the flight of another carrier.
- (2) (Applicable for unaccompanied children 12-17 who request Escort Service) In addition to the full adult fare applicable to such passengers, when Escort Service is requested the Unaccompanied Minor Service Charge outlined in Paragraph (C) (1) above will apply.

(D) RESPONSIBILITIES OF CARRIER

UA will not assume any financial or guardianship responsibility for unaccompanied children beyond those applicable to an adult passenger.

RULE 55 DOGS TRAINED TO LEAD THE BLIND/TO DETECT EXPLOSIVES/TO ASSIST THE DEAF/FOR SEARCH AND RESCUE

- (A) UA accepts for transportation, without charge a dog trained to lead the blind, properly harnessed, when it accompanies a passenger with impaired vision dependent upon such dog. The dog will be permitted to accompany such passenger into the cabin, but will not be permitted to occupy a seat.
- (B) UA accepts for transportation, without charge, a dog trained to assist the deaf, properly harnessed, when it accompanies a passenger with impaired hearing dependent upon such dog or the trainer of such dog enroute to the domicile of the owner for completion of training. The dog will be permitted to accompany such passenger into the cabin, but will not be permitted to occupy a seat. The training status of the trainer must be documented in writing

to UA's satisfaction.

(C) UA will determine where passengers and dogs accepted under this rule will be seated, for the safety and comfort of other passengers.

(D) UA will accept for transportation, without charge, a dog trained in explosive detection when properly harnessed and muzzled and accompanied by its handler. The handler must be a law enforcement officer. The dog and its handler must be on official emergency duty status. Such official emergency duty status must be solely to search for explosives and/or explosive devices on airport property and aboard passenger and cargo aircraft and must be documented in writing to the satisfaction of the carrier. The documentation must be surrendered to the carrier at the time of boarding. The dog will not be permitted to occupy a seat.

RULE 90 PRE-PLANNED OXYGEN SERVICE

Passengers requesting that UA provide in-flight oxygen service, on a pre-planned basis, will be required to give UA a minimum of 48 hours notice that such oxygen will be needed and will be required to check-in for the flight at least on two (2) hours before planned departure.

NOTE: Oxygen service is available on United Airlines, but not offered on United Express flights.

For further information or to reserve these services, please contact a United representative at 1-800 UNITED-1 or visit the website at www.United.com.

RULE 95 CLAIMS

(A) PERSONAL INJURY AND DEATH - TIME LIMITATIONS

No action shall be maintained for any loss of, or damage to, or any delay in the delivery of, any property or baggage, or on any other claim (excepting only personal injury or death), arising out of or in connection with transportation of, or failure to transport any passenger or property or baggage unless notice of the claim is presented in writing to an office of the carrier

participating in this rule alleged to be responsible therefore within 45 days after the alleged occurrence of the events giving rise to the claim, and unless the action is commenced within 2 years after such alleged occurrence. Any written notification received by the carrier within 45 days which informs the carrier of the nature of the claim is sufficient to meet the requirements for timely notice. Failure to give the above notice shall not be a bar if the claimant can show good cause for his failure to bring his claim within 45 days.

(B) OVERCHARGES

In addition to the requirements in paragraph (A) above, no claims for overcharge shall be valid and no action shall be maintained thereon more than two years after the date of sale of the ticket, unless such claim or action is accompanied by the passenger coupon portion of said ticket.

(C) The carrier agrees in accordance with (i) article 22(1) of the Warsaw Convention and (ii) the Montreal Convention, whichever convention may be applicable to the international transportation hereunder:

- (1) The carrier shall not invoke the limitation of liability in article 22(1) of the Warsaw Convention as to any claim for recoverable compensatory damages arising under article 17 of the Warsaw Convention.
- (2) The carrier shall not avail itself of any defense under article 20(1) of the Warsaw Convention with respect to that portion of such claim which does not exceed 100,000 special drawing rights (SDRS). (The Warsaw Convention was voluntarily modified by the carrier pursuant to its adherence to the IATA II Agreement.)
- (3) Except as otherwise provided in paragraphs (1) and (2) hereof, the carrier reserves all defenses available under the Warsaw Convention and the Montreal Convention, whichever may be applicable, to such claims. With respect to third parties, the carrier reserves all rights of recourse against any other person, including without limitation, rights of contribution and indemnity.
- (4) The carrier agrees that subject to applicable law recoverable compensatory damages for such claims may be determined by reference to the law of the domicile of permanent residence of the passenger. Nothing herein shall be deemed to affect the rights and liabilities of the carrier with regard to any claim brought by, on behalf of, or in respect of any person who has willfully caused damage which resulted in death, wounding, or other bodily injury of a passenger.

NOTE: Except to the extent provided in Rule 95(C) with respect to tariff C.A.B. No. 427, rules affecting liability of carriers for personal injury or death are not permitted to be included in tariff filed pursuant to the laws of the United States.

(D) LIMITATIONS OF LIABILITY - CANADA

Where the air carrier would otherwise be liable in respect of the death or injury of a passenger carried for hire sustained during the operations of flight embarkation or disembarkation or at any time while the passenger is aboard the aircraft, the liability of the air carrier shall not be limited in respect of such passenger below the minimum per passenger amount of passenger liability insurance or security stipulated by the Commission as a condition of the air carrier's license; PROVIDED that this provision shall not apply in respect of any passenger whose condition is such as to involve an unusual risk or hazard in regard to loss or damage which would not have been sustained but for the age or mental or physical condition of such passenger including in the case of a pregnant passenger any injury, illness or disability sustained by an unborn child.

{C}NOTE: The Commission referred to in the above paragraph is restricted to mean the Canadian Transport Commission of Canada and the above paragraph is applicable only to air carriage to, from and within Canada, but is not applicable to carriage by air that is international carriage within the meaning of the Warsaw Convention or the Montreal Convention, whichever may be applicable.

RULE 100 TICKETS - GENERAL

- (A) No person shall be entitled to transportation except upon presentation of a valid ticket. Such ticket shall entitle the passenger to transportation only between point of origin and destination, and via the routing designated thereon.
- (B) Flight coupons will be honored only in the order in which they are issued, and only if all unused flight coupons and the passenger coupons are presented together.
- (C) Use of coupons from two or more tickets issued at round trip fares for the purpose of circumventing applicable tariff rules (such as advance purchase/minimum stay requirement) is not permitted. UA agents and authorized travel agents are prohibited from issuing tickets, commonly referred to as "back to back ticketing", under such circumstances when there is obvious intent to abuse and/or misuse restricted round trip fares.
- (D) A ticket which has not been validated, or which has been altered, mutilated, or improperly issued, shall not be valid.

EXCEPTION: Write-your-own type tickets will be honored for transportation without validation, provided the person issuing such tickets has a written agreement with the carrier setting forth accounting, reservations, and ticketing procedures.

(E) Tickets are not transferable, but UA is not liable to the owner of a ticket for honoring or refunding such ticket when presented by another person.

(F) The purchaser of a UA ticket and the passenger intending to use such ticket are responsible for ensuring that the ticket accurately states the passenger's name. Presentation of a ticket for transportation on UA by someone other than the passenger named thereon renders the ticket void. Such tickets will be subject to confiscation and will be ineligible for any refund.

RULE 105 TICKET VALIDITY

(A) PERIOD OF VALIDITY

(1) Except as provided in paragraph C) 1) below, a refundable original ticket or completely reissued published fare ticket will be valid for transportation for one year from the date on which transportation commences at the point of origin designated on the original ticket or, if no portion of the ticket is used, from the date of issuance of the original ticket. When an unused published fare ticket is completely reissued, the new ticket validity of the reissued ticket will be determined from the date that the ticket was reissued.

(2) Non-refundable fares: Ticket has no value after ticketed departure time.

EXCEPTION: When the passenger cancels the ticketed flight reservations prior to the ticketed departure time, the ticket will be valid for transportation for one year from the date of issuance of the original ticket. Otherwise, the ticket has no value after ticketed departure time.

(B) SPECIAL FARE PROVISIONS

The provisions below will apply to fares that are subject to group travel requirements, and/or reservations or ticketing time limitations, and/or minimum or maximum stay requirements.

Period of Validity When a ticket includes an excursion or special fare having a shorter period of validity than one year, the shorter period of validity will apply only to the excursion or special fare

transportation.

RULE 115 CONFIRMATION OF RESERVED SPACE

(A) A reservation for space on a given flight is valid when the availability and allocation of such space is confirmed by a reservation agent of UA or its authorized representative and entered into the carrier's reservation system. At time of reservation UA requires the full name, consisting of full first and last name for each passenger to be entered into the name field of the reservation.

EXCEPTION: Only one name will be required for reservations for passengers whose passport reflect only one name. Reservations which do not contain the full name of each passenger will be automatically cancelled within 72 hours of reservation confirmation. Subject to payment or satisfactory credit arrangement, a validated ticket will be issued by UA or its authorized representative indicating such confirmed space, provided passenger applies for such ticket at least 60 minutes prior to the scheduled departure time of the flight to which such reservation applies. Such reservation is subject to cancellation by UA, without notice, if the passenger has not obtained a validated ticket specifying his/her confirmed reserved space at least 60 minutes prior to the scheduled departure time of the flight to which such reservation applies.

Passengers who contact United Airlines or its authorized representative. For travel within points in the United States/Canada/Puerto Rico/U.S. Virgin Islands may, at their discretion, hold reservations which have been confirmed at a United location without payment at the fare stored in the reservation until midnight local time the day following the confirmation of the reservation, provided no voluntary changes are made to the itinerary by the customer, all fare rules are met, and ticketing occurs by United Airlines or its authorized representative.

EXCEPTION 1: Where rules applicable to a fare provide for issuance, validation, or purchase of a ticket more than 60 minutes prior to the scheduled departure time of the flight to which a reservation applies, the advance ticketing limit specified in such other rules will apply.

EXCEPTION 2: During a work stoppage resulting from a strike by one or more of UA's labor unions, UA will cancel only those flights that it is unable to operate as a result of the work stoppage.

(B) Once a passenger obtains a ticket reflecting confirmed space for a specific UA flight and date, either from UA or from any agent of UA, the reservation is confirmed even if there is no record in UA's reservations system.

EXCEPTION 1: Tickets shall not be valid if reservations are cancelled pursuant to Rule 135, (Cancellation of Reservations) or cancelled by the passenger or his/her representative.

EXCEPTION 2: "Write-your-own" type tickets will be valid only if the reservation is recorded in UA's reservation system.

EXCEPTION 3: Tickets which are revalidated by use of a sticker to indicate a confirmed reservation on UA will be valid only if the reservation is recorded in UA's reservation system.

