

Emergency Pass Travel Policy

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# Emergency Pass Travel Policy

## Overview:

Your United family is thinking of you in these difficult times. Our emergency travel policy provides our United, UGE, UAFC, and United Aviate Academy employees with roundtrip positive space pass travel privileges in the event of a qualified emergency. A qualified emergency is a critical illness/injury (life threatening) or death of an immediate family member listed below (see relationship definitions section). Positive space travel means the traveler will be confirmed in economy with a space available upgrade to premium cabins. Travel is valid only on United and United Express and not valid on other airlines, including United's alliance partners or code share partners.

Who is eligible for positive space emergency travel?	When is positive space emergency travel used? Critical Illness/injury (life threatening) or death of these immediate family members (see relationship definition section below)
<ul style="list-style-type: none"> <li>Employee (includes COLA*, military leave*, PVSL*, Pilot furlough*)</li> <li>Employee's Spouse/Domestic Partner</li> <li>Employee's children under age 26 (legal, adopted, step, disabled or foster)</li> </ul>	<ul style="list-style-type: none"> <li>Employee</li> <li>Spouse/Domestic Partner</li> <li>Child #</li> <li>Parents #</li> <li>Sibling #</li> <li>Grandparent #</li> <li>Grandchild #</li> <li>Great-Grandparent #</li> <li>Great-Grandchild #</li> </ul>
<ul style="list-style-type: none"> <li>Employee's adult children over 26 (legal, adopted, step) *</li> <li>Employee's parents</li> <li>Primary enrolled friend * (if no Spouse/Domestic Partner on profile)</li> </ul>	<ul style="list-style-type: none"> <li>Employee</li> <li>Employee's Spouse/Domestic Partner</li> <li>Employee's/Spouse's/Domestic partner's child (regardless of age)</li> <li>Employee's/Spouse's/Domestic Partner's parent</li> </ul>
<ul style="list-style-type: none"> <li>Retiree *</li> <li>Retiree's Spouse/Domestic Partner *</li> </ul>	<ul style="list-style-type: none"> <li>Retiree</li> <li>Spouse/Domestic Partner</li> </ul>
<p><i>Only eligible if they <b>become critically ill (life threatening) while traveling</b>. In event of the <b>death of the retiree while traveling</b>, the surviving spouse or domestic partner will be provided positive space emergency travel to accompany the retiree's remains. Supporting documents must be provided upon request.</i></p>	
Not eligible for positive space emergency travel	
<ul style="list-style-type: none"> <li>Enrolled friend</li> <li>Extended family buddies (excluding adult child)</li> <li>Regular buddies</li> <li>Temporary/ vendor/contract employees</li> <li>Separated employees</li> <li>Early out participants</li> </ul>	<ul style="list-style-type: none"> <li>Surviving spouse/domestic partner</li> <li>Surviving children</li> <li>Former employees</li> <li>United Express partner employees, retirees and their pass riders</li> <li>Furloughed employees</li> <li>Retiree pass riders</li> </ul>

\* Request booking assistance via [Help Hub](#)

# Includes domestic partner's

Immediate family relationship definition (supporting legal documents must be on file or provided upon request):

- Spouse/domestic partner:** Legally recognized by your local, state/provincial or federal government or as recognized by United
- Child:** Legal, step, adopted, children for whom you have legal guardianship or in-laws
- Parent:** Legal, step, adopted or in-laws
- Sibling:** Legal, step, adopted or in-laws
- Grandparent:** Legal, step or grandparents by legal adoption or in-laws
- Great-grandparent:** Legal, step or great-grandparents by legal adoption or in-laws
- Grandchild:** Legal, step or grandchildren by legal adoption or in-laws
- Great-grandchild:** Legal, step or great-grandchildren by legal adoption or in-laws

## Boarding Priority:

The boarding priority for qualified emergency travel for all employees is **PS5E**, plus years of service to the company as shown in the employee/retiree's travel profile. Travel is permitted in economy class with a space-available upgrade to premium cabins.

## Must Ride Status:

- Must ride status may be declared on **outbound flights** only when load factors would necessitate denied boarding and later flights would not meet the pass rider's immediate Emergency needs.
- Must ride status is not applicable on the return flight.

## How to book emergency travel

### Employees

You can use [employeeRES](#) or the United app to book qualified emergency travel. In "Flight Search", select "Emergency Travel" as the travel type, select the nature of the emergency, who it involves and then complete the booking as usual. The boarding priority is PS5E and travel is permitted in economy with a space available upgrade to premium cabins. So, please do not create a space available listing.

Once your booking is created you will receive an email confirmation (if you entered one); **please share this and your employee ID number with your manager or approved authorizer, as they need your record locator to approve and ticket your trip within 72 hours of booking your travel.** Your trip is not eTicketed until your Manager authorizes it in employeeRES.

Note: if you need positive space emergency travel booked for your primary enrolled friend, foster child or adult buddy child (over the age of 26) or you do not have access to employeeRES, the Employee Travel team will be happy to assist. Fill out this [Help Hub request](#) and we'll take care of the booking. You will still need to share the confirmation number (PNR) with your leader for authorization in employeeRES. For Help Hub cases submitted from your leader or HR Manager on your behalf, we will take care of the booking and ticketing.

### Managers and approved authorizers

You are not notified when your employee books emergency travel. Once you have received their emergency travel confirmation number, you'll need to authorize and eTicket their booking by going to [employeeRES](#), selecting "Travel Authorization" and entering the information requested. **Remember, you have 72 hours from the time the booking was created to authorize their trip.**

### Retirees

Qualified emergency pass travel for retirees must be booked and ticketed by the Employee Travel team. Please do not contact the ePass Desk, as they are unable to assist.

- Submit a request using [Help Hub](#) with emergency travel information (routing, travel dates, traveler names and emergency details).
- The ETC is open seven days a week from 7 a.m. to 7 p.m. CT.

## Human remains acceptance

Airline Mortuary Services (AMS) is a division of Cargo that handles the air transportation of human remains onboard United aircraft. AMS works directly with funeral homes to arrange this service. For more information, contact the Airline Mortuary Services team at 1-855-822-2737 or email [TrustUA@united.com](mailto:TrustUA@united.com).

### **Additional information:**

- The intent of emergency travel is to get you to your family emergency right away. Typically, travel should be flown within a few days of when the death or critical illness/injury occurs. For instances outside of a few days, please consult with your leadership before booking your trip.
- "Must ride" status is a declaration when immediate travel is needed during an oversale situation. This status may only be declared on outbound flights when load factors would necessitate denied boarding and later flights would not meet the pass rider's immediate emergency needs.
- Emergency travel for non-dependent children age 18 until they attain age 26, adult children and domestic partners is taxable under internal revenue code regulations and is subject to tax and tax withholding for the value of the travel.
- Emergency travel requests from employees on other types of leaves will be reviewed on a case-by-case basis for authorization by appropriate leadership.
- Positive space emergency travel is not applicable if you or your family member has to travel for a medical procedure, including childbirth, or reoccurring doctor's visits except for travel as part of the [Carrum Health and Centers of Excellence \(COE\) program](#).
- Travel under the [Carrum Health and Centers of Excellence \(COE\) program](#) will be booked by the Employee Travel Center at the request of Carrum Health.
- United reserves the right to request documentation supporting emergency travel, such as a letter from a doctor or hospital, a death certificate, newspaper death announcement or obituary, or a letter from a funeral home.