

Travel Summary

Retirees

Surviving Spouses/Domestic
Partners of Retired Employees

Surviving Spouses/Domestic
Partners of Active Employees



Inside this brochure you will find guidelines that are designed to make your stand-by travel experience on United®, Ted™ and United Express® a pleasant one.

 **UNITED**

Retiree Travel Card

If you do not receive your retiree travel card, please call the United Benefits Service Center at 1-888-825-0188. Should your card be lost or stolen, please write to United, WHQHR-Travel Benefits, P.O. Box 66100, Chicago, Illinois 60666 and include a check or money order (cash will not be accepted) for \$15 to replace your card. Your travel card cannot be replaced prior to receipt of the replacement fee.

Note: Not all travel cards are magnetically encoded.

If the EasyCheck-in kiosk cannot identify you when you swipe your travel card, you may use a credit/debit card or you may enter your employee ID/file number to identify yourself.

Eligible Travel Dependents

If you are a retired employee with retiree travel privileges, the following individuals are also eligible:

- Your spouse or qualified domestic partner;
- Your financially dependent unmarried children, stepchildren and approved "other" dependents under the age of 25;
- Your approved disabled children regardless of age; and
- Your parents

If you are the surviving spouse/surviving domestic partner with travel privileges, the following individuals are also eligible:

- Your eligible financially dependent unmarried children, stepchildren and approved "other" dependents under the age of 25; and
- Your approved disabled children regardless of age.

In order for your dependents to be eligible for travel privileges, they must have been listed and showing as an eligible dependent on the employee's/retiree's travel privileges prior to the death of the employee/retiree. These privileges continue indefinitely unless you remarry/re-register at which time travel privileges for you and any dependent children will end.

There are special eligibility rules for domestic partners, disabled children and "other" dependents. For details about dependent eligibility, please call the United Benefits Service Center at 1-888-825-0188.

Flight Listing

If you have Internet access, you can list via WebList on SkyNet. Log onto SkyNet at <http://united.intranet.ual.com>. You can also call 1-800-UAL-LIST (1-800-825-5478). You must list at least four hours before your flight for domestic travel and 12 hours prior to your international flight. Failure to list can result in meal shortages, but remember that a meal ordered for a non-revenue passenger may be needed for a revenue passenger. Multiple listings for the same flight segment or the same destination are not required and not permitted. If your plans change, it is your responsibility to cancel your flight listing.

Discount 20 Positive Space Travel Program

Retirees, surviving spouses/surviving domestic partners and their travel eligible can now purchase revenue tickets on SkyNet using the 20% (EMP20) discount. This new option is offered in addition to the existing 1-800-UAL-LIST (1-800-825-5478) booking process. To access the new online feature, visit SkyNet's Travel tab and click Employer Discount 20 Program under Travel Programs. The Employer Discount 20 Program page provides specific details about the discount as well as a button for online ticketing. Keep in mind, full payment is required at the time of purchase. Ticketing at 1-800-UAL-LIST (1-800-825-5478) requires a credit card payment. All Fare rules apply.

Emergency Travel on United

You and your spouse or qualified domestic partner are eligible for free emergency roundtrip transportation (BP-3 positive space) when either of you becomes ill while traveling. Contact Aero Medical at 1-800-825-6331 to request emergency travel. Other dependents are not eligible for emergency transportation.

Your spouse or qualified domestic partner will also be provided with roundtrip emergency transportation (BP-3 positive space) to accompany your remains to where you wish to rest after your death. He or she should contact Aero Medical at 1-800-825-6331 for a shipment of human remains and emergency travel request. After your death, your surviving spouse or qualified domestic partner is no longer eligible for emergency transportation.

United Express®

When flying on a United Express (UAX) carrier, use the same listing process as you do for a mainline United flight. List be calling 1-800-UAL-LIST (1-800-825-5478) or via Weblist on SkyNet. Effective April 1, 2008, the boarding priority for retirees, surviving spouses/surviving domestic partners and their travel eligibles on UAX flight will be as follow:

- 1) UAX employees flying on their company's own aircraft,
- 2) United employees, retirees and travel eligibles will board based on company seniority date or years and months of service (BP8A), according to company travel policy and
- 3) UAX employees not traveling on their own UAX aircraft.

Retiree Interline Travel

U.S.-based retirees and their eligible dependents (who appear in their Apollo profile) may purchase interline tickets by calling the Interline Pleasure Travel Desk in Reservations at 1-888-874-1581. The line will be open Monday through Friday from 7:00 a.m. to 9:00 p.m. Central time and on Saturday and Sunday from 7:00 a.m. to 7:00 p.m. Central time. When calling the Interline Pleasure Travel Desk, be ready with your itinerary, the names of the people traveling,

approximate dates of travel, your United employee ID (file number), the mailing address for tickets, the preferred method of delivery and credit card number (if paying by credit card). Allow five to seven business days for tickets to arrive by mail if paying by credit card and 10 business days if paying by check. Both U.S. and international retirees can still be ticketed for interline travel at airport lobby positions too. Please review Interline Carrier Agreement page on SkyNet prior to calling the Interline Pleasure Travel Desk. U.S. employees can also e-mail their request to: interlinepleasuretrl@united.com.

