

# 2005 Companion Travel Guide

Dear United Companion Travel Sponsor:

We are pleased to provide you with this 2005 Companion Travel Guide. Beginning on January 1, 2005, all companion travel will be electronic-based and paper tickets will no longer be used. Please take the time to review the program guidelines outlined in this booklet, as many of them have changed due to the elimination of paper companion passes.

The elimination of paper travel passes is just part of a larger initiative to both simplify the travel process for non-revenue travelers and reduce administrative costs at the same time. You can help United minimize the cost to provide travel benefits by using our automated travel management systems whenever possible.

We trust that you will find your companion travel benefits are easier than ever to use. Enjoy!



Sara Fields  
Sr. Vice President, People

## General Information

- Each travel sponsor is allocated and responsible for using no more than 24 non-revenue space available (NRSA) companion flight segments. Each segment can be used for one flight. For example: an ORD-LAX direct round-trip on non-stop flights would require the use of two flight segments whereas a round-trip from ORD to LAX via DEN would require the use of four flight segments.
- United companion flight segments may only be flown on United®, Ted<sup>SM</sup> and United Express®. Companion travel on certain Star Alliance® carriers is handled per interline ticketing procedures; see Series 10 – Employee Travel for details.
- Non-U.S. residents traveling into the U.S. on a companion flight segment are required to carry a copy of their return PNR with them when traveling.
- Companions are responsible for providing the proper documentation required for travel such as government issued IDs, passports, visas, etc.
- Every effort is made to serve onboard meals to stand-by travelers. However, if the number of meals ordered to serve revenue customers is insufficient, NRSA travelers will not receive a meal. NRSA travel charges, where applicable, will be incurred whether or not a meal is provided.
- Companion travel cannot be used in conjunction with company business travel or with working crew members. Companions flying with working crew members or employees who are traveling on business will travel at unaccompanied status.
- A brochure for companion travelers is available on SkyNet > Travel > Companion Travel Information. Print a copy of the brochure and give it to your companion travelers to help them become familiar with companion travel processes and policies.

## Flight Segment Allocation and Management

- On January 1, 2005, all unused 2004 paper companion passes will be converted to electronically stored flight segments that will expire on February 28, 2005.
- On January 1, 2005, your 2005 allotment of 24 companion flight segments will be available for use and will be valid through December 31, 2005, or until termination of employment, whichever occurs first.
- Beginning January 1, 2005, your available flight segments will be shown under [My Coupons](#) in WebList. In Apollo, this information can be displayed by entering \*FND/UAXXXXXX/counts (substitute your six-digit Employee ID/File Number for XXXXXX in the Apollo profile). A completed (flown) companion flight segment will be deducted from the appropriate counter upon the processing of the flight by Revenue Accounting. Please note that it can take five to seven days for the counter to be updated.
- Between January 1, 2005 and February 28, 2005, as companion flight segments are used they will be deducted from your available 2004 allotment. After your 2004 allotment has been exhausted, additional companion segments flown during this period will be deducted from your 2005 allotment. On March 1, 2005, any unused 2004 companion flight segments will be forfeited and only your remaining 2005 companion flight segment balance will be available for use.
- Each travel sponsor is responsible for:
  - 1) Keeping track of the number of companion flight segments used
  - 2) Ensuring that no more than 24 companion flight segments are used per program year.

## Creating Initial Listings

- On or after December 16, 2004, the travel sponsor should use WebList, Apollo or 1-800-UAL-LIST to create the initial listing/PNR. Use of one of these systems by the travel sponsor to list a companion for travel will electronically authorize the companion to use one or more companion flight segments.
- If you are transferred to a representative when using 1-800-UAL-LIST, you must provide the representative with a PIN number to continue the listing process. The default PIN number will be the four-digit year, two-digit month, and two-digit day of your birth date. For example, a birth date of November 1, 1970 would translate to a PIN of 19701101. To change your PIN, go to Options in WebList.
- Companions cannot create their initial listings.
- Travel sponsors must list companions at least four hours before domestic flights and 12 hours for international flights.
- Be sure to provide your companion with your Employee ID/ File Number so they can check in using United EasyCheck-in<sup>®</sup>
- Listing companions for multiple flights on the same day to the same destination is not permitted, nor is it necessary. If the companion cannot be accommodated on their desired flight and there is another flight that day with the same origin and destination, their listing will roll to the next scheduled flight.

## Changing Companion Listings

- After the creation of the initial PNR by the travel sponsor, the companion can make the following changes by calling 1-800-UAL-LIST (1-800-825-5478):

Type of PNR Change	Number of PNR Changes Allowed Before PNR Is Deleted
Date and/or Flight Number	Unlimited
Connecting/Layover Airport	Unlimited
Non-Stop Flight to Connecting Flights or Connecting Flights to Non-Stop Flight	2
Origin and/or Destination (O&D)	Unlimited changes between airports in multi-airport cities or co-terminals (see below) are permitted; no other O&D changes are permitted

- You must provide your Employee ID/File Number to your companion to enable them to change the itinerary.
- If a companion cannot be accommodated on a particular flight, they can change the date and flight within five days of the last authorized flight segment.