(C) UA flights are subject to overbooking which could result in the carrier's inability to provide previously confirmed space for a given flight or for the class of service reserved. In that event, UA's obligation to the passenger is governed by Rule 245 (Denied Boarding Compensation). The term "overbooking" means the limited acceptance of more confirmed reservations for a class of service on a given flight than the seating capacity of that class of service on the aircraft.

(D) UA may limit the number of passengers carried on any one flight governed by rules making reference hereto. When different fare levels are governed by the same rule and have the same flight applicability and the same period of validity, the seats at the lowest fare will be sold until such lower fare seat allotment is exhausted.

RULE 135 CANCELLATION OF RESERVATIONS

(A) UA will cancel reservations of any passenger whenever such action is necessary to comply with any governmental regulation, with any governmental request for emergency transportation in connection with the national defense, or whenever such action is necessary or advisable by reason of weather, work stoppage resulting from a strike, or other conditions beyond its control.

(B) Failure to Occupy Space. If the passenger fails to occupy space which has been reserved for him/her on a UA flight, and UA fails to receive notice of the cancellation of such reservation prior to the departure of such flight; or if any carrier cancels the reservation of any passenger in accordance with this rule, UA will cancel all reservations held by such passenger on the flights of UA for continuing or return space, provided UA originally reserved that space.

(C) Airport Check-In Time Limits

UA reserves the right to cancel the reserved space, any preassigned seat and the entire itinerary of any passenger who

fails to check-in and receive a boarding pass at least 30 minutes prior to scheduled departure for flights to Canada and at least 60 minutes prior to scheduled departure for flights from Canada and be available to board at the designated boarding gate at least twenty (20) minutes prior to scheduled departure of the flight on which the reservation is made.

- (D) Passengers who are unable to present themselves for check-in in accordance with the above, due to the late arrival of an inbound connecting flight of UA or another carrier will be considered misconnections.
- (E) UA is not liable when it cancels the reservation of any passenger in accordance with this rule, but
 - (1) If such reservation was cancelled pursuant to paragraphs A) or D) of this rule, except for cancellations due to a work stoppage resulting from a strike, UA will take such action as s provided in Rule 240 (Failure to Operate On Schedule Or Failure To Carry).
 - (2) If such reservation was cancelled due to a work stoppage resulting from a strike, UA will reroute passengers ticketed on the day of or prior to such work stoppage via UA or via other carriers with whom UA has an agreement for such rerouting. Passengers ticketed after onset of a work stoppage will be protected only over the routes of UA. If UA is unable to provide alternate service acceptable to the passenger, UA shall refund the flight coupon(s) for the unflown portion(s) in accordance with Rule 260 (Refunds-Involuntary).
 - (3) If such reservation was cancelled pursuant to paragraphs B) or C) of this rule, UA will reroute in accordance with Rule 255 (Rerouting - When Allowed), or will refund in accordance with Rule 270 (Refunds-Voluntary).

(F) PASSENGER'S RIGHT TO CANCEL RESERVATIONS

Notwithstanding any other provisions of the Contract of Carriage, customers who purchase a ticket, whether through United Reservations, Airport ticket locations or united.com, may cancel that reservation and receive a full refund for the fare paid up to 24 hours from the time the ticket was issued.

RULE 150 APPLICATION OF FARES - GENERAL

- (A) Fares apply only for transportation in the types of aircraft and their seating configuration as specified in Aircraft Type and Seating Configuration Tariff No. TS-2, NTA(A) No. 111, C.A.B. No. 220, issued by Airline Tariff Publishing Company, Agent, for the classes of service and aircraft stated in connection with fares governed by this tariff.

- (B) Unless otherwise provided, flights designated by class(es) of service (for example "First Class", "Coach" or by other classes), type of aircraft (jet or propeller) and flight departure or arrival time, as specified in connection with the application of fares, refer to flights bearing such designations and schedules, flight departure or arrival times, as set forth in carrier's Official General Schedule filed with the Civil Aeronautics Board and the Canadian Transport Commission.
- (C) Fares and charges shall apply only to air transportation between the airport and/or heliports through which the cities named in connection with such fares and charges are served by the carrier or carriers by whom, or on whose behalf, such fares and charges are published. Ground transportation other than that specified below will be arranged by the passenger and at his own expense.

RULE 165 CONSTRUCTION OF FARES

When the fare between any two points is not specifically published via the desired routing, such fare shall be constructed by combining those fares, applicable via the desired routing from the passenger's point of origin to point of destination, which produce the lowest fare for the class of service used; provided, however, that such fare will not exceed the lowest fare determined in accordance with paragraphs (1), (2), (3), (4), and (5) of this rule.

- (1) **Circle Trip/Round Trip Maximum** If the fare constructed for such routing exceeds the fare for a circle trip or round trip constructed from the same point of origin which would include such routing, the circle trip or round trip fare shall apply.
- (2) **Interrupted Travel** If a fare constructed for a trip interrupted by travel other than via participating carriers exceeds the applicable through fare for uninterrupted travel via the routing, the applicable through fare shall apply.
- (3) **Maximum Fare - Travel via the same or Different Classes of Service.** A combination of fares of the same or different classes of service (See Note below) shall not exceed the lowest of the following fares or combination of fares via the same carrier(s) between and via the same point:
- (a) A combination of fares via the class of service used for a portion of the transportation and fares for a higher class of service for the remainder of the transportation, or
 - (b) A combination of fares via higher classes of service, or
 - (c) A through published fare via a higher class of service, or

EXCEPTION: A through published fare via a higher class of service to or from a more distant point may not be used to construct a fare for an intermediate point(s) if there is a published fare for the same higher class of service to or from such intermediate point(s).

(d) A fare constructed in accordance with paragraphs (4), or (5) below.

NOTE: For the purpose of paragraphs (a), (b) and (c) only, fares are published in the following descending order of classes of service:

1. Jet First Class
2. Business Class
3. Off-Peak First Class
4. Jet Coach
5. Jet Day Coach
6. Jet Deluxe Night Coach and Jet Night First Class
7. Super Coach
8. Off-Peak Coach Class
9. Night Super Coach
10. Jet Economy

(4) Construction of Fares for Combination of Jet and Propeller Transportation in the Same Class of Service where no through one-factor fare is published from point of origin to point of destination via the route of movement for a journey in one class of service, partly on jet aircraft and partly on propeller aircraft, the applicable fare for such transportation shall be constructed as follows:

Where a through one-factor fare for propeller aircraft is published from point of origin to point of destination via the route of movement for the class of service used, the applicable fare shall be such through one-factor fare, plus the difference between the fares for jet and propeller aircraft, for the class of service used, between the points where jet aircraft is used.

For the purpose of applying paragraph (4) only, the classes of service are:

- (a) First Class Service
- (b) Coach Service other than Night Coach
- (c) Night Coach Service

(5) Seasonal/Day of Week Fare Differences (Applicable to UA only) unless otherwise provided, when portions of round, circle or open jaw trips governed by the same rule are at times when different fare levels apply, the fare shall be the sum of 50 percent of the round trip fares for each portion of the trip.

RULE 170 ROUND-TRIP FARES

When a ticket is purchased before the transportation commences, or is reissued pursuant to Rule 255 (Rerouting - When Allowed), the fare applicable to a round trip between two points over the lines of one or more carriers shall be:

- (A) When specifically published via the desired routing, the applicable round-trip fare specifically published by or on behalf of such carrier(s).
- (B) When not specifically published via the desired routing, the sum of the one-way fares applicable to the respective one-way segments or the sum of the round trip segment fares if these are published.

RULE 175 CIRCLE TRIP FARES

(A) Except as provided below, when a ticket therefore is purchased before the transportation commences or is reissued pursuant to Rule 255 (REROUTING-WHEN ALLOWED), the fare applicable to a circle trip via participating carriers or partly via participating carriers and partly via other scheduled air carriers and National Air Taxi Conference members shall be for the portion of carriage via one or more participating carriers, the sum of fifty percent of the applicable round trip fares for the respective sections, constructed from the point of origin via the route of travel that produces the lowest fare for the circle trip for class of service used.

(B) The provision of this rule will also apply when a portion of a circle trip involves passage other than by air between any of the following groups of cities:

Detroit, Michigan and Windsor, Ont;

EXCEPTION: The provisions of this rule are not applicable when any portion of the circle trip is flown via charter services or military air services.

RULE 180 STOPOVERS

- (A) Stopovers will be permitted only upon payment of the combination of applicable fares, or stopover charges when provided on transportation solely within the Continental United States and Canada, unless the applicable fare permits such stopovers. A stopover, as used herein, will occur when a passenger arrives at an intermediate or junction transfer point on a flight of any carrier, and fails to depart from such intermediate or junction transfer point on:
- (1) The first flight on which space is available; or,
 - (2) The flight that will provide for the passenger's earliest arrival at intermediate or junction transfer point(s) or destination point, via the carrier and class of service as shown on the passenger's ticket. Provided, however, that in no event will a stopover occur when the passenger departs from the intermediate or junction transfer point on a flight shown in UA's Official General Schedules, and/or service patterns as departing within four hours after the passenger's arrival at such point.
- (B) On transportation between points in Canada and Hawaii, stopovers will be permitted without charge at intermediate points on the applicable routing, unless the applicable tariff specifically excludes such stopover.
- (C) On transportation between points in Canada and Alaska, stopovers will be permitted without charge at Portland/Seattle/San Francisco.

RULE 185 ROUTINGS

- (A) Each fare applies only to transportation via the routings specified in connection with such fare.
- (B) A local routing in connection with a fare applicable for transportation over the lines of UA between any two points, shall be included in a routing in connection with a published joint fare of the same fare basis code which includes transportation between such points, unless expressly excluded from the joint fare routing or routings. Where more than one local fare of the same fare basis code applies, the joint fare shall apply only via the routing specified in connection with the lowest local fare. In the absence of a local fare with the same fare basis code, the routing applicable to the lowest Coach (Y) fare shall apply.

RULE 190 ACCEPTANCE OF BAGGAGE: GENERAL

(A) GENERAL CONDITIONS OF ACCEPTANCE

UA will accept for transportation as baggage, such personal property as is necessary or appropriate for the wear, use, comfort, or convenience of the passenger for the purpose of the trip, subject to the following conditions:

- (1) All baggage is subject to inspection by UA; however, there is no obligation that UA perform an inspection. UA will refuse to transport or will remove at any point baggage that the passenger refuses to submit for inspection.
- (2) UA has the right to refuse to transport baggage on any flight other than the one carrying the passenger.
- (3) UA will refuse to accept property for transportation which size, weight or character renders it unsuitable for transportation on the particular aircraft which is to transport it; which cannot be accommodated without harming or annoying passengers; or which is not suitable or adequately packaged to withstand ordinary handling, unless the passenger executes a release in the form specified in Rule 195(L).

