

Notice of your rights for flights departing the European Union and the United Kingdom in the event of a flight delay or cancellation or denied boarding

This Notice contains important information about your rights established under Regulation (EC) 261/2004 of the European Parliament and Council (the "Regulation"), and which United Airlines must inform you about if your flight was cancelled, delayed, or if you were denied boarding on a flight. This Notice explains your rights under the Regulation with respect to flights operated by United Airlines. You may be entitled to benefits under this Regulation if:

- You have a confirmed reservation and United is the operating carrier for the flight concerned;
- Your ticket was purchased at a fare available to the public, including a frequent flyer program.

You are not entitled to these rights if you are denied boarding on the grounds of health, safety, security or invalid travel documentation.

Flight delay

In accordance with the case law of the Court of Justice of the European Communities (CJEC), passengers may invoke the right to be economically compensated per the amounts established in the Regulation whenever a passenger suffers a loss of time equal to or greater than three hours in relation to their arrival at their final destination.

In the event that your flight is delayed by three (3) hours or more to your final destination, you are entitled to the benefits defined under subsections A and C of the Description of Your Rights section of this Notice.

In the event that your flight is delayed by five (5) hours or more from its scheduled departure time, you are entitled to the benefits defined under subsection B(1)(a) and (2) of the Description of Your Rights section of this Notice, in addition to those defined under subsection A and C. Please note that you may not be entitled to compensation under subsection A if the cause of the delay is determined to be the result of extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.

Flight cancellation

If your flight is cancelled, you are entitled to the benefits defined under subsections A, B and C of the Description of Your Rights section of this Notice. United is not obliged to pay you the flight compensation described in subsection A if:

- 1) You are informed of the cancellation of your flight at least two (2) weeks before the scheduled time of departure; or
- 2) You are informed of the cancellation between two (2) weeks and seven (7) days before the scheduled time of departure and you are offered re-routing, allowing you to depart no more than two (2) hours before the scheduled time of departure and to reach your final destination less than four (4) hours after the scheduled time of arrival; or
- 3) You are informed of the cancellation less than seven (7) days before the scheduled time of departure and you are offered re-routing, allowing you to depart no more than one (1) hour before the scheduled time of departure and to reach your final destination less than two (2) hours after the scheduled time of arrival.

In addition, please note that you may not be entitled to compensation under subsection A if the cancellation of the flight is caused by extraordinary circumstances which could not have been avoided if all reasonable measures had been taken.

Denied boarding

Before we deny boarding to any customer, we will request volunteers to surrender their seats in exchange for the agreed upon compensation or benefits. If you voluntarily surrender your seat, you will be entitled to receive care as described in subsection C of this Notice. You will also be entitled to rerouting or reimbursement as detailed in the subsection B of this Notice. In the event that there are insufficient volunteers and you are involuntarily denied boarding, you will be entitled to the rights defined under subsections A, B and C in the Description of Your Rights section of this Notice.

Downgrading

If you are involuntarily placed in a lower class than that for which your ticket was purchased, you may be entitled to reimbursement from the operating carrier within seven days in the amount of (a) 30% of the ticket segment price if your flight is 1500 km or less; (b) 50% of the ticket segment price if your flight is within the EU and more than 1500 km, or if your flight is between 1500 and 3500 km; or (c) 75% of the ticket segment price if your flight is more than 3500 km.

Description of Your Rights

A. Right to compensation

- 1) If your flight is cancelled or delayed by 3 or more hours to your final destination or you are involuntarily denied boarding, you are entitled to receive €600 in compensation from us. If, however, we offer you re-routing on an alternative flight that will arrive within four hours of the arrival time of the flight on which you were originally booked, your compensation can be reduced to €300.
- 2) We will pay any compensation due under this section in cash, by prepaid card, EFT, bank check or, with your written agreement, in a travel voucher.

B. Right to reimbursement or re-routing

- 1) If your flight is cancelled, you are denied boarding, or your flight is delayed by five (5) hours or more, you are entitled to choose between:
 - a) Reimbursement within seven (7) days of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight no longer serves any purpose in relation to your original travel plan and, if applicable, a return flight to the first point of departure at the earliest opportunity; or
 - b) Re-routing under comparable transport conditions to your final destination at the earliest opportunity or, at a later date at your convenience, subject to the availability of seats.

If we offer you a flight to an airport other than that for which the booking was made (in case the town, city or region is served by several airports), we will pay the cost of transferring you from that alternative airport either to that for which the booking was made or to another close-by destination agreed with you.

- 2) We will reimburse you in cash, by prepaid card, EFT, bank check or, with your written agreement, in a travel voucher.

C. Right to Care

If you are denied boarding, your flight is cancelled, or your flight is delayed by three (3) or more hours beyond its scheduled time of departure and the expected departure time of your new flight (if any) is the same day as the departure date of your originally ticketed flight, we offer you the following free of charge:

- Meals and refreshments in a reasonable relation to the waiting time; and
- Two (2) telephone calls, telex or fax messages, or e-mail messages.
- In cases where a stay of one (1) or more nights becomes necessary or a stay additional to that intended by you becomes necessary, we will provide hotel accommodations; and
- Transport between the airport and place of accommodation (hotel or other).

