

How United is keeping your customers safe.

Subtitle or speaker name



The highest standard in safety and cleanliness – a United effort from before takeoff to after landing

When you're ready to travel again, we will be "United Together" with you to deliver state of the art cleanliness, prioritize your well-being and innovate for a healthier tomorrow.





At the airport

- We regularly disinfect common surfaces inside our airport terminals.
- You will notice enhanced signage in both customer and employee spaces, including a 6 ft. tape rule at the ticket counters.
- We are reducing touchpoints by temporarily shutting down self-service kiosks in most locations.
- We're deploying sneeze guards at key interaction points including check-in counters and gate podiums.
- We are working to provide sanitizer and other supplies to employees to deliver a safe travel experience, implementing employee temperature checks and reducing close contact.

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Temporary measures that will continue to be evaluated | Information as of April 30, 2020



Before you board

- Beginning May 4, face coverings will be mandatory for all travelers, and we will be providing them for free to our customers.
- We disinfect customer touch points and surfaces before every flight, including lavatories, galleys, tray tables, window shades, and armrests.
- Complimentary Premier Upgrades are processed at the departure gate.*
- We're boarding fewer customers at a time to allow for more distance.*
- Following pre-boarding, we will board back-to-front by rows, but will space out customers to minimize crowding in the gate area and on the jet bridge.*
- We are asking customers to self-scan boarding passes at our gate readers.
- Seat selections are limited in all cabins, so customers won't be able to select adjacent seats. We alternate window and aisle seats when seats are in pairs.*

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*Temporary measures through May 31 that will continue to be evaluated | Information as of May 1, 2020



Onboard

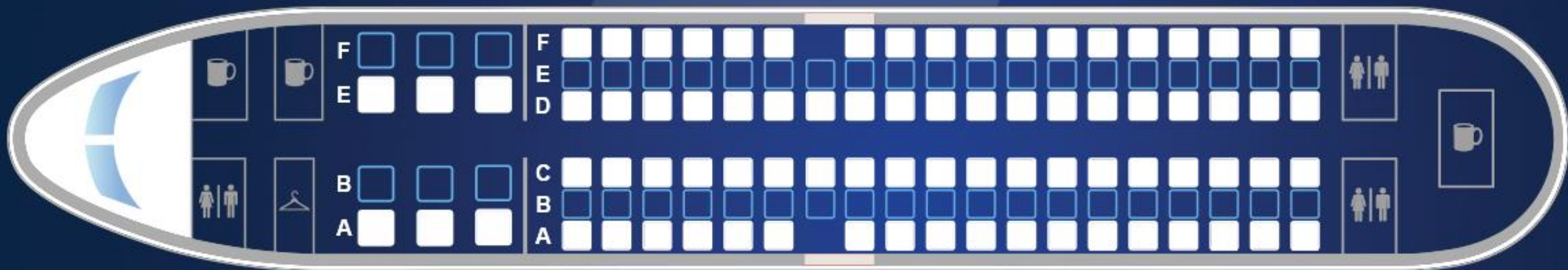
- All mainline aircraft use a high-efficiency (HEPA) filter (like those found in hospitals) to circulate the air and removes up to 99.7% of airborne particles.
- Our flight attendants are required to wear a face covering or mask while on duty. We were the first major U.S. airline to implement such a requirement.
- Effective May 4, all employees — including pilots, customer service agents, ramp workers and any other United employees traveling – will be required to wear a face covering when onboard our aircraft.
- We are providing fresh, clean glasses for every drink refill. As always, all tableware, dishes, cutlery, carts and glassware are washed and sanitized after each use.
- Flight attendants will hand food to travelers, instead of having a traveler select and take from a tray.
- We are moving to primarily pre-packaged foods and sealed beverages, suspending Buy on Board and hot towel service.

