

DISABILITY ACCESS FACILITATION PLAN FOR
UNITED AIR LINES, INC.

1. RESERVATION AND PRE-FLIGHT PLANNING

United Air Lines, Inc., ("United") is committed to meeting the needs of passengers with special needs and with complying with applicable laws and regulations regarding their travel needs. United's established processes are detailed in the "Customers with Special Needs" section of its website, <http://www.unitedairlines.com.au/core/english/SI/cpa/specialneeds.html>. While this document contains the same information available on United's website, United urges passengers and customers to refer to its site since it will contain the most up-to-date information. (Information cited below is current as of July 8, 2010.)

2. RESERVATION AND PRE-FLIGHT PLANNING

Deaf or hard of hearing

Please let us know if you are deaf or hard of hearing, so we can provide you with information during delays and an individual safety briefing if you wish.

Hearing dogs for the deaf or hard of hearing are also permitted on board with their owners free of charge.

United® offers a special TTY/tdD reservation service. To make flight reservations using this service, please call 800-323-0170. The phone links your telecommunications device with one in United's reservations office and allows you to send written communications to a trained reservation agent 24 hours a day.

Ticketing and reservations assistance

United's normal fees for ticketing over the phone or at an airport ticket counter are waived for visually impaired customers. When booking a ticket, please inform the United representative who is assisting you with your reservation about your visual impairment.

Aircraft accommodations

United® has several features to accommodate people with limited mobility, including:

- Selected seats with movable armrests, so customers using wheelchairs can more easily transfer from an aisle into their seats.
- A specially designed onboard wheelchair for use in flight. The wheelchair is used to move about the cabin and go to and from the lavatory. The passenger sits in a regular aircraft seat during flight.
- On some aircraft, a lavatory with an extra-wide door and low threshold, heavy-duty assist bars and other design features make it more convenient for customers with disabilities.

Reservations personnel will be happy to provide you with additional information. United Airlines will keep working to make air travel more convenient, comfortable, and pleasant-in the air and on the ground-for all of our passengers.

3. AIRLINE TERMINAL FACILITY

Airport and flight connections assistance

United will provide in-airport wheelchair service at no charge to passengers with mobility impairments or other disabilities. This service is intended to assist passengers in moving through the airport to reach a gate area. Wheelchair attendants are able to assist semi-ambulatory customers in getting to and from the aircraft seat during boarding and disembarkation. They may also provide assistance in getting passengers to an airport lavatory, but they cannot provide any assistance within the lavatory.

Cognitive and developmental disabilities

United will provide assistance to individuals who may need guidance within the airport. However, an escort is not available to remain with the customer. Passengers who require personal or continuous attended care will need to provide their own attendant.

4. CHECK-IN

United personnel will assist customers with a disability who request assistance with the check-in process. Customers with a disability will also have access to wheelchairs upon arrival at the terminal for check-in.

5. CARRIAGE OF WHEELCHAIRS, OTHER MOBILITY AIDS & MEDICAL EQUIPMENT

Canes and crutches

Canes and crutches vary in length and their size may dictate where they can be stowed. Telescopic canes may be collapsed and secured in a purse or seat back. The following are other approved areas for canes and crutches:

- An approved closet or baggage stowage area (lavatories are not approved areas)
- Enclosed overhead bins
- Under a passenger seat (if stowed here, the equipment cannot protrude into the aisle or block an emergency row; canes should lie flat on the floor)

Medical devices onboard

Whether battery operated or requiring electrical connection, all electrical devices have the potential to interfere with important aircraft systems. The use of personal electronic equipment is also governed by FAA regulations.

Customers who need to use medical devices while onboard must obtain prior approval from United at least 48 hours before departure. We may need special information, including the name and telephone number of your physician.

Where specific medical device needs cannot be accommodated, physicians from United's Medical Department will attempt to discuss alternatives with your physician to help ensure that your trip will be safe and comfortable.

Medical oxygen

Arranging for medical oxygen involves a partnership between our customers, their physicians and United representatives.

Advance planning is required to make oxygen arrangements when traveling. United accepts requests for in-flight therapeutic oxygen anytime **after the reservation is made; provided the request is a minimum of 48 hours prior to travel.**

If you wish to bring a portable oxygen concentrator (POC) onboard, please see our Portable Oxygen Concentrator page for a list of FAA-approved POC devices:

<http://www.united.com/page/article/0,6867,53066,00.html>.

Oxygen request information

- An oxygen setup is required per flight. United provides in-flight oxygen at a reasonable service charge per oxygen set up. Setup fees are listed on the link below.
- United provides in-flight oxygen only. If you require oxygen during ground connections, please contact an oxygen vendor. We suggest you work with your physician to determine the most appropriate arrangements.
- Oxygen is **not** available on United Express® flights.
- For any flight on your itinerary serviced by another carrier, including United code-share flights, please contact that carrier directly to request information on how to make oxygen arrangements. United Reservations or your travel agent will identify these flights for you.

Oxygen setup fees

For travel within the U.S., U.S. Virgin Islands, Canada and Puerto Rico, the fee is as follows:

Tickets purchased on or after August 21, 2008
\$125 USD per flight segment

For information about oxygen setup fees relating to international travel, please contact United's reservations center at 131777 or go to <http://www.united.com/page/article/0,6722,52829,00.html>.

Requesting oxygen

To request oxygen:

1. Complete the Passenger section on the [Oxygen request form](http://content.united.com/ual/asset/Oxygen_request_form_rev4.pdf): found in http://content.united.com/ual/asset/Oxygen_request_form_rev4.pdf.
2. Have your physician complete the Physician section on the [Oxygen request form](#). It is your physician's responsibility to sign and fax the form to United via the fax number listed on the form.