Most of our Star Alliance® partners offer United retirees and their eligibles expanded privileges not usually offered by other carriers. Some of these partners also offer companion travel. Carrier agreements may be found on SkyNet > Travel > Interline Travel Benefits > Individual Carrier Agreements. Please note that some airlines may not provide travel privileges to domestic partners. The surviving spouse/surviving domestic partner of an active employee or retiree is not eligible for interline travel privileges.

Companion Travel

Retirees are eligible to continue using their companion travel privileges. Retirees are allocated 24 companion flight segments a year. All policies and procedures are the same as for employee companion travel. If more than 24 companion flight segments are flown you will be subject to full fare reimbursement and disciplinary action up to and including loss of travel privileges. Surviving spouses/surviving domestic partners are not eligible for companion travel privileges.

Please refer to the Companion Travel Guide and Brochure on SkyNet > Travel > Companion Travel Information for more companion travel information.

Space-Available Travel Checklist

- All space-available travelers should arrive least one hour prior to domestic flight departures and two hours prior to international flight departures.
- Be sure you have a current flight listing prior to arriving at the airport.
- Check-in for flights on-line at united.com/employeeetravel or at an EasyCheck-in unit, if it is available at the airport.
- At the EasyCheck-in unit, touch the screen to begin. Start EasyCheck-in by touching the "Employee Pass Travel" button. Then, enter the employee ID/file number of the sponsoring employee/retiree. A credit/debit card issued in the name of the traveler may be used to identify and authenticate the traveler — no charges will be incurred. You may also enter your PNR or your employee ID/file number if a credit card is not available.
- Follow the screen prompts to complete check-in. Take the departure management card issued for travel and proceed

through security. When and if your name is called, the gate CSR will provide you with a boarding pass.

- Please do not impede the check-in of revenue customers and stay clear of the check-in podium. Seats are assigned by the Customer Service Representative approximately 20 minutes prior to departure.
- A maximum of one carry-on bag and one personal item, such as a purse, briefcase, or laptop computer is allowed per traveler within the United States and internationally. Items must fit under the seat or in the overhead bin.
- Dress appropriately for the class of service desired.
- Have passport and/or visa ready when traveling internationally.

Service Charges

Service charges recover United's cost for providing pleasure travel. In addition to the service charges, the U.S. Percentage Transportation Tax (7.5%), the U.S. Domestic Segment Tax (\$3.30 USD) and the U.S. Security Services Fee (\$2.50 USD), if applicable, are collected for pleasure travel on United. Other taxes and fees may apply for international travel on United and Ted. Service charges are currently waived for travel on United Express. For more information and to access the Service Charge Calculator, see the Travel section on SkyNet. You can log on to SkyNet at <http://united.intranet.ual.com>. All billing inquiries should be directed to Revenue Accounting:

- **by telephone**
847-700-1598 Monday-Friday 9 a.m.-noon Central time
- **by e-mail**
employee-pass@united.com
- **by fax**
847-700-1452
- **by mail**
United
Attn: WHQAK—Revenue Accounting Pass Bureau
P.O. Box 66282
Chicago, Illinois 60666

You will be invoiced at your home address for travel service charges and applicable taxes and fees. Please keep in mind that you are responsible for payment of flight charges, for following travel policies and for keeping your mailing address current in company records.

Failure to pay service charges, taxes and fees within 90 days of the invoice date will result in suspension of your travel privileges. The suspension continues until full payment is received. The second occurrence of non-payment will result in the suspension of your travel privileges for 12 months after full payment is received. The third occurrence of non-payment will result in the permanent loss of all travel privileges. The company

reserves the right to amend, delete or modify these travel benefit policies and provisions with or without prior notice.

Responsibility and Accountability

- It is your responsibility to know all of the travel restrictions and to possess the documentation needed for your destination.
- You are responsible for the payment of all travel service charges and any applicable taxes and fees. Non-payment of travel charges will result in suspension or permanent revocation of your travel privileges.
- You are held personally responsible for your conduct and the conduct of all space-available travelers that you sponsor. It is also your responsibility to inform those using your travel privileges about the travel rules and the dress code. Misuse of travel privileges may result in suspension or permanent revocation of your travel privileges.
- Travel for you and your sponsored space-available travelers is restricted to pleasure travel only. This benefit can not be used for personal financial gain or in the interest or furtherance of any other businesses, including self-employment or consulting.
- It is your responsibility to contact the United Benefits Service Center at 1-888-825-0188 when you have a change in address or to the status of any of your eligibles.
- The company reserves the right to amend, delete or modify these travel benefits policies and provisions with or without prior notice.