(B) QUANTITY AND/OR SIZE MAXIMUMS

- (1) Baggage in excess of the maximum allowance specified or overweight or oversized baggage will be accepted for transportation only upon payment of the excess baggage charges. Excess baggage charges will apply from the point at which baggage is accepted for transportation to the point which baggage is checked. Baggage connecting to other airlines will also be subject to the connecting airline's excess charges in addition to UA's excess charges.
- (2) No article will be accepted for transportation if the maximum outside linear dimensions exceed 115 in. or if the article weighs more than 100 lbs. No single dimension shall exceed 62 in.

EXCEPTION: This provision does not apply to duffel bags, sea bags, or B-4 bags (Rule 220); sporting equipment (Rule 195); live animals (Rule 200); or cabin baggage (Rule 215).

(C) ACCEPTANCE OF SPECIAL ITEMS AND LIVE ANIMALS

Special items listed in Rule 195 will only be accepted by the carriers named in Rule 195 in accordance with the additional

provisions and/or charges specified in that rule. These items may also be accepted by carriers not named in Rule 195 when acceptable under the general conditions above. Live animals will only be accepted in accordance with the additional provisions and/or charges specified in Rule 200.

RULE 195 CONDITIONS AND CHARGES FOR ACCEPTANCE OF SPECIAL ITEMS

The following are examples of special items or types of items that will be accepted as baggage by UA subject to the conditions shown. Charges prescribed in this rule are applicable from the point at which the item is accepted to the point to which the item is transported.

(A) ANIMALS, LIVE-See Rule 200.

(B) ANIMAL ANTLERS

Antlers and horns must be cleaned, the skull must be wrapped and antler tips must be properly protected to prevent damage to employees and other baggage: CAD 175.00/USD 175.00.

NOTE: Overall linear dimensions cannot exceed 120 in. /304 cm.

EXCEPTION: UAX CRJ aircraft - cannot exceed 33 x 43 and overall dimensions cannot exceed 98 inches.

(C) CHILD SAFETY SEATS

Approved Child Safety Seats will be carried free in addition to the stated maximum as follows:

Carry-on: For ticketed children

Checked: One seat for each accompanied child.

(D) NOT USED

(E) BIRDS, HOUSEHOLD-See Rule 200.

(F) NOT USED

(G) CATS, DOMESTIC-See Rule 200.

(H) DOGS, DOMESTIC-See Rule 200.

(I) DUFFEL BAGS, B-4 BAGS, AND SEA BAGS-See Rule 220.

(J) FIREARMS-See also SPORTING EQUIPMENT below.

Nonsporting firearms and ammunition will be accepted as checked baggage only.

{C}EXCEPTION 1: Officers of the law and military personnel will be permitted to carry sidearms on board the aircraft.

Couriers and armed foreign escorts, with appropriate Federal Aviation Administration, TSA and carrier approvals will also be permitted to carry sidearms on the aircraft.

EXCEPTION 2: The provisions of Rule {C}195(L)(6) will also apply to nonsporting firearms and ammunition accepted as checked baggage.

(K) FRAGILE ITEMS

(1) Upon request, a fragile and/or bulky item will be carried as cabin-seat baggage subject to the provisions in Rule 215.

(2) Fragile items (for examples see paragraph (3) below) will be accepted if they are appropriately packaged in an original factory-sealed carton, cardboard mailing tube, or container or case designed for shipping such items or packed with protective internal material. However, fragile items without appropriate packaging will be accepted upon the execution of a release furnished by carrier, which relieves carrier of liability for loss or damage of contents or delay in delivery resulting in damage or loss of checked baggage (of the type identified in paragraph (3) below). Such loss or damage must result solely from the unsuitability of such items as checked baggage and/or the inadequacy of their packaging, and not from the carrier's failure to exercise the ordinary standard of care. (See release forms in paragraph (4) below.)

(3) Classes and Examples of Fragile and/or Perishables Items

The classes of items listed below are deemed by carrier to be fragile or perishable or otherwise unsuitable as checked baggage and are subject to the conditions of acceptance set forth in paragraphs (1) and (2) above.

(a) Artistic Items

Paintings, drawings, statues or other sculptures, plastics, and plaster of Paris molds and casts.

(b) Chinaware/Ceramics/Pottery (See also Glass)

Ceramics, pots, bowls, crockery, dishes, glasses, earthenware, and other containers or ornaments made of porcelain or clay hardened by heat.

(c) Electronic and Mechanical Items (See also Precision Items)

Typewriters, sewing machines, watches, clocks, sensitive calibrated tools and instruments, televisions, radios (including citizen band), calculators, audio and video equipment, electron microscopes, electrographs, and electronic medical equipment that includes tubes and glass.

(d) Garment Bags

Garment bags and suit/dress covers of light, flimsy plastic or vinyl designed for carrying and not for shipping.

(e) Glass (See also Chinaware/Ceramics/Pottery)

Glassware, crystal, mirrors, bottles and any liquids contained therein (excluding reasonable quantities of toiletries), telescopes, binoculars, barometers, and eyeglasses and contact lenses that are not in their cases.

(f) Musical Instruments and Equipment

Guitars, violins and violas, cellos, organs, harps, drums, and amplifiers or speakers used in conjunction with electronic instruments.

(g) Paper

Business documents, mechanical drawings, blueprints, maps, charts, historical documents, and photographs.

(h) Photographic/Cinematographic Equipment

Cameras (excluding one camera per passenger), photoflash equipment, photometers, spectrosopes, phototubes, or other devices using sensitive tubes or plates.

(i) Recreational and Sporting Goods

Tennis rackets, fishing rods, sculls, surfboards, sailboards, vaulting poles, scuba-diving masks and pressure gauges, scopes, and sporting trophies.

(j) Uncrated/Unprotected/Unsuitable Items

Cosmetic cases, hat boxes, wig boxes.

(4) Release Forms

The following are copies of release forms that will be provided by UA. Execution of the release forms relieves carrier of liability for damage to fragile items (of the type identified in paragraph (3) above) in checked baggage, which damage results solely from the unsuitability of such items as checked baggage and/or the inadequacy of their packaging, and not from the carrier's failure to exercise the ordinary standard of care. Execution of the release form also

relieves the carrier of liability for spoilage or substantial loss of value or potency which results from carrier's delay in delivery of checked baggage when such spoilage results from the unsuitability of such items as checked baggage and not from the carrier's failure to exercise the ordinary standard of care.

FORM OF RELEASE

LIMITED RELEASE

- FRAGILE AND UNSUITABLY PACKED -
Release applies to damage.
- PACKAGING INADEQUATE -
Release applies to damage
and/or loss of contents
- PERISHABLE -
Release applies to spoilage
resulting from delay.

RECEIVED DAMAGED

- HANDLE BROKEN STRAP BROKEN TORN DENT
 - SCRATCH OTHER
 - TOP BOTTOM SIDE END
- RELEASE APPLIES TO DAMAGE

Article/Damage Description

Agent's Initials

In consideration of carrier(s) transporting my property (described above), which has been damaged previously or which is deemed by governing tariffs to be unsuitable for transportation as checked baggage, I hereby release carrier(s) from liability resulting solely from such pre-existing damage or unsuitability (as designated above by an "X").

Passenger Signature:

Date

L) MUSICAL INSTRUMENTS

Bass viols and cellos will be accepted only as cabin-seat baggage subject to the provisions in Rule 215. Advance arrangements must be made and the instrument must be contained in a case. The instrument and container will not be included in determining the free baggage allowance or the excess baggage charges.

(M) PERISHABLES

Perishables (See NOTE below) will be accepted subject to the execution of a release form (see paragraph (M)(4) above).

NOTE: For the purpose of this rule, examples of perishables are as follows:

Food.

Medicine.

Flowers.

(N) RESTRICTED ARTICLES

(1) Articles restricted from transportation by carriage aboard aircraft include any article and/or hazardous material cited in any of the following resources in effect at the time of travel:

(i) U.S. Department of Transportation (DOT) Hazardous Material Regulations (49CFR 171-177)
<http://www.myregs.com/dotrspa/>

(ii) IATA Dangerous Goods Regulations
<http://www.iata.org/NR/rdonlvres/272D036A-A21C-4508-A4C4-909BA6036822/35880/ConditionsofContract.PDF>

(iii) U.S. Transportation Security Administration Permitted and Prohibited Items
http://www.tsa.gov/public/interapp/editorial/editorial_1012.xml.

(2) Dry ice will be accepted as cabin or checked baggage if the baggage is properly packaged. A handling fee of \$175 USD/\$175 CAD applies if dry ice is submitted as checked baggage. If weight is in excess of 2.5 kilos (5.5 lbs.), item is refused and passenger must find an alternate method of transportation.

(3) UA may require acceptance of such articles at other than the passenger terminal.

(O) NOT USED

(P) NOT USED

(Q) SPORTING EQUIPMENT

Sporting equipment items listed below will be accepted subject to the conditions of acceptance and/or prescribed charges. Certain items of sporting equipment will be carried free in addition to the basic free baggage allowance or in lieu of one piece of free baggage (see Rule 220).

(1) Bicycles

Bicycles will be accepted subject to the conditions and charges specified below. (For the purpose of this provision one item of bicycling equipment is defined as one bicycle.)

(a) Bicycle Characteristics

Carrier will accept nonmotorized touring or racing bicycles with single seats.

(b) Conditions of Acceptance

Bicycles must have the handlebars fixed sideways and the pedals removed, or be placed in cardboard containers, or the pedals and handlebars must be encased in plastic foam or similar material.

(c) Charges

Bicycles will not be included in determining the standard baggage allowance and will always be subject to a charge of USD 175/CAD 175 per bicycle.

(2) Bowling Equipment

Items of bowling equipment will be accepted as checked baggage. Bowling equipment will be included in determining the standard baggage allowance, and when in excess each item will be subject to the excess baggage charge for a single piece, whether or not presented as a single piece. (For the purpose of this provision one item of bowling equipment is

defined as one bowling ball, one bowling bag, and one pair of bowling shoes.)

NOTE: One bowling bag may include not more than two bowling balls.

(3) Fishing Equipment

Items of fishing equipment will be accepted as checked baggage. The fishing equipment will be included in determining the standard baggage allowance, and when in excess each item will be subject to the excess baggage charge for a single piece, whether or not presented as a single piece. (For the purpose of this provision one item of fishing equipment is defined as two rods, one creel, one landing net, one pair of fishing boots (all properly encased), and one fishing tackle box.)

(4) Golfing Equipment

Golfing equipment consisting of 1 golf bag with clubs and 1 one pair of shoes will be accepted as checked baggage subject to the specified below.

Charges

Golfing equipment will be included in determining the standard baggage allowance, and when in excess each item will be subject to the excess baggage charges

(5) Scuba Diving Equipment

Items of scuba diving equipment will be accepted as checked baggage subject to the charges specified below. (For the purpose of this provision one item of scuba diving equipment is defined as one empty scuba tank (maximum pressure 40 psi), one scuba regulator, one tank harness, one tank pressure gauge, one mask, two fins, one snorkel, one knife, one spear gun and one safety vest.)