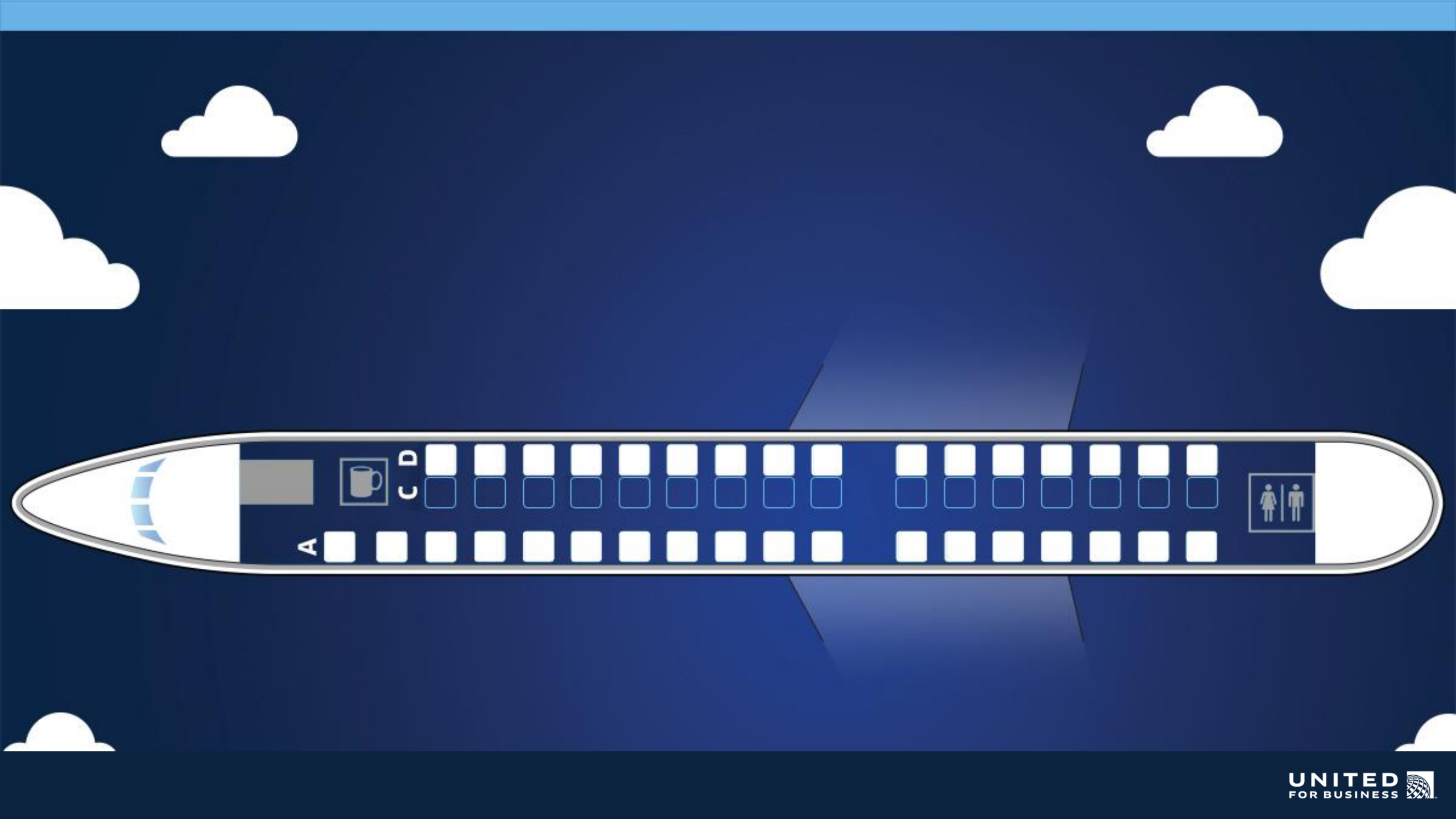
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Temporary measures that will continue to be evaluated | Information as of May 1, 2020

Keeping you safe

Social distancing during travel







After landing

- We ensure our aircraft cleaning standards meet, and in many cases, exceed CDC guidelines.
 - We clean and prep the aircraft again for the next set of passengers by disinfecting customer touch points and surfaces before every flight.
 - This includes a thorough wipe down using an effective, high-grade disinfectant and multi-purpose cleaning of lavatories, galleys, tray tables, window shades and armrests.
- We implemented electrostatic spraying into our cleaning procedures on all inbound long-haul international flights, and mainline overnight aircraft at our U.S. hubs. In June, all aircraft will have electrostatic sprayers on every one of our departures to disinfect the air and surfaces.
- If the CDC* informs us that a potentially infected passenger has been on one of our aircraft, we take that plane out of service and follow decontamination procedures.

