United Amenity Funds
for Corporations

A STAR ALLIANCE MEMBER

UNITED

Program Guidelines

Redemptions must follow all required parameters, such as availability, days before departure, etc.

All fees, services, and products not included in Amenity Funds must be paid using an eligible form-of-payment.

- Once redeemed, funds redeemed are non-refundable.
- Unused funds cannot be converted into cash, used to purchase traveler amenities or rollover into future contract periods.

Program Terms

All Amenity Fund parameters are subject to the following:

1. **Allowed on revenue published fares on 016 ticket stock** (unless noted in Additional Requirements) only issued by agencies or United Airlines, including Direct Connect (i.e., Concur TripLink, Traxo, Chrome River, etc.) and united.com.
2. **Not valid on: Base option for United Polaris Business and Premium Plus economy, and Basic Economy branded fares** (including -LGT fares), or group bookings.
3. **JV partners** (LH, SN, OS, LX, AC, NH) are allowed on itinerary and ticket on select waivers. Check each waiver for validity and details.
4. **Fixed fares are not eligible** for Amenity Fund redemption, except where noted in the "Additional Requirements”.

Unless otherwise noted, all waivers are available for international and domestic itineraries and for all fare classes. Check each waiver for validity and details.

Pricing and parameters are subject to change.

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Updated: July 2026

United Amenity Funds cannot be used for: Base option for United Polaris Business and Premium Plus economy, and Basic Economy branded fares (including -LGT fares).

Service		Amenity Fund Pricing	Applicable with JV Partners on ticket/PNR? (LH, SN, OS, LX, AC, NH)	Seat Availability	Grant Days Before Dept	Additional Requirements
Names	**Name Change** (formerly Corporate Value Transfer) -The policy and flexibility stay the same.	**$0 for Corporate accounts**	No (see additional requirements)	NA	Any	Original wholly unused ticket may only have UA/UAX and JV partners space, however NEW ticket cannot have any OA space or codeshare flights- it must be ticketed on and wholly operated by United. Add/collect for difference between old and new ticket must be paid by passenger (not eligible for payment by Amenity Fund). Waiver can be used for a lower fare but any residual balance is forfeit - no refunds will be given. Can be used for past date tickets, but ticket must still be valid. **Penalty fee may also apply.**
Penalty fees and refunds	**Penalty/Change Fee**	**$0 for tickets within and from the U.S.** **$300 International** (see Additional Requirements)	JV partner allowed on ticket.	NA	Any	For **tickets issued on/after March 3, 2020**, $0 Penalty/change fee for the following: - Within the U.S. including Alaska, Hawaii, the U.S. Virgin Islands and Puerto Rico - Between the U.S. and Mexico or the Caribbean - To other international destinations from the U.S. International point-of-origin: $300 Penalty/change fee For **tickets issued before/on March 2, 2020**: - Travel within the U.S.: $200 Penalty/change fee - U.S. point-of-origin to any international destination: $300 Penalty/change fee Amenity funds will only cover the cost of the penalty associated with the exchange fee. Refund penalties or collection of add/collects associated with the difference in fares are not allowed for payment under the Amenity Funds. Must be a through fare. No broken or point to point fares.
Ticketing and booking classes	**AP - 3 day**	**Fare Differential**	JV partner allowed on ticket.	NA	1-2	**Allows customer to purchase one AP level back** from PNR qualification (e.g., Travel is in 1D. Look at today's tariff for 3D AP. If no 3D AP in tariff, look for next "shortest" AP.) **Applies to new purchase or exchange of wholly unused ticket** **Any AP level in these markets: ATL, CLT, DCA, DTW, DFW, LAX, LGA, MIA, MSP, ORD, PHL, PHX, SEA, SLC** Upgrade permitted on United -UP/-UPDI or KN/FN fares if Business/First bucket available. No overbooking. Check fare rules for applicable upgrade class(es). Booking code must be available for AP waiver, no inventory conversion permitted.
	AP - 7 day				3-6	
	AP - 10 day				7-9	
	AP - 14 day				10-13	
	AP - 21 day				14-20	
	AP - 30 day				21-29	
	Class Conversion - Permits conversion to a booking code that is unavailable on an **unticketed PNR cancelled in error** as noted in Additional Requirements -	**$200**	JV partner allowed on ticket. Booking code conversion is valid on UA flights only.	NA	Any	Waiver for original booking code if **next** lowest booking code (up **one** bucket from original) is available. If one bucket up is not available, may book **one** bucket **down** from lowest available booking code. (example: Original is W, but lowest available is H, you can convert one bucket down to Q) Reinstate **within 1 day of cancellation**. Waiver can only be provided to complete a party, not an itinerary. Valid on UA/UAX flights.
	Upgrade Inventory Conversion - Upgrade clearance when inventory is unavailable	Business (including Polaris) or First - **$350** (upgrade to Polaris First not applicable)	JV partners are allowed on the ticket. The upgrade conversion is valid on UA segments only	Business or First (including Polaris) Business: Must have 5 seats remaining post waiver	4+ hours – 2 days	Customer must have electronic upgrade certificate (Customer Upgrade Bank/CUB or individual upgrade). Terms and conditions specified on certificate apply. Available for International PNRs only. Not eligible if customer is checked in on the flight. Valid UA/UAX only.