Dress Code

United has guidelines regarding appropriate attire for space-available travel and must insist upon the following standards of dress and appearance:

- **Unacceptable attire – any class of service:** Worn or frayed clothing with patches or designer holes, sweat clothing or workout attire, T-shirts, bare feet, bathing suits, beach sandals, bare midriffs, mini skirts, halter or bra tops, sheer or see-through clothing, tank tops, sleeveless muscle shirts and undergarments worn as outer garments.
- **Unacceptable attire – First class or business class:** All of the above as well as any type of jean, denim or denim-looking clothing (any color), athletic shoes,* hiking or military style boots, skin tight or form-fitting pants (except when worn with a mid-thigh length top), shorts and baseball caps.

*Acceptable if accompanied by physician's note stating medical necessity.

Ties or jackets are not required in any class of service. Please note that Customer Service makes the final determination whether an employee or eligible is dressed appropriately.

Boarding Priorities

Retirees With 25 or more Years of Service (Travel Plan A)

Eligible	Travel With Retiree	Travel Without Retiree
Retiree	BP-6B	-----
Spouse/ Domestic Partner	BP-6B	BP-6B
Children (under 22)	BP-6B	BP-6B
Children (22 but not yet 25)	BP-6B	BP-6B
Disabled children (any age)	BP-6B	BP-6B
Other Dependents (under 22)	BP-6B	BP-6B
Other Dependents (22 but not yet 25)	BP-6B	BP-6B
Parents	BP-6B*	BP-8B
Spouse/Dependent/ Parent traveling with 1 or 2 companions	-----	BP-8B
Spouse/Dependent/ Parent traveling with 3 or more companions	-----	BP-8C
1 Companion	BP-8A	BP-8C
2 Companions	BP-8B	BP-8C
3 or more Companions	BP-8C	BP-8C

Please note that all international travel is at BP-8A.

Retirees With Less Than 25 Years of Service (Travel Plan B)

Eligible	Travel With Retiree	Travel Without Retiree
Retiree	BP-8A	-----
Spouse/ Domestic Partner	BP-8A	BP-8A
Children (under 22)	BP-8A	BP-8A
Children (22 but not yet 25)	BP-8A**	BP-8B
Disabled children (any age)	BP-8A	BP-8A
Other Dependents (under 22)	BP-8A	BP-8A
Other Dependents (22 but not yet 25)	BP-8A**	BP-8B
Parents	BP-8A**	BP-8B
Spouse/Dependent/ Parent traveling with 1 or 2 companions	-----	BP-8B
Spouse/Dependent/ Parent traveling with 3 or more companions	-----	BP-8C
1 Companion	BP-8A	BP-8C
2 Companions	BP-8B	BP-8C
3 or more Companions	BP-8C	BP-8C

Surviving Spouse/Domestic Partner of Retiree With 25 or More Years of Service (Travel Plan A)

Eligible	Travel With Surviving Spouse/ Domestic Partner	Travel Without Surviving Spouse/ Domestic Partner
Surviving Spouse/ Domestic Partner	BP-6B	-----
Children (under 22)	BP-6B	BP-6B
Children (22 but not yet 25)	BP-6B	BP-6B
Disabled children (any age)	BP-6B	BP-6B
Other Dependents (under 22)	BP-6B	BP-6B
Other Dependents (22 but not yet 25)	BP-6B	BP-6B
All the Above: International	BP-8A	BP-8A

Surviving Spouse/Domestic Partner of Retiree With Less than 25 Years of Service (Travel Plan B)

Eligible	Travel With Surviving Spouse/ Domestic Partner	Travel Without Surviving Spouse/ Domestic Partner
Surviving Spouse/ Domestic Partner	BP-8A	-----
Children (under 22)	BP-8A	BP-8A
Children (22 but not yet 25)	BP-8A**	BP-8B
Disabled children (any age)	BP-8A	BP-8A
Other Dependents (under 22)	BP-8A	BP-8A
Other Dependents (22 but not yet 25)	BP-8A**	BP-8B

Surviving Spouse/Domestic Partner (Travel Plan W)

Eligible	Travel With Surviving Spouse/DP	Travel Without Surviving Spouse/DP
Surviving Spouse/ Domestic Partner	BP-8A	-----
Children (under 22)	BP-8A	BP-8A
Children (22 but not yet 25)	BP-8A	BP-8B
Disabled children (any age)	BP-8A	BP-8A
Other Dependents (under 22)	BP-8A	BP-8A
Other Dependents (22 but not yet 25)	BP-8A	BP-8B

* In order to travel at BP-6B (North America) or BP-8A (International), parents must be accompanied by either the retiree or the retiree's spouse/domestic partner. North America includes Alaska, Hawaii, Canada, Mexico, U.S. Virgin Islands and Puerto Rico.

** In order to travel at BP-8A, children and other dependents age 22 but not yet 25, and parents must be accompanied by either the retiree/surviving spouse or the retiree's spouse/domestic partner.