

## **United Carrier Passenger Notices**

### **Incorporated Terms**

Air transportation to be provided by United Airlines or a United Express carrier (collectively, "UA Carrier") between points in the U.S. or international transportation is subject to terms which are herein incorporated by reference and made part of the contract of carriage. Incorporated terms include, but are not limited to, and UA Carrier services are subject to, provisions contained in this document and on the electronic ticket record, applicable tariffs, the UA Carrier's conditions of carriage and related regulations, policies and procedures, and the following:

1. Limits on liability for personal injury or death.
2. Limits on liability for delay, damage or loss of baggage, including fragile or perishable goods.
3. Claims restrictions, including time periods within which a passenger must file a claim or bring an action against the UA Carrier.
4. The UA Carrier's rights to change terms of the contract of carriage.
5. Rules on reconfirmation of reservations, check-in times, and refusal to carry.
6. The UA Carrier's rights and limits on liability for delay or failure to perform service, including schedule changes, substitution of alternate air carrier or aircraft or mode of travel, and rerouting.

You may inspect the full text of these terms at any of our airport or city ticket offices. For a free copy, write to:

United Airlines  
Customer Relations  
P.O. Box 66100  
Chicago, Illinois 60666-0100

### **Baggage Liability**

For travel wholly between U.S. points, liability for delay, damage or loss to baggage is limited to a maximum of \$1,250 per passenger. For most international travel (including domestic portions of international journeys) the liability limit is approximately \$9.07 per pound (\$20.00 per kilo) for checked baggage and \$400 per passenger for unchecked baggage. Liability for loss, delay, or damage to baggage is limited unless a higher value is declared in advance and additional charges are paid. Excess valuation may be declared on certain types of articles. Some carriers assume no liability for fragile, valuable or perishable articles. Further information may be obtained from the carrier.

### **Passenger Liability Limitation**

Passengers on a journey involving an ultimate destination or a stop in a country other than the country of origin are advised that the provisions of a treaty known as the Warsaw Convention may be applicable to the entire journey, including any portion entirely within the country of origin or destination. For such passengers on a journey, to, from, or with an agreed stopping place in the U.S., the Convention and special contracts of carriage embodied in applicable tariffs provide that the liability of certain carrier parties to such special contracts for death of or personal injury to passengers is limited in most cases to proven damages not to exceed U.S. \$75,000 per passenger, and that this liability up to such limit shall not depend on negligence on the part of the carrier. For such passengers traveling by a carrier not a party to such special contracts or on a journey to, from, or having an agreed stopping place in the U. S. liability of the carrier for death or personal injury to passengers is limited in most cases to approximately U.S. \$10,000 or U.S. \$20,000. The names of carriers which are party to such special contracts are available at all ticket offices of such carriers and may be examined on request. Additional protection can usually be obtained by purchasing insurance from a private company. Such insurance is not affected by any limitation of the carrier's liability under the Warsaw Convention or such special contracts of carriage. For further information, please consult your airline or insurance company representative. The limit of liability of seventy-five thousand U.S. Dollars above is inclusive of legal fees and costs except that in case of a claim brought in a State where provision is made for separate award of legal fees and costs, the limit shall be the sum of fifty-eight thousand U.S. Dollars exclusive of legal fees and costs.

### **Overbooking of Flights**

Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for a payment of the airline's choosing. If there are not enough volunteers the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, persons denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and each airline's boarding priorities are available at all airport ticket counters and boarding locations. Some airlines do not apply these consumer protections to travel from some foreign countries, although other consumer protections may be available. Check with your airline or your travel agent.

## **Additional Terms**

If you have purchased a restricted ticket, depending on the rules applicable to the fare paid, one or more of the following significant restrictions may apply to travel on this electronic ticket: (1) the ticket may be nonrefundable but can be exchanged for a fee for another restricted fare ticket meeting all rules and restrictions of the new ticket (including the payment of any difference in fares); (2) a fee may apply for changing/canceling reservations; or, (3) travel may be restricted to specific flights and/or times and minimum and/or maximum stay may be required. All other terms not set forth above that are consistent herewith and that were set forth in United's ATB Notice and Conditions of Contract Form as it existed on 6/1/95 is hereby incorporated by this reference. Each UA Carrier reserves the right to (1) refuse carriage to any person who has acquired an electronic ticket in violation of any UA Carrier's tariffs, rules or regulations, or in violation of any applicable national, federal, state, or local law order, regulation or ordinance, and (2) change or modify any of its conditions of contract with or without notice to ticketed passengers.

## **Baggage Information**

### **Free Bag Allowance**

—Two pieces of checked baggage are permitted free of charge provided they meet the following size and weight limitation:

BAG ONE may not exceed 62 linear inches (158 cm) and 70 pounds (32 kg).