Charges

Scuba diving equipment will not be included in determining the standard baggage allowance and will always be subject to a charge of USD 175/CAD 175 per item.

(6) Shooting Equipment (Sporting Firearms)

Items of shooting equipment will be accepted only as checked baggage subject to the conditions and charges specified below. (For the purpose of this provision one item of shooting equipment is defined as (1) one rifle case containing not more than two rifles, with or without scopes, 10 lbs. of ammunition, one shooting mat, noise suppressors, and small rifle tools; (2) two shotguns and two shotgun cases and 10 lbs. of ammunition; or (3) one pistol case containing not more than five pistols, noise suppressors, one pistol telescope, and small pistol tools

(i) Conditions of Acceptance

(aa) Firearms must be unloaded and placed in a suitable container.

EXCEPTION: Rifles/shotguns must be unloaded and packed in a hard sided locked

case. Baggage containing a handgun(s) must be locked, and the bag must be of a hard sided type. A dated declaration that the firearm(s) is not loaded must be signed by the passenger and placed on the inside of a case designed specifically for carrying rifles/shotguns, or inside the container/suitcase of other baggage.

(bb) Ammunition must be packed in the manufacturer's original package or securely packed in fiber, wood, or metal boxes. Eleven lbs. maximum will be accepted.

(ii) Charges

Firearms will be included in determining the standard baggage allowance, and when in excess each item will be subject to the excess baggage charge for a single piece, whether or not presented as a single piece.

(7) Skiing Equipment

Items of skiing equipment will be accepted as checked baggage. Skiing equipment will be included in determining the standard baggage allowance, and when in excess each item will be subject to the excess baggage charge for a single piece, whether or not presented as a single piece. (For the purpose of this provision one item of skiing equipment is defined as one pair of skis, one pair of ski poles, one pair ski bindings, and one pair of ski boots.)

(8) Surfboards

Charges

Surfboards will not be included in determining the standard baggage allowance and will always be subject to charges as follows:

Surfboard length under 9 ft.: Per board USD 175/CAD 175.

Surfboard length 9 ft. and over: Per board USD 250/CAD 250

(9) Windsurfing Equipment (with or without mast)

Windsurfing equipment consisting of one windsurfing board, one mast boom and sail will not be included in determining the standard baggage allowance and will always be subject to a charge of: USD 250/CAD 250

Additional set will be subject to a charge of: USD 250/CAD 250

Overweight/oversize sets will be subject to a charge of: USD500/CAD 500

(10) Vaulting Poles

(a) Vaulting poles, including case or container, will not be included in determining the standard baggage allowance

and will always be subject to a charge of USD 175/CAD175 per pole.

(b) Maximum 2 poles per container.

(c) The maximum length pole (including case/container) acceptable via UA is 16 feet.

- (d) The pole must be presented to UA for checking at least one hour prior to the scheduled flight departure time.
- (11) Hanglider
Hanglider will not be included in determining the standard baggage allowance and will be subject to a charge of USD 250.00/CAD 250.00.

RULE 200 CONDITIONS AND CHARGES FOR ACCEPTANCE OF LIVE ANIMALS

The transportation of live animals is subject to the general conditions of acceptance in paragraph (A), the provisions for containers in paragraph (B), the provisions for carriage in the passenger compartment in paragraph (C), and the charges for transporting the animals in paragraph (D) of this rule.

(A) GENERAL CONDITIONS OF ACCEPTANCE

UA, will accept certain live animals for transportation to the following conditions.

NOTE: Animals may not be accepted for carriage on some United Express flights.

- (1) Advance arrangements must be made.

EXCEPTION: UA will reserve space in the passenger compartment for animals. Animals without reserved space will be accepted, if space is available, only after the animals for whom space has been reserved have been accommodated.

- (2) The animal must be harmless, inoffensive, odorless, and require no attention during transit.
- (3) The animal must be confined in a cage or container subject to inspection and approval by UA prior to acceptance.
- (4) The passenger must make all arrangements and assume full responsibility for complying with any applicable laws, customs, and/or other governmental regulations, requirements, or restrictions of the country, state, or territory to which the animal is being transported.

UA will not be liable for loss or expense due to the passenger's failure to comply with this provision, and UA will not be responsible if any pet is refused passage into or through any country, state, or territory.

- (5) The passenger must travel on the same flight as the animal, unaccompanied animals may be shipped as air freight only.

(6) Animals will be transported in either the passenger or the belly cargo compartment.

EXCEPTION 1: (Applicable for transportation originating in Canada only) Carriage of animals in the passenger compartment will be limited to domestic cats, dogs and household birds.

EXCEPTION 2: (Not applicable for transportation originating in Canada.) Carriage of animals in the passenger compartment will be limited to domestic dogs, cats, household birds and scientific or specially trained animals.

EXCEPTION 3: (Applicable only for carriage of animals in the cargo compartment.) Not more than two containers will be accepted per passenger.

(B) CONTAINERS

(1) Containers must be leak proof.

(2) Containers must be made of metal, wood, or polyethylene.

(3) (Applicable only for carriage of animals in the cargo compartment.) Maximum kennel size may not exceed 115 inches (length plus width plus height) and maximum weight of 150 lb. will be accepted as checked baggage.

(C) ADDITIONAL REQUIREMENTS FOR CARRIAGE IN PASSENGER COMPARTMENT

UA will carry domestic cats, dogs, and household birds in the passenger compartment of the aircraft subject to the conditions in paragraphs (A) and (B) above, the additional conditions specified below, and the charges prescribed in paragraph (D) below.

EXCEPTION: (Not applicable for transportation originating in Canada.) UA will also accept scientific or specially trained animals.

(1) Maximum Number of Animals and/or Containers

Carriage of animals is limited to one animal per container except that two household birds or two puppies /kittens (maximum 8 weeks/maximum 6 months) will be permitted in a single container. Carriage is limited per aircraft compartment by aircraft type.

(2) Container and Animal Storage

(a) (Applicable for transportation originating in Canada only.) The container must be stored under the seat directly in front of the passenger. The passenger will not be permitted in a row immediately behind a bulkhead or adjacent to an emergency exit. The animal must remain in the container while on board the aircraft, and the container must remain closed and sealed from time of entry into the aircraft until after

deplaning.

(b) For the carriage of:

- (i) Dogs, cats and household birds, the container must be stored under a seat directly in front of the passenger. The passenger will not be permitted in a row immediately behind a bulkhead or adjacent to an emergency exit.
- (ii) (Not applicable for transportation originating in Canada.) Scientific or specially trained animals, the container must be stored under a seat directly in front to the passenger (as shown under (i) above) or in a seat immediately behind a bulkhead or class divider. Acceptance of these animals is subject to prior approval by the carrier.

{C}(3) Maximum Container Size

Maximum size for container stored under a seat must not exceed 17 by 12 by 8 inches.

D) CHARGES

The animal and its container will not be included in determining the standard baggage allowance and will always be subject to the following charges:

Carry-on kennel: USD {R}125/CAD {R}125 per kennel.

Checked kennel with maximum size of {C}40x27x30 inches ({C}101x68x76 centimeters): USD 250.00/CAD 250.00

Checked kennel with maximum size 40 x 27 x 30 (101 x 68 x 76 centimeters): USD 250/CAD 250 per kennel

Checked extra large kennel or any kennel including animal weighing over 100 lbs.: USD 250/CAD 250 per kennel

Extra large kennels may be restricted on certain aircraft types and on code share flights. Kennels weighing over 100 pounds may not be acceptable on all flights.

RULE 205 CHECKED AND CARRY-ON BAGGAGE

Passengers may check baggage for carriage in the cargo compartment of the aircraft and/or may carry baggage on board the aircraft subject to the provisions in paragraphs(s) (A) and (B) below. The suitability of baggage, as to weight, size, and character, to be carried in the passenger compartment of the aircraft will be determined by the carrier.

A) CHECKED BAGGAGE

Carrier will check baggage which is tendered by a passenger and which is acceptable under the terms of Rules 190, 195, and 200, upon presentation by a passenger of a valid ticket for transportation over the lines of that carrier, or over the lines of that carrier and one or more other carriers, subject to the conditions specified below.

- 1) Baggage must be checked at the airport and in advance of flight departure time as prescribed by the carrier.
- 2) The passenger's name must appear on the baggage. Carrier will supply baggage identification labels free of charge.
- 3) Baggage will not be checked:
 - a) to a point that is not on the passenger's routing.
 - b) beyond the passenger's next point of stopover or, if there is no stopover, beyond the final destination designated on the ticket.
 - c) beyond a point at which the passenger wants to reclaim the baggage or any portion thereof.
 - d) beyond the point to which all applicable charges have been paid.
 - e) beyond a point at which the passenger is to transfer to a connecting flight, if that flight is scheduled to depart from an airport different from the one at which the passenger is scheduled to arrive.
- 4) Live animals will not be checked beyond a point of transfer to another carrier. Kennels may be interlined with STAR carriers with the exception of USAir.

B) CARRY-ON BAGGAGE

When baggage is carried on board the aircraft it may be stored in carry-on compartments of aircraft so equipped or it must be retained in the passenger's custody and stored under a seat or in an overhead compartment approved for the carriage of such baggage. Carry-on baggage is subject to the following additional conditions.

Maximum Dimensions for Under-Seat Storage

The maximum outside linear dimensions (measured together if more than one piece of baggage) must not exceed 9 by 14 by 22 in.)

RULE 215 CABIN-SEAT BAGGAGE AND CHARGES

When a passenger requests that an item of baggage be carried in the cabin, and it is determined by the carrier that the item is acceptable as cabin baggage but it is so fragile and/or bulky as to require the use of a seat, the provisions specified below will apply. Cabin-seat baggage must be carried aboard the aircraft by the passenger and secured in a seat.

- A) The seat must be located immediately behind a bulkhead, class divider or windscreen.
- B) UA will charge 100 percent of the applicable adult fare for the portion of the trip on which extra seat is used. The cabin-seat baggage will not be included in determining free baggage allowance or excess baggage charges.

RULE 220 STANDARD BAGGAGE ALLOWANCE

A) MAXIMUM ALLOWANCE

- 1) Baggage Allowance - Each piece of checked baggage will be subject to the charges in CGR-1 Rule 225 and providing:
 - a) Each piece has a maximum outside linear dimensions of 62 in., and
NOTE: Maximum outside linear dimensions means length plus width plus height.
 - b) Each piece has a maximum weight of 50 lbs.

EXCEPTION: Active duty military personnel traveling to or from duty stations are allowed up to 3 pieces of military baggage weighing up to 70 lbs each without incurring excess baggage fees. Military baggage is defined as: duffle bag, sea bag or B-4 bag. More than 3 items of baggage or military baggage weighing more than 70 lbs per piece will be subject to excess baggage or overweight baggage charges. Military ID and travel orders must be presented. Traveling in uniform is not required.