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*Centers for Disease Control and Prevention | Information updates May 1, 2020

United has implemented a breakthrough cleaning technology – Electrostatic Spraying



United Together

Subtitle or speaker name

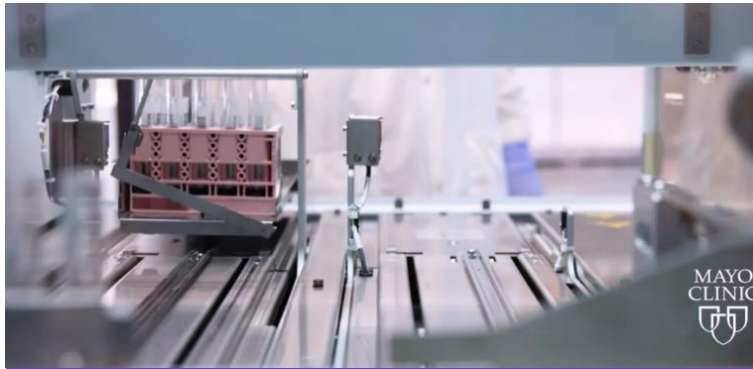


During these times apart we are still #UnitedTogether



**BRINGING PEOPLE HOME –
REPATRIATION FLIGHTS UNDERWAY**

We are working in concert with the U.S. State Department to bring stranded Americans back home to their loved ones. We have operated more than 90 repatriation flights to bring around 14,000 Americans home, and continue to review opportunities.



**FLYING CRUCIAL MEDICAL
EQUIPMENT FOR COVID-19 TESTING**

In the midst of mobilizing our cargo operations, our teams at New York/Newark and Jacksonville stepped in to assist Roche Diagnostics with transporting a vital component for an instrument being used for COVID-19 testing. The item we shipped will allow the Mayo Clinic in Florida to process hundreds of COVID-19 tests per day.



**CARGO-ONLY FLIGHTS TRANSPORT
CRITICAL GOODS**

We are operating, on average, 20 cargo-only flights each day between six U.S. hubs and cities in Asia, Australia, Europe and the Middle East. In the process of doing so, we are moving thousands of pounds of medical supplies, pharmaceuticals and personal protective equipment to help stem the spread of COVID-19 and treat those afflicted.

Useful Resources

Subtitle or speaker name



Your COVID-19 resources: Where to find information

Travel waivers and sales-specific info

United Jetstream
[Click here](#)

United news and updates, including our actions to keep you safe

United Hub
[Click here](#)

How we're continuing to connect people and unite the world

United Together
[Click here](#)

COVID-19 info and guidelines

Centers for Disease Control
[Click here](#)

Sign up for United for Business emails

United Jetstream
[Click here](#)

Updated April 16, 2020

Additional Information

Subtitle or speaker name



International network update

Long-haul routes available through June 2020:

- Chicago – London*
- Houston – Sao Paulo
- Newark/New York – Amsterdam*, Frankfurt, London, Tel Aviv
- San Francisco – Sydney, Tokyo-Narita
- Washington Dulles – Frankfurt*

Short-haul routes available through June 2020:

- **Caribbean:** Houston – San Juan, St. Thomas
- **Central America**:** Houston - Guatemala City, San Jose, San Salvador, Tegucigalpa
- **Mexico:** Houston – Guadalajara, Leon, Mexico City, Monterrey

We are canceling planned seasonal summer service to Prague, Stockholm, Palermo, and Reykjavik, as well as 13 international long-haul markets for the full summer season, including Naples, Venice, Porto, Lisbon, Edinburgh, Barcelona, Madrid, and Santiago, Chile.

*Effective May 4. **Effective May 18, pending government approval. Updated April 30, 2020; subject to change. For latest information, please visit [united.com](https://www.united.com)

Some United Club and Polaris lounge locations to close temporarily

As the coronavirus impacts travel demand, far fewer customers are visiting the airports where we do business. As a result, we have temporarily closed certain lounge locations until further notice.

Denver West B32 United Club

New York/Newark

- C93 pop-up United Club
- Polaris lounge
- A2 United Club

Washington Dulles

- C4 United Club
- C7 United Club

Houston

- Polaris lounge
- A9 United Club
- B Mezzanine United Club
- C33 United Club

Raleigh-Durham United Club

Mexico City United Club

Guam United Club

Philadelphia United Club

New Orleans United Club

Los Angeles

- Polaris lounge

Chicago O'Hare

- Polaris lounge
- B18 United Club
- T2 United Club

San Francisco

- Temp BAE Mezzanine United Club
- E4 United Club
- Polaris lounge

Tokyo Narita

- United Club
- VIP section

London Heathrow

- Arrivals Lounge
- VIP section