BAG TWO may not exceed 55 linear inches (140 cm) and 70 pounds (32 kg).

(Linear inches are determined by adding the outside length plus width plus height.) Free baggage allowance, restrictions, and charges vary depending upon flight itinerary. Contact United for specific information.

### **Carry-on Baggage**

—Carry-on baggage must fit under the seat or be stowed in an approved compartment or overhead bin (Worldwide maximum of 1 piece plus 1 personal item such as purse, laptop, or briefcase.)

—Carry-on baggage may not exceed 45 linear inches for example: the outside dimensions of 9 inches by 14 inches by 22 inches (23 x 36 x 56 cm) and may not exceed 50 pounds (23 kg.)

### **Excess Baggage**

An excess fee or handling charge will be collected for each piece of baggage over the designated free baggage allowance and for each piece of oversize or overweight baggage. In addition, a handling charge will be collected for special items such as bicycles, surfboards, household pets, etc.

### **Baggage Tips**

—Checked baggage must have the passenger's name on the outside of the bag.

—We also recommend that you place your name and address inside your baggage.

—Lock your bag and remove or secure hooks/straps.

—United is not responsible for cameras, VCR's, computers and any other electronic equipment or components, jewelry, cash or other similar valuable items contained in checked or unchecked baggage.

—Valuable items as well as medications or prescriptions should be carried personally by you.

—Additional liability coverage can be purchased for certain items. Fragile or perishable items will be checked only at your own risk.

—Claim your baggage immediately upon arrival.

—Baggage is designed to protect the contents. Scratches, nicks or dirt may appear despite care in handling. United does not assume liability for normal wear and tear to baggage which includes damage to or loss of protruding baggage parts, such as straps, pockets, pull handles, hangar hooks, wheels and feet or other items attached to the baggage as well as damage to oversized/over packed bags.

## **Documentation**

International destinations require specific documentation (i.e., passports, visa, proof of citizenship); please contact United Reservations for country requirements. It is the customer's responsibility to obtain and have possession of all required travel documents.

## **Language Assistance**

In the U.S. and Canada please dial toll free for:

Spanish: 1-800-426-5561

Asian: 1-800-426-5560

Hearing Impaired: 1-800-323-0170

## **Dangerous Goods**

For safety reasons dangerous goods may not be packed in checked or carry-on baggage or taken on board with you. Restricted articles include, but are not limited to: acid, matches, lighter fluid, explosives, flammable solids/liquids, oxidizing materials,

corrosive materials, compressed gasses, poisons, etiologic agents, radioactive materials, irritating or incapacitating sprays, mercury or noxious materials, and briefcases and attache cases with installed alarm devices.

### **Firearms**

Federal Regulations require that firearms in checked baggage (not allowed in carry-on) be unloaded and declared.

### **Reservations/Pre-Reserved Seat Information**

#### **Cancellation of Reservations**

Reservations are subject to cancellation if you are not available for boarding, at the boarding gate, at least 30 minutes prior to scheduled departure for flights to/from international points; 20 minutes to/from Canada/Mexico/Caribbean; and, 10 minutes between U. S. points. Please cancel your reservation if there is a change in your travel plans. Failure to cancel a confirmed booking may result in automatic cancellation of your entire itinerary.

### **Seat Assignments**

ALL SEAT ASSIGNMENTS ARE SUBJECT TO RELEASE AND REASSIGNMENT IF NOT CLAIMED at least 45 minutes prior to scheduled departure to/from international points; 30 minutes to/from Canada/Hawaii/Mexico and the Caribbean; and 20 minutes prior for flights between U.S. points other than Hawaii.

### **About Electronic Tickets**

#### **Duplicate Receipts**

If you have lost your original receipt, you may request a duplicate receipt at no charge if the request is made no later than 7 days after your last flight. A United Reservations office will FAX a duplicate or you may obtain one in person at United's Ticket counter at the airport or at a United City Ticket Office. Beyond the 7 days, you may need to submit a written request. A fee of USD 20.00 (checks only) will apply. Refer to Written Requests for instructions.

#### **Unused Electronic Tickets**

If you have not used your electronic ticket as planned, please contact United Reservations as soon as possible. Unused electronic tickets older than 1 year from date of issuance, may require a written request for future use or refund, if applicable. Refer to Written Requests for instructions.

#### **Written Requests**

U.S. residents may send written requests to United Airlines, Passenger Refunds-WHQAK, P.O. Box 66282, Chicago, IL 60666-0100. Non-U.S. residents may send their request to the nearest United Airlines office. Please provide the following information in your correspondence: Passenger's Name, Address, Credit Card Number used for purchase, Ticket Number(s), Date of Travel, Departure City and Destination City. Allow six to eight weeks for processing.