Notice of your rights for flights to or from Nigeria in the event of a flight delay, cancellation, involuntary denied boarding or downgrade

This Notice contains important information about your rights established under Part 19 - Consumer Protection Regulations of Nigeria (the “Regulations”) if your flight is cancelled or delayed, if you are denied boarding, or if your seat is downgraded to a lower class.

To make a claim for compensation or a refund, please contact United Customer Care online at united.com/feedback. To enable us to process your claim expeditiously, please provide your name, contact details (email address and mailing address), ticket number, flight number, booking reference and details of the claim you are making.

You may be entitled to benefits under the Regulations if:
- You have a confirmed reservation and United is the operating carrier for the flight;
- The ticket for your travel was purchased at a fare available to the public, including a frequent flyer program; and
- One of the following applies:
  - You are departing from a foreign airport to an airport in Nigeria, provided that you did not receive compensation or benefits and were not given assistance in the foreign country; or
  - Your flight segment originated within Nigeria.

Flight delay
If your flight is delayed by two (2) to four (4) hours from its scheduled departure time or more, you are entitled to the benefits defined under subsections A and C of the Description of Your Rights section of this Notice.

If your flight is delayed by six (6) hours from its scheduled departure time, you are entitled to the benefits defined under subsection C of the Description of Your Rights section of this Notice.

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 seven (7) days prior to the scheduled time of departure; or

2) You are informed of the cancellation between three (3) 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 will 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 on your United flight from Nigeria, you will be entitled to compensation under subsection A of this Notice. You will also be entitled to rerouting or reimbursement as detailed in the subsections B and C of this Notice. In the event that there are insufficient volunteers, and you are involuntarily denied boarding on your United flight from Nigeria, you will be entitled to the rights defined under subsections A, B and C in the Description of Your Rights section of this Notice.

Downgrade

If we are unable to seat you in the boarding class for which you purchased your ticket, you may be entitled to compensation as detailed in subsection D in the Description of Your Rights section of this Notice.

Description of your rights

A. Right to compensation
   1) When this section applies as discussed above, you are entitled to receive 30% of the ticket price as compensation from us. If, however, we offer you re-routing on an alternative flight that will arrive within three (3) hours of the arrival time of the flight on which you were originally booked, your compensation can be reduced by 50%.
   2) We will pay any compensation due under this section by electronic bank transfer, bank check or, with your written agreement, in an electronic travel certificate or other services.

B. Right to reimbursement or re-routing
   1) When this section applies as discussed above, you are entitled to choose between:
      a) Reimbursement within fourteen (14) days of the full cost of the unutilized ticket price 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, 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, we will pay the cost of transferring you from that alternative airport to either the airport for which the booking was made or to another close-by destination agreed with you.
   2) We will reimburse you by electronic bank transfer, bank check or, with your written agreement, in an electronic travel certificate or other services.

C. Right to care
   If your flight is delayed by two (2) to four (4) hours beyond its scheduled time of departure, we will offer you the following free of charge:
   • Telephone Calls, text messages, or e-mails.
     If you are denied boarding, your flight is cancelled, or your flight is delayed by more than four (4) hours beyond its scheduled time of departure, we will offer you the following free of charge:
     • A meal and refreshments in a reasonable relation to the waiting time.
     • Two (2) telephone calls, text messages, or e-mails.
     In addition to the above, if you are denied boarding, your flight is cancelled, or your flight is delayed by at least (6) or more hours beyond its scheduled time of departure, we will also offer you free of charge:
     • Hotel accommodation; and
     • Transport between the airport and place of accommodation (hotel or other).

D. Right to compensation in the event of a downgrade
   If we are unable to accommodate you in the cabin class for which your ticket was purchased and are only able to offer you a seat in the cabin class lower than the class for which your ticket was purchased, you will be entitled to a refund of the difference within thirty (30) days from the date of travel. In addition, you will be entitled to 50% of the ticket price as compensation within fourteen (14) days.

Other rights not prejudiced

The foregoing rights apply without prejudice to any additional rights that you may have under applicable law.