

Important notices

Current as of **Sunday, October 28, 2012 10:25 AM Central**. Information is updated as it is received.

Please visit [Today's Operations](#) for the current status of our operations.

HELPFUL LINKS

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Exception policies

In some cases where severe weather and other uncontrollable events are impacting United's operations, we may, at our sole discretion issue an exception policy designed to accommodate customers with restricted tickets who wish to change their travel in advance of any potential disruption.

Exception policies currently in effect are listed below:

Event	Travel to/from/through	Dates	
Hurricane Sandy - East Coast	Airports: <ul style="list-style-type: none">Allentown, PA (ABE)Albany, NY (ALB)Boston, MA (BOS)Burlington, VT (BTV)Buffalo, NY (BUF)Baltimore, MD (BWI)Charleston, SC (CHS)Charleston, WV (CRW)Erie, PA (ERI)Hartford, CT (BDL)Harrisburg, PA	Original Travel Dates: October 28, 2012 - October 31, 2012 Final Travel must be completed by: End of Validity of ticket (one year from date of issue)	Flight Changes: <ul style="list-style-type: none">When rescheduled travel commences by November 4, 2012, change fees and fare differences will be waived.For all other dates and ticket uses, the change fee will be waived, but a difference in fare may apply. Refunds: <ul style="list-style-type: none">Refunds are permitted only if your flight is cancelled or delayed at least 2 hours.Policies also apply to consolidator, internet tickets, and MileagePlus® award tickets.

- | | | | |
|--|--|--|--|
| | <ul style="list-style-type: none"> (MDT) • Manchester, NH (MHT) • Newark, NJ (EWR) • New York, NY (JFK) • New York, NY (LGA) • Norfolk, VA (ORF) • Philadelphia, PA (PHL) • Pittsburgh, PA (PIT) • Providence, RI (PVD) • Portland, ME (PWM) • Raleigh/Durham, NC (RDU) • Richmond, VA (RIC) • Roanoke, VA (ROA) • Rochester, NY (ROC) • Syracuse, NY (SYR) • Washington, DC (DCA - Reagan National) • Washington, DC (IAD - Dulles) • White Plains, NY (HPN) • Wilkes-Barre/Scranton, PA (AVP) | | |
|--|--|--|--|

For additional information about what to do if your travel is affected by an exception policy, visit the [Flight Delays and Cancellations](#) page.

United Express and partner news

United Express

- Pinnacle Airlines, parent company of Colgan Air, has sought protection under Chapter 11 of the Bankruptcy Code. We are working with Colgan to transition their flying for United Express to other carriers, and we are working hard to accommodate our customers. We have contingency plans in place and will contact any customer whose reservation may change as a result of the transition.
- As of January 1, 2012, ExpressJet has been acquired by and merged into Atlantic Southeast Airlines. The combined company has changed its name to ExpressJet Airlines. Affected flights will be operated by ExpressJet Airlines doing business as United Express.
- Gulfstream International Airlines has changed its name to Silver Airways. United flights affected by this change are now operated by Silver Airways doing business as United Express.

Airport terminal updates

Bogota terminal information

All United international flights from El Dorado International (BOG) now depart from Terminal 2, the new international terminal. Domestic flights will continue to depart from Terminal 1. United check-in counters

are located in Terminals 1 and 2.

Denver construction advisory

Due to construction beginning in June 2012, passenger drop-off and pickup at Denver International Airport may be rerouted. Customers should allow additional time on the way to and from the airport.

For more information, go to flydenver.com/construction.

Las Vegas terminal information

Check-in counters and baggage claim at McCarran International (LAS) have been relocated from Terminal 1 to Terminal 3. Flights will continue to depart from Concourse D, which is connected to Terminal 3 by an underground tram.

London terminal information

All of our flight numbers are aligned under the UA flight code; however, United flights operate out of two different terminals at London Heathrow. Please see below to determine which terminal your flight(s) will use.

Origin or destination	Terminal	Additional details
Chicago Los Angeles San Francisco Washington Dulles	1	Flights arrive at and depart from T1 and the airline's ticket desk and check-in facilities for these flights are located at Zone C.
New York (Newark) Houston	4	Flights arrive at and depart from T4 and the airline's ticket desk and check-in facilities for these flights are located on the Departures level.

Please ensure that your airport travel arrangements involve the correct terminal for your departure or arrival city.

Orlando terminal information

Check in for all flights departing Orlando International (MCO) at Terminal B, ticketing area F.

San Antonio terminal information

All United flights from San Antonio International (SAT) depart from Terminal B.

San Francisco terminal information

United flights from San Francisco International (SFO) depart from Terminal 1, Terminal 3 and the International Terminal. Ticketing, check-in and baggage drop for all flights are located at Terminal 3.

You may proceed through security at Terminal 3 and, if you are departing from Terminal 1, take the shuttle bus from Terminal 3 to Terminal 1. If you are departing from Terminal 1 and have already checked in, do not need to see a United representative, and do not have any bags to check, you may proceed through Terminal 1 security with your boarding pass.

Shuttle buses depart every five minutes from Terminal 3 (Gates 71A and 87A) to Terminal 1 (Gate 39). For elevator access to a bus stop, please use Gate 87A.

Check your [flight status](#) before departing for the airport for updated departure gate information. You can also check your flight status using the [United mobile app](#) or [mobile website](#).

Sao Paulo terminal information

All United check-in counters at Sao Paulo - Guarulhos International (GRU) are now located in Terminal 1. United flights will still depart from and arrive at Terminals 1 and 2.

Washington National terminal information

Check in for all flights departing Washington National (DCA) at Terminal B. Flights depart from Terminal B, at Gates 10, 11, 12, 14 and 16.

Other information

Update regarding Dreamliner flights



Due to unexpected delivery delays from Boeing, some flights originally scheduled on our new 787 Dreamliner during November and December will now operate with a different type of aircraft. Our first 787 is still expected to enter commercial service on November 4, but other deliveries of 787 aircraft will be delayed.

We are beginning the process of notifying customers on the initial affected flights that they will be traveling on a different aircraft type, and we're offering to refund or rebook those who specifically intended to travel on one of the early Dreamliner flights.

Clear U.S. Customs when departing from Shannon and Dublin

Effective January 18, 2011, you can clear both U.S. Customs and Immigration at Shannon and Dublin Airports prior to your departure, saving you time on arrival at New York/Newark.

International travel

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