



Our Pass Travel Liaison, Jim Morehead, has brought to our attention the fact that the non-rev, space available travel policy at United has changed. For those who have not seen this announcement on the United website or social media, it is being posted here. Questions can be directed to Jim at [moreheadjames@aol.com](mailto:moreheadjames@aol.com).

## Temporary updates to space-available travel

As more cities and states begin to open up, we expect to see more customers return to our flights. While that's good news for our load factors, we want to do everything we can to help, including promoting social distancing wherever possible.

We're taking many steps to keep employees and customers safe including mandating face coverings, introducing electrostatic sprayers to clean our aircrafts and using state-of-the art HEPA filters to circulate the air in our cabins. But, to provide options for customers to social distance while onboard we are also introducing temporary changes to some customer and employee policies.

Starting May 19 and through at least June 30, we'll allow customers on flights that we expect to be above 70% full capacity to choose to rebook on a different flight or receive a travel credit. Read more on this change in [The Plane Facts](#). Given this temporary change in customer policy, **flights boarded to more than 70% of the aircraft's capacity with revenue customers will be capped and NRSA passengers will not be cleared for the flight.**

It may seem counter-intuitive: as we all know, travel demand has declined dramatically over the last few months and even though we have reduced our schedule by 90%, the vast majority of our flights are less than half full. However, because our schedule is so reduced, there are a small number of flights where our customers are finding planes fuller than they expect, especially on hub-to-hub routes. **In fact, last week we had about 4% of our flights with revenue passenger load factors over 70% and if you count standby travelers, that goes up to 8%.** This temporary change is also in line with some of our industry peers, who have instituted similar NRSA travel restrictions.

### **How will this work?**

- We're not capping inventory, but instead are offering additional options to customers so they can choose what works best for them.
- When a flight is 70% booked, we'll do our best to notify customers 24 hours in advance with the option to change their flight, if desired. We'll also offer this option at the gate. Then, if the flight boards to 70% of the aircraft capacity with revenue customers, NRSA travelers will not be cleared.
- If a flight is less than 70% boarded, NRSA travelers will be seated until capacity reaches 70%, trying our best to avoid seating employees in a middle seat or other previously restricted seats depending on aircraft configuration. Gate agents will still clear standby customers as they do today, up to 70%.
- A flight could still go out more than 70% full of revenue customers – but once

the 70% point is reached, NRSA's will not be cleared and seated.

- We're not restricting your ability to list – you can still list for any flight, any time.
- You'll see communications through employee booking channels, including employeeRES and the United app.
- Commuting? To support our operation and our Flight Ops and Inflight colleagues, we are offering PS travel for all active pilots and flight attendants commuting to or from their base for a work assignment through June 30. Check your departmental communications for more info.

### **What other efforts are we making to encourage social distancing?**

- Our Network Planning and Operations teams will continually evaluate opportunities for additional capacity (read: upgauging) in markets where we're seeing routinely higher load factors like our hub-to-hub routes. In fact, we've been **upgauging 35-40 flights per day** to help create space.
- **Hot tip:** this is only possible if we have advanced insight on load factors, so pass travelers should **try to list at least 48 hours in advance**.

Keep in mind that on our more popular routes, there is never a guarantee that NRSA travelers will get seated, as has always been the case. myUA20 discount tickets are a great option to guarantee your seat. Read more about your employee travel privileges.

Operational employees should refer to their department communications for additional details related to this policy and new procedures, as applicable.



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