## Multi-Airport Cities and Co-Terminals

Multi-airport cities are defined as follows: CHI (Chicago) - ORD/MDW; WAS (Washington, D.C.)- IAD/DCA; and NYC (New York City) - JFK/LGA.

Co-terminals are defined as follows:

BWI-WAS	FLL-MIA	FLL-PBI
MIA-PBI	LAX-ONT	LAX-BUR
LAX-SNA	ONT-BUR	ONT-SNA
BUR-SNA	NYC-EWR	NYC-HVN
NYC-HPN	NYC-ISP	EWR-HVN
EWR-HPN	EWR-ISP	HVN-HPN
HVN-ISP	HPN-ISP	OAK-SFO
OAK-SJC	SFO-SJC	

## Travel for Children

### Unaccompanied children

- Children under five years of age are not eligible for unaccompanied travel using companion flight segment.
- Unaccompanied children ages five through 11 may travel using a companion flight segment in any class of service on flights within and between the U.S., Canada, Mexico, Puerto Rico and the U.S. Virgin Islands and in United Economy<sup>®</sup> on all other routes as long as:
  - The child is brought to the airport of departure by a parent or responsible adult who remains with the child until departure,
  - The parent or adult furnishes satisfactory evidence that the child will be met by another parent or responsible adult at destination,
  - The flight is non-stop from boarding point to destination, and
  - Normal operations are forecast.
- Unaccompanied children ages 12-17 may travel within and between the U.S., Canada, Mexico, Puerto Rico and the U.S. Virgin Islands in any class of service, and in United Business<sup>®</sup> for international travel.

### Accompanied children

- For travel within or between the U.S., Canada, Mexico, Puerto Rico and the U.S. Virgin Islands and for international travel on a 2-cabin aircraft, accompanied children of any age may travel in any class of service.
- For international travel on a 3-cabin aircraft, children may travel in United Business provided they are at least eight years of age and accompanied by an adult. For international travel on a 3-cabin aircraft, children under eight years of age may travel in United Economy.
- Infant companions under age two (lap child) traveling within the U.S. or between the U.S. and Canada do not require a companion flight segment and will not be charged.
- Infant companions under age two (lap child) traveling internationally do not require a companion flight segment but the travel sponsor will be charged 10% of the adult companion service charge. The charge for the infant will be deducted from the employees' paycheck or invoiced according to the normal billing process. Upon check-in for the flight, the companion with a companion infant should advise the Customer Service Representative (CSR) that a seat is not needed for the infant.
- Travel sponsors should not list lap infants because it implies a seat is required. If a seat is requested and assigned to an infant companion under age two, a companion flight segment will be deducted from the travel sponsor's annual allotment and the adult companion fare will be charged.
- The companion service charge for a child age two and older is the same as the adult companion travel charge.

## Dress Code

All space-available pleasure travelers (including employees, retirees, eligible dependents and companions) are expected to dress in accordance with the standards of good taste including being neat, clean and well-groomed. The following attire is unacceptable in any class of service.

- sweatshirts
- flip-flops
- bare feet
- bathing suits
- halter or bra tops
- sleeveless muscle shirts
- leggings
- clothing with offensive terminology and/or graphics
- clothing with holes or ragged edges
- provocative and revealing clothing
- T-shirts
- workout attire
- sweat clothing
- bare midriff
- micro/mini skirts
- sheer/see-through clothing
- tank tops
- beach clothing
- beach footwear
- cut-off clothing

In addition to the items listed above, the following is unacceptable attire in United First® and United Business:

- jeans or denim clothes of any color
- athletic or tennis shoes
- hiking/military style boots
- shorts
- baseball caps
- skin-tight or form-fitting pants without mid-thigh length top

### NRSA Boarding Priorities

United
BP-8A - travel sponsor and one companion
BP-8B - travel sponsor and two companions
BP-8B - travel eligible and one or two companions
BP-8C - travel sponsor or travel eligible and three or more companions
BP-8C - companions traveling without the travel sponsor or travel eligible
United Express based on date and time of check-in
BP-8C - travel sponsor or travel eligible traveling with one or more companions
BP-9 - companions traveling without the travel sponsor or travel eligible

- Boarding priorities cannot be split when traveling with multiple companions on the same flight. For example: If a travel sponsor is traveling with two companions, all three will board at BP-8B. The travel sponsor and one companion cannot board at BP-8A, while a second companion boards at BP-8C.
- If a companion travels on the same flight as a working crew member or an employee traveling on United Business, the companion's boarding priority will be assigned as if they are traveling unaccompanied.
- Boarding priorities will be strictly enforced.

### Companion Upgrades

Companions may stand-by for an upgrade at no additional charge, subject to the following conditions:

- See the Travel for Children section for age restrictions for certain classes of service based on accompanied/unaccompanied status.
- Companions may travel in United Economy or United Business on 3-cabin international flights. To travel in international United First on a 3-cabin aircraft, companions must be at least 18 years of age and accompanied by the travel sponsor.

