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From: Fares-Australia <fares-australia@united.com>
Sent: Wednesday, 8 April 2020 1:23 PM
Subject: Ticket validity now extended to 24 months

Categories: Yellow Category

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Ticket validity now extended to 24 months

As we all navigate through the impact of Covid-19 on travel, **we're committed to keeping you informed** of actions we're taking to help you and your customers manage bookings through this situation.

We understand that travelers may appreciate extra assurance when booking flights during this time of changing schedules and government mandates driven by Covid-19. Now you can offer customers that peace of mind. **Any tickets issued between May 1, 2019 and March 31, 2020 will now have 24-month validity for reissue.**

This means that if your customer elects to reschedule their trip to a different date or destination, they may do so as long as the rescheduled trip begins within **24 months** of the original ticketed flying. That's an extra year to plan their ideal itinerary, and begin the trip. This extended time also supersedes previous guidance on ticket validity for eligible tickets.

For example:

Customer purchased a ticket on **January 5, 2020**, for travel **March 25, 2020**. The customer cancels the trip on March 6. A travel agent may reissue the ticket for travel that begins anytime before January 5, 2022, **24 months** from original purchase date.

In addition, we've **updated our refund policy**. visit **United Jetstream rebooking parameters** for the most updated information.

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