We may limit or decline your right to care if provision of care would itself cause further delay.

Other rights not prejudiced

The foregoing rights apply without prejudice to any additional rights that you may have to further compensation. Compensation described in this notice may be deducted from such additional compensation.

Customer Care

900 Grand Plaza Drive, Dept. NHCCR, Houston, Texas 77607
1 800-864-8331

In order for us to process your claim expeditiously, please supply your name, contact details (email address and/or mailing address), ticket number, flight number, booking reference and details of the claim you are making.

To make a claim for compensation, please contact United Customer Care online at: united.com/feedback

If we are unable to solve your problem to your satisfaction, you can complain to the relevant national enforcement body. The following are the contact details:

Belgium:

Direction générale
"Transport aérien"
Cellule Stratégique -
Droits des passagers
City Atrium (6ème étage -
locker PAX)
Rue du Progrès 56
BE - 1210 Bruxelles
Directoraat-generaal
'Luchtvaart'
Strategische Cel -
Passagiersrechten
City Atrium (6de
verdieping - locker: PAX)
Vooruitgangstraat 56
BE - 1210 Brussel
Tel : + 32 2 277 44 00
(Tue and Thu 9:00 - 12:00)
passenger.rights@mobilif.fgov.be
www.mobilif.belgium.be
www.mobilif.fgov.be/
applications/Internet/
EasyWebForms.nsf/
PassengerRights.xsp

Denmark:

The Danish Transport,
Construction and
Housing Authority
Carsten Niebuhrs Gade 43
DK-1577 Copenhagen V
Tel. : +45 7221 8800
Fax : +45 7262 6790
info@tbst.dk
www.tbst.dk

France:

Direction générale de
l'aviation civile (DGAC)
Direction du transport
aérien, Mission du Droit
des passagers,
Bureau des passagers aériens
50 rue Henry Farman
FR- 75720 Paris cedex 15
Tel : +33 1 58 09 43 21

Germany:

National Enforcement Body
Air Passenger Rights
Kurt-Schumacher-Straße 21
38144 Braunschweig
Tel.: +49 531 2355-115
Fax: +49 531 2355-1197
fluggastrechte@lba.de
www.lba.de

Ireland:

Commission for Aviation
Regulation
3rd Floor
6 Earlsfort Terrace
IE - DUBLIN 2 D02 W773
Tel. : +353-(0) 1-6611700
Fax : +353-(0) 1-6611269
(General)
apr@aviationreg.ie
www.flightright.ie

Italy:

L'Ente Nazionale per
l'Aviazione Civile
Viale del Castro Pretorio, 118
IT - 00185 ROME
www.enac.gov.it
moduliweb.enac.gov.it/
applicazioni/cartadiritto_1
English/modulo_261.asp

Netherlands:

Inspectie Leefomgeving en
Transport Human Environment
and Transport Inspectorate
Postbus 16191
2500 BD Den Haag
Tel. : +31 884 890 000
www.ilent.nl
english.ilent.nl/themes/a/air-
passenger-rights/passengers

Norway:

Norsk ReiselivsForum
Transportklagenemnda
(Dispute Resolution Board)
Øvre Slottsgate 18-20
NO - 0157 OSLO
Tel.: + 47 22 54 60 00
post@reiselivsforum.no
www.transportklagenemnda.no

Portugal:

Autoridade Nacional de
Aviação Civil (ANAC) Rua B,
Edifícios 4, 5 e 6
Aeroporto Humberto Delgado
PT - 1749-034 LISBOA
Tel. : +351 (21) 284 2226
Fax : +351 (21) 847 3585
consumidor@anac.pt
www.anac.pt

Spain:

AGENCIA ESTATAL DE
SEGURIDAD AÉREA. División
de Calidad y Protección al
Usuario. Paseo de la Castellana
112
28046 Madrid
Tel.: + 34 91 396 82 10
sau.aesa@seguridadaerea.es
www.seguridadaerea.es

Sweden:

The Swedish Consumer Agency
(Konsumentverket)
Visiting address: Tage
Erlanderгатan 8A, Karlstad
Postal address: Box 48, SE -
651 02 KARLSTAD
Tel. : +46 77 14 23 300
Fax : +46 54 - 19 41 95
konsumentverket@
konsumentverket.se
www.konsumentverket.se

Switzerland:

Federal Office of Civil Aviation
FOCA Passenger rights
CH - 3003 BERNE
Tel. : +41 58 465 95 96
passengerrights@bazl.admin.ch
www.bazl.admin.ch/pax-
online-form

United Kingdom:

Passenger Complaints Unit
Civil Aviation Authority
Tel : 020 7453 6888
www.caa.co.uk/passenger