- 2) Carry-On Baggage - UA will accept a maximum of one piece of carry-on baggage to accompany a passenger on board the aircraft provided:
 - a) Each piece of baggage must fit under a seat and have maximum outside dimensions of 9 x 14 x 22 inches and weigh no more than 50 pounds.
 - b) The baggage will not endanger the safety of the flight or interfere with the safety or comfort of passengers.
NOTE: Garment style bags must meet the size and weight limitation above and are accepted subject to available closet or suitable storage space.

- 3) Substitution for Checked Baggage - One of the following items will be carried free in lieu of the piece of checked baggage allowed under A) 1) above: bowling, fishing, golfing, shooting equipment, or skiing equipment. (Applicable to military passengers only; one duffle bag, sea bag or B-4 bag.)
- 4) Articles Carried Free in Addition to Stated Maximum - In addition to the maximum allowances provided above, each fare-paying passenger may carry on or check, without additional charge, the following articles of baggage:
 - a) Carry-on (must be retained in passenger's custody).
 - i) one personal item such as a purse (maximum of 25 linear inches), briefcase or laptop.
 - ii) Outer garments.
 - iii) Child safety seats for ticketed children.
 - iv) Assistive devices for disabled passengers.
 - b) Checked Baggage.
 - i) A manually or battery operated collapsible wheelchair.
 - ii) Braces or prosthetic devices.
 - iii) For transportation from points in Florida or Hawaii, one box or mesh bag of fruit, or one box of flowers of which the maximum linear dimensions do not exceed 62 inches.
 - iv) One child's car restraint.
NOTE: One seat for each accompanied child.

B) POOLED BAGGAGE

When two or more passengers traveling to the same destination on the same flight present themselves and their baggage at the same time and place, their maximum allowance will be the sum of their individual maximum allowances. Baggage in excess of the combined maximum allowance will be subject to the excess baggage charge.

RULE 225 BAGGAGE CHARGES

A) BAGGAGE CHARGES

Checked baggage as specified in Rules 205 and 220 will be charged per piece as indicated below. These charges are in addition to any charges assessed pursuant to B) C) and D) below.

NOTE: See UNITED.CA/BAGGAGE for additional information concerning

baggage in excess of the Standard Baggage Allowance.

For tickets issued on/before 20JAN10:

For check-in via www.united.com

1st checked piece: USD 15.00/CAD 15.00

2nd checked piece: USD 20.00/CAD 20.00

For Check-in at the airport

1st checked piece: USD 20.00/CAD 20.00

2nd checked piece: USD 30.00/CAD 30.00

For tickets issued on/after 21JAN10:

For check-in via www.united.com

1st checked piece: USD 23.00/CAD 23.00

2nd checked piece: USD 32.00/CAD 32.00

For Check-in at the airport

1st checked piece: USD 25.00/CAD 25.00

2nd checked piece: USD 35.00/CAD 35.00

1st excess piece: USD 125.00/CAD 125.00

2nd excess piece: USD 125.00/CAD 125.00

3rd or more excess piece: USD 200.00/CAD 200.00

NOTE: Cameras, film, and lighting and sound equipment will be accepted when tendered by representatives of network or local television broadcasting companies or commercial film-making companies, upon payment of USD 50.00/CAD 50.00 per article.

B) OVERWEIGHT PIECES

A USD 125.00/CAD 125.00 charge will be made for each piece of checked baggage exceeding 50 lbs., if any. These charges are in addition to any charges assessed pursuant to A) above and C) below:

NOTE 1: No piece of baggage weighing more than 100 lbs. will be accepted.

NOTE 2: Cameras, film, and lighting and sound equipment will be accepted when tendered by representative of network or local television broadcasting companies or commercial film making companies, upon payment of USD 50.00/CAD 50.00 per article.

C) OVERSIZED PIECES

The charge for each piece of checked baggage that exceeds the maximum outside linear dimensions in Rule 190 (B)(2) will be USD 175.00 per piece. These charges are in addition to any charges assessed pursuant to (A) and (B) above.

NOTE 1: No piece of baggage whose maximum outside linear dimensions exceed 115 in. will be accepted.

NOTE 2: Cameras, film, and lighting and sound equipment will be accepted when tendered by representatives of network or local television broadcasting companies or commercial films making companies upon payment of USD 50.00/CAD 50.00 per article.

D) OVERWEIGHT/OVERSIZED PIECES

The charge for each piece of checked baggage that exceeds both the weight restrictions in (B) above and the maximum outside linear dimensions in (C) above will be USD 300.00/CAD 300.00.

These charges are in addition to any charges assessed pursuant to (A), (B) and (C) above.

NOTE 1: No piece of baggage whose maximum outside linear dimensions exceed 115 in. will be accepted.

NOTE 2: Cameras, film, and lighting and sound equipment will be accepted when rendered by representatives of network or local television broadcasting companies or commercial films making companies upon payment of USD 50.00/CAD 50.00 per article.

RULE 230 LIABILITY--BAGGAGE

(A) Passengers on a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that international treaties know as the Montreal Convention, or its predecessor, the Warsaw Convention, including its amendments, may apply to the entire journey, including any portion thereof within a country. For such passengers, the treaty, including special contract of carriage embodied in the applicable tariffs, governs and may limit the liability of the Carrier for destruction or loss of, or damage to, baggage, and for delay of baggage to 1,131special drawing rights per passenger for checked or unchecked baggage.

For the purpose of international carriage governed by the Montreal Convention, the liability rules set out in the Montreal Convention are fully incorporated herein and shall supersede and prevail over any provisions of this tariff which may be inconsistent with those rules.

(B) EXCLUSIONS FROM LIABILITY

- (1) The owner of the pet shall be responsible for compliance with all governmental regulations and restrictions, including furnishing valid health and rabies vaccination certificates when required. Carrier will not be liable for loss or expense due to the passenger's failure to comply with this provision, and carrier will not be responsible if any pet is refused passage into or through any country, state, or territory.
- (2) When the carrier has exercised the ordinary standard of care it shall not be liable for spoilage resulting from delay in delivery of any perishables described in Rule 195(L), nor for damage to, or damage caused by, fragile articles described in Rule 195(L) that are unsuitably packed and that are included in the passenger's checked baggage without carrier's knowledge. Carrier shall not be liable for the damage or delay in delivery of a passenger's checked baggage and property accepted pursuant to the execution of a release as set forth in Rule 195(L), to the extent that such release relieves carrier of liability.
- (3) When UA has exercised the ordinary standard of care, it shall not be liable for damage to vaulting poles which are not presented in a case or container.
- (4) For travel wholly between points in the U.S., UA will not be liable for loss of money, jewelry, cameras, negotiable papers/securities, electronic/video/photographic equipment, heirlooms, antiques, artifacts works of art, silverware, irreplaceable books/publications/manuscripts/business documents, precious metals and other similar valuable and commercial effects. UA prohibits the foregoing items being placed in checked baggage for travel wholly between points in the U.S. as well as for international transportation.

(C) DECLARATION OF HIGHER VALUE

- (1) A passenger may, when checking in for a flight and presenting property for transportation, pay an additional charge for each carrier on which the property is to be transported and declare a value higher than the maximum amounts specified in (A) above and up to the maximum specified in (2) below. In which event, carrier's liability shall not exceed such higher declared value. UA will charge the following:
 - 5.00 USD/5.00 CAD for declared value up to and including USD 2,000.00/CAD 2000.00.
 - 25.00 USD/25.00 CAD for declared value 2,001.00 USD/2001.00 CAD through 3,000.00 USD/3000.00 CAD.
 - 100.00 USD/100.00 CAD for declared value 3,001 USD/3001.00 CAD through 5,000USD/5000.00 CAD.NOTE: Any higher declared value shall not apply to money, jewelry, silverware, negotiable papers, securities,

business documents, samples, paintings, antiques, artifacts, manuscripts, irreplaceable books or publications, or other similar valuables when such valuables are included in baggage checked or otherwise delivered into the custody of the carrier.

(2) Limits on Declared Higher Values

- (a) The declared value for personal property, including baggage, shall not exceed \$5,000.00 USD/<{R}5000.00 CAD.
- (b) When personal property, including baggage, is tendered for transportation via two or more carriers with different maximum limits on declared value, the lowest limit for any such carrier shall apply to all carriers participating in such transportation.

RULE 240 FAILURE TO OPERATE ON SCHEDULE OR FAILURE TO CARRY (Not applicable to Standby Fares.)

(A) General

The provisions of this rule apply only to a passenger who has a ticket and a confirmed reservation on a flight which he/she does not use for one of the reasons named below.

(B) Definitions

For the purpose of this rule, the following terms have the meanings indicated below:

- (1) Comparable air transportation means transportation provided by air carriers or foreign air carriers holding certificates of public convenience and necessity or foreign permits.
- (2) Connecting point means a point to which a passenger holds or held confirmed space on a flight of UA, and out of which the passenger holds or held confirmed space on a flight of UA or another carrier. All airports through which a city is served by any carrier shall be deemed to be a single connecting point when the receiving carrier has confirmed reservations to the delivering carrier.
- (3) Delivering carrier means a carrier on whose flight a passenger holds or held confirmed space to a connecting point.
- (4) Misconnection occurs at a connecting point when a passenger holding confirmed space is unable to use such confirmed space because the delivering carrier was unable to deliver him/her to the connecting point in time to connect with the receiving carrier's flight.

NOTE: The same rules regarding delivering and receiving carrier responsibility apply at the subsequent point(s)

of misconnection as would apply at the point of original misconnection.

- (5) New receiving carrier(s) means a carrier or combination of connecting carriers, other than the original receiving carrier(s), operating between the point of misconnection and the destination or next point of stopover or connecting point shown on the passenger's ticket, on whose flight(s) a passenger is transported from the original connecting point.
- (6) Original receiving carrier(s) means a carrier or combination of connecting carriers on whose flight(s) a passenger originally held confirmed space from a connecting point to a destination, next stopover, or connecting point.
- (7) Outbound flight means the flight on which a passenger originally held confirmed space beyond the point where the schedule irregularity or failure to carry occurs.
- (8) Schedule irregularity means any of the following irregularities occurring on date of departure:
 - (a) Delay in scheduled departure or arrival of a UA flight resulting in misconnection, or
 - (b) Flight cancellation, omission of a scheduled stop, or any other delay or interruption in the scheduled operation of a UA flight, or
 - (c) Substitution of equipment, or
 - (d) Schedule changes which require rerouting of a passenger at departure time because prior notice of such schedule change had not been given such passenger prior to the passenger's arriving at the airport for check-in on the original flight.
- (9) Schedule Change means:
 - (a) The cancellation of a scheduled flight where no UA flight of comparable routing is available within 90 minutes of the original time of departure;
 - (b) A change in the schedule departure time of a UA flight which exceeds 90 minutes;
 - (c) A change in the routing of a scheduled UA flight which adds one or more stops to the original itinerary; or,
 - (d) A change in the routing of a scheduled flight that results in a scheduled arrival time more than 90 minutes later than the original scheduled arrival time.

