## United Amenity Funds for TMC

A STAR ALLIANCE MEMBER ☆

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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.



## 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
Names	Agency Name Change (with Services Funds) - New name for Ticket Value Transfer - 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). 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>Penalty fee may also apply.</b>
	Agency Name Change (with credit card) - New name for Ticket Value Transfer - 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. Name Change fee, penalty fee and any other applicable add/collects need to be collected by the TMC agent via credit card. 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.
	Name Correction (to match government issued ID)	В	\$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.

	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
Penalty fees and refunds	Penalty/Change Fee	В	\$0 for tickets within and from the U.S. \$300 International (see Additional Requirements)	JV partner allowed on ticket.	NA		For <b>tickets issued on/after March 3, 2020</b> , \$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 fee For <b>tickets issued before/on March 2, 2020</b> : - 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 AP – 7 day AP – 10 day AP – 14 day	В	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
	AP – 21 day AP – 30 day					21-29	Upgrade permitted on United -UP/-UPDI or KN/FN fares if Business or First class (including Polaris) bucket is available. No overbooking. Check fare rules for applicable upgrade class(es). Booking code must be available for AP waiver, no inventory conversion permitted.
	Class Conversion - Permits conversion to a booking code that is unavailable on an unticketed PNR canceled in error as noted in Additional Requirements	В	\$200	JV partner allowed on ticket. Booking code conversion is valid on UA flights only.	NA	Any	Waiver for original booking code if <b>next</b> lowest booking code (up <b>one</b> bucket from original) is available. If one bucket up is not available, may book one bucket <b>down</b> from lowest available booking code (example: Original is W, but lowest available is H, you can convert one bucket down to Q). Reinstate <b>within 1 day of cancellation</b> . Valid UA/UAX only. Waiver can only be provided to complete a party, not an
	Upgrade Inventory Conversion - Upgrade clearance when inventory is unavailable	В	Business (including Polaris) or First - <b>\$350</b> (upgrade to Polaris first not allowed)	JV partner allowed on 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	itinerary. on UA/UAX flights. 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.

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	
L Ticketing	Guaranteed Airfare / Expired Fare -Allows ticketing of expired fare (not in market) additional 24 hours	В	\$0	JV partner allowed on ticket.	NA	Any	<ul> <li>Fare must be stored and no changes have been made to the PNR. Charge only applies if extending past:</li> <li>Domestic standard 24-hour rule for total of 48 hours</li> </ul>	
	Missed Ticketing / Ticketing Time-Limit - Allows ticketing +24 hours after auto-cancel	В	\$200	JV partner allowed on ticket.	NA	Any	<ul> <li>International 72-hour rule (if applicable) for total of 96 hours</li> <li>Must be a through fare. No broken or point to point fares.</li> <li>Fare rules that applied at time of booking (AP, Min/Max, etc.) must be met at time of ticketing</li> </ul>	
	Suspended Tickets /Ticket Status Change - Reinstate zero value / suspended ticket	В	\$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.	
	<b>Time / Stay</b> - Waive min/max or day/time requirement	В	\$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.	
لنے Seats	Economy Plus® Access	В	Domestic^ and International^ Prices vary based on	JV partner allowed on ticket. Economy Plus and Preferred Seating are valid on UA only.	NA	Any	<ul> <li>^Domestic: 50 US, Canada, Caribbean, Mexico, Central America, Guam (GUM) to Asia, Intra-Micronesia (excluding GUM- Hawaii) and Intra-Asia</li> <li>^ International: All other areas, excluding 50 US, Canada, Caribbean, Mexico and Central America</li> <li>*May be applied to all united.com bookings including Industry Reduced Travel (ER1181/Travel Certificates,</li> </ul>	
	Preferred Seating - Standard legroom, seats closer to the front of the aircraft in the first few rows behind Economy Plus ®		(e.g. aircraft, seat type, origin/destination, etc.)				CD75, and TMC Ticket Incentives) Pricing reflects <b>per segment</b> charge. Charge doesn't apply for non-Premier traveling with Premier on same itinerary or PNR. Charge applies to open seat for Premier Silver prior to 24 hours before departure. JV partners can be on 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.	

All other fees, services, and products not in the Amenity Funds matrix will be subjected to payment via credit card, cash, or check. (Ex. Add-collects, airline tickets, travel vouchers, refund cancellation fee, etc.).

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

Updated: October 2022