

# United Amenity Funds for TMC

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.
- Quarterly payments occur 45-60 days after the quarter ends.
- Unused funds cannot be converted into cash, used to purchase traveler amenities or rollover into future contract periods.



## Program Terms

### All Services 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 Basic Economy** branded fares (U.S. domestic and international, 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.

# Amenity Funds for TMCs



Updated: October 2022

**Basic Economy branded fares (U.S. domestic and international, including -LGT):** Due to the highly restrictive nature of this fare category, Amenity Funds **cannot** be used for tickets issued with Basic Economy fares.

| Service   |   | Corporate, Agency or Both | Amenity Fund Pricing | Applicable with JV Partners on ticket/PNR? (LH, SN, OS, LX, AC, NH) | Seat Availability | Grant Days Before Dept | Additional Requirements   |
|---|---|---------------------------|----------------------|---|-------------------|------------------------|---|
| <br><b>Names</b> | <b>Agency Name Change</b><br>(with Services Funds)<br><br>- New name for Ticket Value Transfer<br><br>- The policy and flexibility stay the same. | A                         | \$100                | 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).<br>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.<br><b>Penalty fee may also apply.</b>   |
|   | <b>Agency Name Change</b><br>(with credit card)<br><br>- New name for Ticket Value Transfer<br><br>- The policy and flexibility stay the same.    | A                         | \$100                | No (see additional requirements)                                    | NA                | Any                    | To be used when Services Funds have been depleted or customer requests to pay for fee using a credit card. 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. <b>Name Change fee, penalty fee and any other applicable add/collects need to be collected by the TMC agent via credit card.</b> 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. |
|   | <b>Name Correction</b><br>(to match government issued ID)   | B                         | \$0                  | No  | NA                | Any                    | Name corrections include: spelling errors, reversed first and last name, obvious typos, correction of a common nickname, or correction of surname due to marriage or divorce.   |