(C) Schedule Irregularity

- (1) When a passenger will be delayed because of a schedule irregularity involving a UA flight, or UA cancels the passenger's reservation pursuant to paragraphs A) or D), of Rule 135 (Cancellation of Reservations) except for cancellations of reservations due to a work stoppage:
 - (a) UA will transport the passenger without stopover on its next flight on which space is available in the same

class of service as the passenger's original outbound flight at no additional cost to the passenger.

(b) If UA is unable to provide onward transportation acceptable to the passenger, UA, with concurrence of the passenger, <{C}> may arrange for the transportation on another carrier or combination of carriers with whom UA has agreements for such transportation. The passenger will be transported without stopover on its (their) next flight(s), in the same class of service as the passenger's original outbound flight at no additional cost to the passenger.

<{C}>(c) In the event passenger declines alternate transportation offered under (1)(b) above, UA shall refund the flight coupon(s) for the unflown portion(s) in accordance with Rule 260 (Refunds-Involuntary).

<{C}>(d) If UA is unable to arrange alternate air transportation acceptable to the passenger, UA shall refund the flight coupon(s) for the unflown portion(s) in accordance with Rule 260 (Refunds-Involuntary).

EXCEPTION: UA shall have no obligation to honor another carrier's ticket which does not reflect a confirmed reservation on UA, unless the issuing carrier reissues the ticket for any changes in routing.

In the event such carrier is not available to do so, UA reserves the right to reroute passengers only over its own lines between the points named on the original ticket.

(D) Schedule Changes

In the event of a schedule change of a UA flight on which a passenger holds a ticket indicating a confirmed reservation UA will:

- (1) Offer to transport the passenger over its own lines in the same cabin as the passenger was originally scheduled to travel to the destination, the next stopover point listed on the ticket, or the transfer point shown on its portion of the ticket without stopover, at no additional cost to the passenger, or
- (2) At United's discretion, arrange for the transportation on another carrier or combination of carriers with whom UA has agreements for such transportation; the passenger will be transported without stopover on its (their) next flight(s), in the same class of service as the passenger's original outbound flight at no additional cost to the passenger, or,
- (3) In the event the passenger declined alternate transportation offered under (1) or (2) above, refund in accordance with Rule 260 (Refunds-Involuntary).

Note: In the event that UA changes the time of departure or routing of a flight in a manner that does not constitute a schedule change as defined herein, whether or not the same flight number is retained, UA will transport the

passenger on the re-scheduled flight at no additional cost to the passenger.

(E) Amenities/Services for Delayed Passengers

(1) Lodging

Passengers will be provided one night's lodging, or a maximum allowance for one night's lodging as established by each location, when a UA flight on which the passenger is being transported is diverted to an unscheduled point, and the delay at such point is expected to exceed four hours during the period 10:00 P.M. to 6:00 A.M.

EXCEPTION: Hotel accommodations will not be furnished:

- (a) To a passenger whose trip is interrupted at a city which is his/her origin point, stopover point, connecting point, or permanent domicile, or
- (b) When the destination designated <{C} on the passenger's ticket is an airport in Column 1 below and the flight on which the passenger is being transported is diverted to an airport in Column 2 below: (or vice versa)

Column 1	Column 2
Baltimore, MD	Washington, DC (Dulles Airport)
Baltimore, MD	Washington, DC (National Airport)
Chicago, IL (ORD Airport)	Chicago, IL (MDW Airport)
Chicago, IL (ORD Airport)	Chicago, IL (Chicago RFD Airport)
Ft. Lauderdale, FL	Miami, FL
Los Angeles, CA	Ontario, CA
Milwaukee, WI	Chicago, IL
Newark, NJ	New York, NY
Oakland, CA	San Francisco, CA
San Francisco, CA	San Jose, CA
Washington, DC (Dulles Airport)	Washington, DC (National Airport)

(2) Ground Transportation

When the destination designated on the passenger's ticket is a point shown in (1)(b) Column 1, and the flight on which the passenger is being transported is diverted to a point shown in (1)(b) Column 2, UA will provide ground transportation to the original destination airport.

(3) Extraordinary Circumstances

UA will provide such amenities as are necessary to maintain the safety and/or welfare of certain passengers such as invalids, unaccompanied children, the elderly or others to whom such amenities will be furnished consistent with special needs and/or circumstances.

(F) CARRIER IN DEFAULT

Notwithstanding the provisions of this rule, UA will not accept for any purposes under this rule passenger tickets or related transportation documents issued by any carrier which is in substantial default of its interline obligations or which voluntarily or involuntarily has become the subject of bankruptcy proceedings (the "defaulting carrier").

EXCEPTION: Notwithstanding the provisions of this paragraph, tickets issued by the defaulting carrier or its sales agent prior to the default, will be accepted solely for transportation over the lines of UA, provided such tickets were issued by such defaulting carrier in its capacity as agent for UA and specified transportation via UA. When tickets are accepted, no adjustments in fare will be made which would require UA to refund money to the passenger.

(G) Liability of Carrier

Except to the extent provided in this rule, UA shall not be liable for failing to operate any flight according to schedule, or for changing the schedule of any flight, with or without notice to the passenger.

{N}(H) In the event of a strike or work stoppage which causes any cancellation or suspension of operations of any other carrier, the provisions of this rule will not apply with respect to passengers holding tickets for transportation on that carrier.

{N}(I) UA may, in the event of a Force Majeure Event, without notice, cancel, terminate, divert, postpone, or delay any flight or the right of carriage or reservation of traffic accommodations and determine if any departure or landing should be made, without any liability except to refund in accordance with Rule 260 UA (REFUNDS INVOLUNTARY) any unused portion of the ticket. As used in this rule "Force Majeure Event" means:

- (1) Any condition beyond UA's control (including, but without limitation, meteorological conditions, acts of God, riots, civil commotion, embargoes, wars, hostilities, disturbances, or unsettled international conditions), actual, threatened or reported or because of any delay, demand, circumstances or requirement due, directly or

- indirectly, to such condition; or
- (2) Any strike, work stoppage, slowdown, lockout or any other labor-related dispute involving or affecting UA's service; or
 - (3) Any government regulation, demand, or requirement; or
 - (4) Any shortage of labor, fuel, or facilities of UA or others; or
 - (5) Any fact not reasonably foreseen, anticipated, or predicated by.

{N}(J) The provisions of services in addition to those specifically set forth in this rule to all or some passengers shall not be construed as a waiver of UA's rights. Neither shall any delay on the part of UA in exercising or enforcing its rights under this rule be construed as a waiver of such rights.

RULE 245 DENIED BOARDING COMPENSATION

When UA is unable to provide previously confirmed space due to more passengers holding confirmed reservations and tickets on a flight than there are available seats on that flight, UA will take the actions specified in the provisions of this rule.

(A) DEFINITIONS

For the purpose of this rule:

- (1) Airport means the airport at which the direct or connecting flight, on which the passenger holds confirmed reserved space, is planned to arrive or some other airport serving the same metropolitan area that is served by the former, provided that transportation to the other airport is accepted (i.e., used) by the passenger.
- (2) Alternate transportation means air transportation (by an airline licensed by the C.A.B.) or other transportation used by the passenger which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours or longer), or destination no later than 2 hours for flights within the United States, including territories and possessions, or 4 hours for international flights after the passenger's originally scheduled arrival time.
- (3) Carrier means (a) a direct air carrier, except a helicopter operator, holding a certificate issued by the Board pursuant to Section 401 (d)(1), 401 (d)(2), 401 (d)(5), or 401 (d)(8) of the Act or a Class 1, 2, 3, 8, 9-2 or

9-3 Commercial Air Service License issued by the CTC(A) pursuant to Section 16 (3) of the Aeronautics Act authorizing the transportation of persons; or (b) a foreign route air carrier holding a permit issued by the Board pursuant to Section 402 of the Act, or an exemption from Section 402 of the Act, Class 8, 9, 9-2 or 9-3 Commercial Air Service License issued by the CTC(A) pursuant to Section 16 (3) of the Aeronautics Act, authorizing the transportation of persons.

- (4) Confirmed reserved space means space on a specific date and on a specific flight and class of service of UA that has been requested by a passenger, and that UA or its agent has verified, by appropriate notation on the ticket or in any other manner provided by UA's tariff, as being reserved for the accommodation of the passenger.
- (5) Comparable air transportation means transportation provided to passengers at no extra cost by a carrier as defined above.
- (6) Ticket lifting point/boarding area means the point where the passenger's flight coupon is lifted and retained by the carrier.
- (7) Sum of the values of the remaining flight coupons means:
 - a) Uninterrupted fare component - The amount equal to the fare and charges paid for the uninterrupted fare component including any surcharges and transportation taxes, less any applicable discounts.
 - b) Interrupted fare component - The fare for the unflown segment of an interrupted fare component will be calculated from point of denied boarding to the destination or next stopover point named on the ticket.
 - c) The value of an interrupted fare component will be calculated by dividing the normal coach (Y) fare between the point of denied boarding and the passengers destination or next stopover point (unflown portion) by the sum of the normal coach (Y) fare published between the point of origin and the point of denied boarding plus the normal (Y) fare between the point of denied boarding and the passengers destination or next stopover point. Multiply the amount of the paid fare component by the resulting percentage to determine the value of the unflown portion of the interrupted fare component.
- (8) Stopover means a deliberate interruption of a journey by the passenger, scheduled to exceed four hours, at a point between the place of departure and the place of destination.

(B) REQUEST OF VOLUNTEERS

UA will request passengers who are willing to do so, to voluntarily relinquish their confirmed reserved space in exchange for one United Airlines Bonus Travel Ticket. This ticket will be valid for free round-trip coach class travel on UA between any two UA cities in the Continental U.S.A. (48 states and District of Columbia) or between the Continental U.S.A and Canada for a period of one year. If a passenger is asked to volunteer, UA will not later deny

boarding to that passenger involuntarily unless that passenger was informed at the time he/she was asked to volunteer that there was a possibility of being denied boarding involuntarily, and that the selection of such persons to be denied space shall be in a manner determined solely by UA.

(C) BOARDING PRIORITIES

If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one will be denied boarding against his/her will until UA personnel first ask for volunteers who will willingly give up their reservations. If there are not enough volunteers, other passengers with confirmed reservations will be denied boarding involuntarily, in accordance with UA's boarding priority provided below.