### Companion Fares

Companion fares are calculated by adding taxes and fees based on the departure and arrival airports to 10 percent of the walk-up, unrestricted, economy-class fare for each one-way flight segment. There is a \$25.00 minimum for a base companion fare; applicable taxes and fees are charged in addition to the base companion fare.

Companion fares can be found on SkyNet by clicking on [Service Charge Calculator](#) in the Travel section. Companion fares are reviewed and updated quarterly and are subject to change.

Charges for companion travel will automatically be deducted from your paycheck or invoiced to your home address if you are not an active U.S.-payroll employee. Employees outside the U.S. may have an alternative payment method.

### Space-Available Travel Checklist

- Dress appropriately for the class of service desired.
- Carry-on baggage limits: A maximum of one carry-on piece and one personal item, such as a purse, briefcase, or laptop computer is allowed per traveler within the U.S. and internationally. Items must fit under the seat or in the overhead bin.
- Check-in using one of United's automated check-in systems: United EasyCheck-in Kiosks<sup>SM</sup>, United EasyCheck-in Curbside with a United Skycap, or via the Internet up to 24 hours before scheduled departure using United EasyCheck-in Online<sup>SM</sup> at [www.united.com/employee-travel](http://www.united.com/employee-travel). Check-in with a CSR should only be done if no other option is available.
- Plan to arrive at least one hour prior to a domestic departure or two hours prior to an international departure to allow sufficient time for check-in and security purposes.
- Present a government-issued photo ID for anyone traveling (age 18 or older).
- Have a passport and/or visa ready when traveling internationally.
- Take a seat in the gate area away from the ticket counter. The companion's name will be called if and/or when his/her boarding pass is ready.
- Cooperate with and do not impede or monopolize the time of the Flight Attendants, CSRs and other employees serving revenue customers.
- Please allow revenue customers to deplane first.

### Reminder

The travel sponsor providing travel privileges to a companion is responsible for the companion's actions both on the ground and in the air — even if they are not traveling together. Therefore, the dishonest use of companion travel privileges, the sale, barter or transfer of companion travel privileges and inappropriate behavior or dress of the companion while traveling could result in revocation of all travel privileges, as well as termination of employment if the travel sponsor is an employee.

Companions should contact the travel sponsor with questions about companion travel, company policy and procedures. Companion travel may be used only for pleasure and is not to be used for business, including self-employment, consulting or commuting to or from work. The Company reserves the right to amend, delete, or modify policies and provisions included in Series 10 with or without notice.

### Additional Travel Program Information

This brochure is only a summary of the companion travel program. For more details about United travel policies, please refer to Regulations Series 10 – Employee Travel, which can be found in the Travel section on SkyNet.

Travel policy questions should be addressed to the United Benefits Service Center at 1-888-825-0188. Employees may also address travel policy questions to their Supervisor.



Avoid check-in lines at the airport: [united.com/employeetravel](http://united.com/employeetravel) allows for check in up to 24 hours before scheduled departure.

For additional information go to [united.com/employeetravel](http://united.com/employeetravel) and select "Help".

## Companion Travel



**Q:** When can I begin listing my companions for a 2005 flight?

A: December 16, 2004.

**Q:** Why does the 2005 companion program only allow travel through December 31, 2005 instead of February 28, 2006?

A: An extension through February is not necessary since we are no longer ordering paper passes, which took up to six weeks to receive after they were ordered.

**Q:** How do international travel sponsors list a companion if they do not have access to Apollo, WebList or 1-800-UAL-LIST?

A: They should call the local reservations office and give their PIN number to the reservations agent upon request. See the *Creating Initial Listings* section for PIN details.

**Q:** Why am I, the travel sponsor, the only one who can list my companion for a flight?

A: Only you can create the initial PNR because listing a companion authorizes that person to fly on your companion travel benefits and will result in charges being incurred to you.

**Q:** How can I tell how many of my companion flight segments remain available for use?

A: Beginning January 1, 2005, your companion counters can be found in Apollo and WebList. See the *Flight Segment Allocation and Management* section for more details.

**Q:** Are the numbers in my companion counters always current?

A: No. Once your companion travels, it can take five to seven days for the counters to be updated.

**Q:** If I cancel my companion's itinerary, does that cancel the authorization for their travel?

A: Yes. You must build a new PNR for your companion in order for them to be authorized to travel using your companion travel benefits.

**Q:** If I change the name of my companion in Apollo, will that cancel the travel authorization?

A: No. As long as you, the travel sponsor, make the change, the PNR will be re-authorized.

**Q:** If my companion tried to change a name in the PNR, will that cancel the authorization?

A: Yes. You must delete the PNR that your companion modified and create a new PNR in order for your companions to travel.

**Q:** How can I suspend my companion travel benefits? How can I reinstate them later?

A: Send written notification to WHQHR-Travel Benefits stating that you wish to suspend or reinstate your companion travel benefits. Please include your name and file number in the request. It will take seven to 10 business days to process your request after it is received.