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Service		Amenity Fund Pricing	Applicable with JV Partners on ticket/PNR? (LH, SN, OS, LX, AC, NH)	Seat Availability	Grant Days Before Dept	Additional Requirements
Ticketing waivers	**Guaranteed Airfare/Expired Fare** Allows ticketing of expired fare (not in market) additional 24 hours	**$0**	JV partner allowed on ticket.	NA	Any	Fare must be stored and no changes have been made to the PNR. Charge only applies if extending past: - Domestic standard 24-hour rule for total of 48 hours - International 72-hour rule (if applicable) for total of 96 hours
	Missed Ticketing/Ticketing Time Limit Allows ticketing additional 24 hours after auto-cancel	**$200**	JV partner allowed on ticket.	NA	Any	Must be a through fare. No broken or point to point fares. Fare rules that applied at time of booking (AP, Min/Max, etc) must be met at time of ticketing.
	Suspended Tickets / Ticket Status Change - Reinstate zero value / suspended ticket	**$100 Domestic and International**	JV partner allowed on ticket.	NA	Any	Add/collects not covered. Suspended ticket is a PNR that is not cancelled prior to flight time. Ticket must still be valid at the time of the request. Must be a through fare. No broken or point to point fares.
	Time/Stay (waive min/max **OR** day/time requirement)	**$350**	Yes	NA	NA	Waiver can only be provided on ticketed PNR. Waiver allowed only after the outbound flight(s) has been flown. Must be a through fare. No broken fares.
Seats	**Economy Plus® Access**	**Domestic^ and International^**	JV partners are allowed on the ticket. Economy Plus and Preferred Seating is valid on UA only.	NA	Any	**^ Domestic:** 50 US, Canada, Caribbean, Mexico, Central America, Guam (GUM) to Asia, Intra-Micronesia (excluding GUM-Hawaii) and Intra-Asia **^ International:** All other areas, excluding 50 US, Canada, Caribbean, Mexico and Central America *May be applied to all united.com bookings including Industry Reduced Travel (ER1181/Travel Certificate, CD75, and TMC Ticket Incentives) Pricing reflects **per segment** charge. Charge does not apply for a non-premier member traveling with a premier member on the same itinerary or PNR. Charge would apply to open up seating for Premier Silver member prior to 24 hours before departure. JV partners can be on the ticket/PNR but Economy Plus and Preferred Seating only applies to UA/UAX flights. Allowed on revenue published fare 016 and Star Alliance partner ticket stock.
	Preferred Seating - Standard legroom, seats closer to the front of the aircraft in the first few rows behind Economy Plus ®	Prices vary based on multiple factors (e.g. aircraft, seat type, origin/destination, etc.)				

All other fees, services, and products not in the Amenity Fund matrix will be subjected to payment via credit card, cash, or check. (Ex. Add-collects, memberships, upgrades, Economy Plus access, airline tickets, travel vouchers, and penalties incurred for refunding a ticket).

All Amenity Fund services are subject to the following: 1. Allowed on revenue published fare 016 revenue tickets only issued by agency/corporate account or United ATO, CTO, reservations or united.com, including Direct Connect (i.e., Concur TripLink, Traxo, Chrome River, etc.) bookings. **2.** United Amenity Funds cannot be used for: Base option for United Polaris Business and Premium Plus economy, and Basic Economy branded fares (including -LGT fares). **3.** United Amenity Funds cannot be used on tickets issued with group bookings. **4**. JV partners (AC, LH, LX, NH, OS, SN) are allowed on itinerary and ticket on select waivers/favors. Must be on through fares; No broken or point to point fares (unless noted). **5**. Amenity Fund Program subject to change

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