Passengers with confirmed reservations who have not received boarding authority will be permitted to board in the following order until all available seats are occupied:

- {C}(1) Passengers who are physically handicapped to an extent that failure to carry would, in UA's opinion, cause a severe hardship; unaccompanied children under 12 years of age, who would suffer a severe hardship in UA's opinion.

(C) BOARDING PRIORITIES (Continued)

- (2) Passengers other than noted in 1) above (including tour conductors accompanying a group).

NOTE: Passengers noted in 2) above will be accommodated in the order in which they present themselves for check-in and boarding at the loading gate or other points(s) designated by UA for such purpose.

- (3) Accompanied children under 12 years of age will be included in the same category as the accompanying passenger.

(D) TRANSPORTATION FOR PASSENGER DENIED BOARDING

When UA is unable to provide previously confirmed space, UA will provide transportation to persons who have been denied boarding whether voluntarily or involuntarily, in accordance with the provisions below.

- (1) UA will transport the passenger without stopover on its next flight on which space is available at no additional cost to the passenger.
(2) If UA is unable to provide onward transportation acceptable to the passenger, another carrier or combination of

carriers, as arranged by UA and with the concurrence of the passenger, will transport the passenger without stopover on its (their) next flight(s) in the same class of service as the passenger's original outbound flight, at no additional cost to the passenger. If space is available on a flight(s) of a different class of service acceptable to the passenger, such flight(s) will be used without stopover at no additional cost to the passenger only if it (they) will provide an earlier arrival at the passenger's destination, next stopover point, or transfer point.

(E) COMPENSATION FOR INVOLUTARY DENIED BOARDING

In addition to providing transportation as described in paragraph D) above, when the passenger who is delayed has not voluntarily relinquished confirmed reserved space in accordance with provisions in paragraph B) above, UA will compensate the delayed passenger for UA's failure to provide confirmed space. Compensation will be made in accordance with the provisions below.

(1) Conditions for Payment

- (a) The passenger holding a ticket for confirmed space must present himself for carriage at the appropriate time and place, having complied fully with UA's requirements as to ticketing and check-in procedures, and having met all requirements for acceptance for transportation published in UA's tariff.
- (b) The UA flight for which the passenger holds confirmed reserved space must be unable to accommodate the passenger, and departs without him/her.

EXCEPTION 1: The passenger will not be eligible for compensation if the UA flight on which he/she holds confirmed reserved space is unable to accommodate him/her because of substitution of equipment of lesser capacity when required by operational or safety reasons.

EXCEPTION 2: The passenger will not be eligible for compensation if he/she is offered accommodations or is seated in a section of the aircraft other than that specified on the passenger's ticket at no extra charge. If a passenger is seated in a section for which a lower fare applies, the passenger shall be entitled to an appropriate refund.

EXCEPTION 3: The passenger will not be eligible for compensation if he/she does not present him/herself at the loading gate for check-in and/or boarding at least {C}20 minutes prior to scheduled departure time for the flight on which the reservation is confirmed.

EXCEPTION 4: The passenger will not be eligible for compensation if the ticket was issued at a free or reduced fare available to employees within the transportation industry.

EXCEPTION 5: The passenger will not be eligible for compensation if UA arranges for comparable air transportation (or for other transportation that is accepted and used by the passenger at no extra cost to the passenger) which, at the time either arrangement is made is planned to arrive at the airport of the passenger's next stopover, or if none, at the airport of the passenger's final destination within one hour after the scheduled arrival time of the passenger's original flight or flights.

(2) Amount of Compensation

Subject to the provisions of paragraph (E)(1) above, UA will tender liquidated damages in the amount of 200% of the value of the passenger's remaining flight coupon(s) as defined in (A) (7) above, for a maximum of 800.00 USD/800.00 CAD to the passenger's next stopover, or if none, to the passenger's destination. However, the compensation shall be 50% of the amount described above, but not more than 400.00 USD/400.00 CAD if UA arranges for comparable air transportation, or other transportation that is acceptable to the passenger which, at the time either arrangement is made, is planned to arrive at the airport of the passenger's next stopover, or if none, at the airport of the passenger's destination not later than 2 hours after the planned arrival at the airport of the passenger's next point of stopover, or, if there is no next point of stopover, at the airport of the passenger's destination, of the flight on which the passenger holds a confirmed reservation.

NOTE 1: If the offer of compensation is made by UA and accepted by the passenger, such payment will constitute full compensation for all actual or anticipatory damages incurred or to be incurred by the passenger as a result of UA's failure to provide the passenger's confirmed reserved space.

NOTE 2: At the passenger's option, UA may compensate the passenger with credit valid for transportation on UA in lieu of monetary compensation. The offer of transportation will be equal to or greater than the monetary compensation due. The credit voucher is nontransferable, has no refund value, and may be voluntarily reissued only by UA.

(3) Time of Offer of Compensation

The offer of compensation will be made by UA on the day and at the time and place where the failure to provide confirmed reserved space occurs, and, if accepted, will be receipted for by the passenger. Provided, however, that when UA arranges, for the passenger's convenience, alternate means of transportation that departs prior to the time the offer can be made to the passenger, the offer shall be made by mail or other means within 24 hours after the time the failure occurs.

(F) NOTICE PROVIDED PASSENGERS

A written notice setting forth the above provisions shall be provided all passengers who are denied boarding involuntarily on UA flights on which they hold confirmed reserved space.

RULE 255 REROUTING-WHEN ALLOWED

(A) UA will reroute a passenger at the passenger's request and upon presentation of the ticket or portion thereof then held by the passenger.

<{N}EXCEPTION: Via all -N type nonrefundable fares, changes permitted per rules of fare only.

- (a) Refunds are permitted only in the event of death of the passenger as evidenced by a death certificate.
- (b) In the event of a travel emergency out of the control of the passenger and upon submitting appropriate documentation to the Refunds Department, UA will refund any change/penalty/cancellation fee applied to itinerary changes due to the following.
Travel emergencies are defined as:
 - Lost or stolen travel documents of the passenger or traveling companions
(includes passports and visas, but excludes paper tickets).
Supporting documentation: Embassy receipt or police report
 - Jury duty or subpoena of the passenger or traveling companions
Supporting documentation: Jury duty notice or subpoena
 - Political unrest which is not covered by a waiver or pre-existing travel advisory for the passenger or traveling companions

- Supporting documentation: Government travel warning
- Involuntary job loss of the passenger or traveling companions
Supporting documentation: Termination letter from employer
- Serious illness of the passenger, traveling companions or immediate family

members

Supporting documentation: Doctor note stating inability to fly

- Death of the traveling companions or immediate family members

Supporting documentation: Death certificate

(B) FARE APPLICABLE TO REROUTING OR CHANGE IN DESTINATION

- (1) Passenger may change the routing and/or the ultimate destination designated on his ticket in accordance with paragraph 2) below, PROVIDED that, after transportation has commenced, a one-way ticket will not be converted into a round-trip, circle-trip, or open-jaw trip ticket.
- (2) Except as otherwise provided in Rule 240 (Failure to Operate on Schedule), the fare and charges applicable to any changes in itinerary, class of service, or change in ultimate destination, made at the passenger's request at an office of UA prior to arrival at the ultimate destination named on the original ticket, shall be the fare and charges in effect on the date the revised routing and/or ultimate destination is entered on the passenger's new ticket. Any difference between the fare and charges so applicable to the original ticket issued to the passenger will be collected from or refunded to the passenger, as the case may be.

(C) Fare Applicable to Upgrading Class of Service While in Flight

- (1) When a passenger moves from one compartment to another compartment of a combination compartment aircraft while in flight, an additional collection will be made in an amount equal to the difference between:
 - (a) the one-way fare from passenger's point of origin on such flight to the last scheduled stop prior to the passenger's change in compartment, applicable to the class of service used, plus the one-way fare from such stop to the passenger's destination on such flight, applicable to transportation in the compartment to which the passenger is moving, and
 - (b) the fare paid for transportation from the passenger's origin to destination on such flight.

NOTE: When the amount described in a) above is less than the amount described in b) above, no additional collection will be made.

RULE 260 REFUNDS - INVOLUNTARY

- (A) The amount UA will refund upon surrender of the unused portion of the passenger's ticket, pursuant to Rule 35 (Refusal

to Transport), Rule 50 (Acceptance of Children) or Rule 240 (Failure to Operate on Schedule or Failure to Carry), will be:

(1) If no portion of the ticket has been used: An amount equal to the fare and charges paid.

EXCEPTION: UA shall not be obligated to refund any portion(s) of a fully unused ticket which does not reflect a confirmed reservation on a UA flight involved in a schedule irregularity, unless such ticket was issued by UA.

(2) If a portion of the ticket has been used:

a) Uninterrupted fare component(s) for unflown segment(s) - The amount equal to the fare and charges paid for the uninterrupted fare component will be refunded.

b) Interrupted fare component - The fare for the unflown segment of an interrupted fare component will be calculated from the point of termination to the destination named on the ticket, next stopover or point where air transportation will be resumed via:

(i) The routing specified on the ticket if the point of termination was on the routing of the ticket or

(ii) If the point of termination was not on the routing specified on the ticket, the direct routing of any carrier operating service between such points.

{C} c) The amount of the refund of an interrupted fare component will be calculated by dividing the normal coach (Y) fare between the point of termination and the passengers destination or next stopover point by the sum of the normal coach (Y) fare published between the point of origin and the point of termination and the point of termination and the passengers destination or next point of stopover. Multiply the amount of the paid fare component by the resulting percentage to determine the value of the unflown portion of the interrupted fare component.

EXCEPTION: UA shall not be obligated to refund any portion(s) of a ticket which does not reflect a confirmed reservation on a UA flight involved in a schedule irregularity unless such ticket was issued by UA.

d) The amount of refund will not exceed the fare component for the portion of the ticket from the last point of stopover to the next point of stopover or final destination.

(B) UA will make no refund but will provide ground transportation to the destination airport without charge when:

The destination airport designated on the passenger ticket is: And the flight terminates at: (or vice versa)

Baltimore, MD	Washington, DC (Dulles Airport)
Baltimore, MD	Washington, DC (National Airport)
Chicago, IL	Milwaukee, WI
Chicago, IL (ORD Airport)	Chicago, IL (MDW Airport)
Colorado Springs, CO	Denver, CO
Los Angeles, CA	Ontario, CA
Miami, FL	Ft. Lauderdale, FL
Newark, NJ	New York, NY (J.F. Kennedy Airport)
Newark, NJ	New York, NY (LaGuardia Airport)
New York, NY (J.F. Kennedy Airport)	New York, NY (LaGuardia Airport)
San Francisco, CA	Oakland, CA
San Francisco, CA	San Jose, CA
Washington, DC (Dulles Airport)	Washington, DC (National Airport)
Long Beach, CA	Los Angeles, CA
Long Beach, CA	Ontario, CA

(C) When for operational reasons a passenger holding a First Class ticket, or Business Class ticket, with confirmed reservations entered thereon, is accommodated in other than the ticketed compartment, UA will refund to the passenger the difference, if any, between the involuntary refund value of such ticketed class (determined in accordance with paragraph A) above), and the direct one-way fare applicable to the class of service used between the points where ticketed accommodation was not provided.

RULE 270 REFUNDS - VOLUNTARY

(A) GENERAL

When Rule 35 (Refusal to Transport), Rule 50 (Acceptance of Children), or Rule 240 (Failure to Operate on Schedule) is not applicable, UA will, at the request of the passenger, and upon surrender of the unused portion of a UA issued ticket, refund to the passenger on the following basis:

- (1) If no portion of the ticket has been used, the refund will be an amount equal to the total fare and charges paid.
- (2) If a portion of the ticket has been used, the refund will be an amount equal to the difference between the fare and charges applicable to the ticket issued to the passenger, and the fare and charges applicable to the transportation of the passenger covered by the used portion of the ticket.
- (3) When original form of payment is cash or check, UA shall make all or any individual refunds through its general accounting offices via a refund application prepared by the carrier.
- (4) Refund will be made in accordance with 1) or 2) above provided application has been made not later than one year after the expiration date of the ticket.
- (5) UA assumes no obligation to issue a voluntary refund unless such ticket was issued on UA ticket stock. The term "UA ticket stock" means tickets printed or imprinted with the UA carrier code (016) as part of the ticket serial number.

<{N}(6) Via all -N type nonrefundable fares, changes permitted per rules of fare only.

- (a) Refunds are permitted only in the event of death of the passenger as evidenced by a death certificate.
- (b) In the event of a travel emergency out of the control of the passenger and upon submitting appropriate documentation to the Refunds Department, UA will refund any change/penalty/cancellation fee applied to itinerary changes due to the following.

Travel emergencies are defined as:

- Lost or stolen travel documents of the passenger or traveling companions (includes passports and visas, but excludes paper tickets).

Supporting documentation: Embassy receipt or police report

- Jury duty or subpoena of the passenger or traveling companions

Supporting documentation: Jury duty notice or subpoena

- Political unrest which is not covered by a waiver or pre-existing travel advisory for the passenger or traveling companions

Supporting documentation: Government travel warning

- Involuntary job loss of the passenger or traveling companions
Supporting documentation: Termination letter from employer
- Serious illness of the passenger, traveling companions or immediate family members
Supporting documentation: Doctor's note stating inability to fly
- Death of the traveling companions or immediate family members
Supporting documentation: Death certificate

(B) PERSON TO WHOM REFUND IS MADE

Except as provided below, UA will refund in accordance with this rule only to the person named as the passenger on the ticket.

EXCEPTION 1:

- (1) Tickets issued in exchange for a Prepaid Ticket Advice (PTA) will be refundable only to the purchaser of the PTA.
- (2) Tickets issued under a Universal Air Travel Plan (UATP) will be refundable only to the subscriber against whose account the ticket was charged.
- (3) Tickets issued against a Transportation Request issued by a government agency, other than the U.S. Government, will be refunded only to the government agency which issued the Transportation Request.
- (4) Tickets issued against a U.S. Government Transportation Request, (GTR) will be refunded only to the U.S. Government agency which issued the U.S. Government Transportation Request, by check made payable to the "Treasurer of the United States."
- (5) Tickets issued against a credit card honored by UA will be refunded only to the account of the person to whom such credit card was issued.

EXCEPTION 2: Tickets Refundable to Person Other Than Passenger. If, at the time of purchase, the purchaser designates on the ticket another person or entity to whom refund shall be made, the refund will be made to the person so designated. A refund made in accordance with this procedure to a person representing him/herself as the person so designated on the ticket or exchange order shall be deemed a valid refund, and UA will not be liable to the true passenger for another refund.

EXCEPTION 3: If at the time of application for refund, evidence is submitted that a company purchased the ticket on behalf of its employee, or the travel agent has made refund to its client, such refund will be made directly to the employee's company or the travel agent.

(C) LOST TICKETS

(1) Amount of Refund

When a passenger loses a UA ticket, or the unused portion thereof, UA will make a refund to the passenger in the following amounts, as applicable:

- (a) If no portion of the ticket has been used, the refund will be an amount equal to the fare and charges paid, less service charges as indicated below.
- (b) If a portion of the ticket has been used, and
 - (i) The passenger has purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket, the refund will be an amount equal to the fare and charges paid for such new ticket, or;
 - (ii) The passenger has not purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket, and free transportation is not provided by UA, the refund will be an amount equal to the difference between the fare and charges paid, and the full normal fare and charges applicable to the transportation of the passenger covered by the used portion of the ticket.
 - (iii) Where in UA's judgment a hardship exists, and UA provides a free ticket covering the lost portion(s) upon payment of service charges shown below, no further refund shall be due.

(2) Application for Refund of Lost Tickets

- (a) Time Limit A refund will be made in accordance with 1) above, provided application has been made not later than one month after the expiration date of the lost ticket.
- (b) Form of Application The application must be made on forms prescribed by UA for such refunds.
- (c) When Payable
 - (i) A refund will be made by UA upon application for such refund, provided that the lost ticket or lost portion thereof has not previously been honored for transportation or refunded to any person, and;
 - (ii) Provided that the person to whom refund is made agrees, in such form as may be prescribed by UA, to indemnify UA for any loss or damage which it may sustain by reason of such refund.

(3) Service Charge

UA will impose a service charge of USD 150.00 or CAD 150.00 per ticket for handling such request for refund of a lost ticket/exchange order.

EXCEPTION: No service charge will be imposed for military passengers when transportation is paid for with a U.S. Government Transportation Request (Form No. 1169.)

(D) AGED REFUNDS

- (1) In addition to all other applicable charges, charge will be USD 150.00/CAD 150.00 when the ticket, whether paper or electronic form, is presented for refund later than:
- (a) One year from the date transportation begins from point of origin on the original ticket for a partially used ticket or,
 - (b) One year from the date of issue of the original ticket if no portion of the ticket is used.
- (2) With the exception of those tickets designated as wholly non-refundable, tickets are valid for refund up to one year after the date of expiration as defined in Rule 105UA(A)(1).

RULE 275 REFUNDS INVOLVING FOREIGN CURRENCY

Export Control UA reserves the right to refuse to make any refund authorized by this tariff in a currency other than that used in the purchase of the ticket to be refunded, or at a place other than that at which payment for such ticket was made.

RULE 390 PREPAID TICKET ADVICE CHARGES

UA will impose a service charge of USD 150.00/CAD 150.00 for each Prepaid Ticket Advice issued by UA. This service charge

is not subject to any discount and cannot be refunded.

EXCEPTION: The Prepaid Ticket Advice service charge will not apply:

1. When prepayment is made by U.S. Department of Defense using a U.S. Government Transportation Request (Form 1169).
2. When prepayment is made by the Federal Government for official business. For employees of the American Red Cross with appropriate identification on official Red Cross business, or for members/employees of U.S. Senate/House of Representatives with appropriate official travel authorization GPO 81-76229-1PP.
3. When prepayment is made by State Governments for official business.

4. When prepayment is made by the Canadian Federal/Provincial Governments for passengers traveling on official government business. Prepayment must be by official Canadian Federal/Provincial Government check or charged/billed directly to a Canadian Federal/Provincial Governmental Department. Prepayment may also be charged to an authorized credit card imprinted with the name of the Canadian Federal/Provincial Governmental Department. Cash, personal check, personal credit card are not acceptable forms of prepayment when the prepaid ticket advice service charge is being waived for Canadian Federal/Provincial Government official travel.

RULE 395 SURCHARGES

The surcharges listed below will be assessed for each fare paying passenger. Each surcharge applies in addition to all other charges and is not subject to any discount. Surcharge values are untaxed.

- A) To/from/between points in Canada and the United States a 7.50 CAD/7.14 USD Navigation surcharge applies.
- B) In addition to the above Navigation Surcharge, the following surcharge applies: Between Canada and Las Vegas, USA, an additional 10.00 CAD/9.30 USD surcharge applies for travel departing LAS on Sunday.

NOTE 1: Surcharges apply in addition to all other charges and are not subject to any discount.

NOTE 1: Surcharges apply in addition to all other charges and are not subject to any discount.

NOTE 2: Rules governing fares for travel on a segment on which a surcharge applies will also govern the surcharge.

EXCEPTIONS:

- (a) Passengers who have an origin/stopover/ultimate destination at an international point outside of Canada/50 United States/U.S. District of Columbia.
- (b) Connecting passengers whose tickets do not reflect a fare break at a city from which a surcharge applies.
- (c) Passengers making stopovers but whose tickets do not reflect a fare break at a city from which a surcharge applies.
- (d) Passengers who are traveling on any UA free ticket or on UA/other airlines employee reduced fare tickets.
- (e) Passengers traveling on fares excluded with Category 12 - Surcharge - in the fare rule.

RULE 405 DATA PRIVACY

United may disclose your personal information you provide to them if required to do so by law, regulation, court order, or as requested by a governmental or law enforcement authority, or in the good faith belief that disclosure is otherwise necessary or advisable. If a passenger wants to learn more about United's privacy policy, it may be found at WWW.UNITED.COM/WWW.UNITED.CA. This policy is merely a statement of administrative protocol, is not a contractual obligation subject to the terms of the contract of carriage and does not create any legal rights.

RULE 500 UNITED SHARED DESIGNATOR

(A) An independent operator will provide service in the U.S.A./Canada under an agreement with UA. The independent operator is identified by the flight numbers shown in paragraph (B). All terms of transportation applicable to UA specified in this tariff apply to United shared designator/United Express flights except where specifically noted.

(B) Transportation is provided by the United Express Operator (*)/United Shared Designator (@) as indicated below:

Operator	Flight Number
@US Airways (US)	1100-1299 1400-2499
@US Airways Express (US)	2500-3199
@Continental Airlines (CO)	3200-4124
@Continental Express (CO)	4125-4599
@Islandair (WP)	4964-4999
@Great Lakes Airlines (ZK)	5000-5199
@Hawaiian Airlines (HA)	5540-5619
*Express Jet (XE)	5650-5749
	6965-6999
*Sky West Airlines (OO)	5800-6964
*Colgan Airlines (9L)	7815-7874
*Atlantic Southeast Airlines(EV)	7000-7139
*Mesa Airlines (YV)	7140-7349
*Go Jet (G7)	7350-7499
	{X}
*Shuttle America (S5)	7500-7749
*Trans States Airlines (AX)	7950-8099
@Air Canada (AC)	8100-8574
@Air Canada Jazz (QK)	8100-8574
@Gulfstream - CO Connection (CO)	9634-9669