Please note, information included on the fax is confidential. Your physician's signature is United's authorization to administer oxygen in the prescribed amount. United retains the right to decline boarding to anyone that appears too ill to travel on his or her departure date.

Wheelchairs

Using United's wheelchair service

Every airport United serves has wheelchairs available, and virtually all of the cities we serve have jet bridges or special equipment to board customers who cannot climb stairs. Also, most airports have narrow aisle wheelchairs for customers who require them to reach their seat in the airplane. Our reservations personnel can help you with information and order a wheelchair for points of departure, connection and destination. When you request a wheelchair, we need to know if you are able to walk without assistance and how far, and if you can ascend and descend stairs without assistance.

United will check your personal wheelchair free of charge along with luggage. Battery-powered wheelchairs-with dry cell, wet cell, gel cell, or non-spillable electric storage batteries-are acceptable, but certain safety procedures must be followed in preparing the wheelchair for carriage. Reservations personnel will be happy to answer any specific questions.

If you use United's wheelchair service, we will provide an attendant at no charge to assist you in moving through the airport. If an attendant is not wanted, we will, where possible, provide you with a United wheelchair for independent use. You may be required to leave your driver's license as security until the wheelchair is returned.

Using your own wheelchair

We are happy to accommodate customers who prefer to use their own wheelchairs to and from the gate area. You may check your wheelchair at the gate and also request to use it between flights, during lengthy layovers. Where the connecting time between flights is short, you may prefer to use United's wheelchair service to expedite transportation to the connecting flight.

A collapsible wheelchair may be stored in the aircraft cabin. Please note cabin storage space is limited and does vary by aircraft type. So when you arrive at the gate be sure to tell the gate agent. The agent can advise you about stowage options for your flight and ensure that the proper tag is placed on your wheelchair. United's baggage personnel need the tag so they know to bring you the wheelchair to the arrival gate when you are departing the terminal, or to bring it within the terminal during layovers between flights. Although United employees will make every effort to deliver the wheelchair to the gate promptly, the facilities at the particular airport may slow this process and require some patience.

If you need extra time at the gate to board, you will usually have the opportunity to "pre-board" prior to others in order to be safely and comfortably seated. If you use your own wheelchair at the gate, you may wish to check in and board early so United personnel can prepare and load your wheelchair.

Airport wheelchairs are in great demand during certain travel periods. Our airport personnel will appreciate your patience if you must wait a few minutes for a chair. If you have any questions, concerns or special requests, please contact a United Complaints Resolution Official (CRO) located at any United airport location.

6. ASSISTANCE ANIMALS

United Airlines and United Express (United's regional affiliate in the United States) welcome service animals accompanying persons with disabilities. There is no fee for service animals, and they may travel in the aircraft cabin as long as they do not obstruct an aisle or any other area used for emergency evacuations.

It may be helpful to outfit your service animal with a harness or vest to make the animal's status obvious to airport personnel. If the animal's status is questioned, you simply need to provide credible verbal assurance that the animal is assisting a passenger with a disability.

Please note that quarantine restrictions may apply. Check with your travel agent or a United reservations agent at least one month prior to departure to find out if there are any regulations specific to your destination.

Emotional support animals

Emotional support animals are considered to be service animals. However, a customer traveling with an emotional support animal will need to have documentation on letterhead from a licensed mental health professional, dated within the past 12 months, stating that the customer is under professional care for a mental-health-related disability, and that the animal's assistance is essential to his or her mental health.

Therapy animals

Therapy animals, which are pets that have been trained and registered by a therapy organization in order to visit nursing homes, hospitals, schools and other facilities, are not considered to be service animals. When traveling with a therapy animal, standard pet-related regulations and restrictions will apply.

Destination-specific information

Hawaii

There are restrictions regarding the entry of service animals into Hawaii. Customers planning to travel to Hawaii should contact the Hawaii Animal Quarantine Branch manager directly for quarantine requirements. The 24-hour phone number is 808-837-8092. You may also view animal quarantine information at the Hawaii Department of Agriculture web site.

United Kingdom

United Airlines is permitted to accept service animals on flights to the United Kingdom. Because UK regulations for accepting service animals are very strict, both United and our customers must carefully follow the appropriate procedures.

As part of those procedures, any customer who intends to travel with a service animal must obtain a preapproval letter from Defra (Department for Environment, Food and Rural Affairs), a UK government agency. Please note that the preapproval process for transporting service animals to the UK can take up to two months.

Visit the Defra web site for more information about requirements and procedures for taking animals into the UK, or contact Defra by phone at +44 870 241 1710, Monday through Friday, 8 a.m. to 6 p.m. UK time. (Please note: Before dialing the number above, you must first enter the international direct dialing code. In the United States and Canada, this code is 011.)

Other international destinations

Many countries restrict the entry of animals. Restrictions vary by country, and customers should contact the appropriate embassy or consulate at least four weeks before departure to make sure that all necessary procedures are followed.

7. ACCESS TO, AND ONBOARD AIRCRAFT

Every United aircraft and gate area has available a specially designed wheelchair for mobility-impaired customers to use. These wheelchairs are referred to as "aisle chairs" because they fit in the aisles of our aircraft and may be used to move about the cabin.

Once passengers are onboard the aircraft, our flight attendants can help with finding room to stow carry-on items, as well as providing wheelchair assistance to move passengers to and from the aircraft lavatory (although they cannot provide assistance inside the lavatory). Flight attendants may also provide assistance with taking oral medication, identifying food items on meal trays and opening packages.

While United flight attendants are able to provide some types of assistance, as described above, they are not able to provide continuous personal assistance onboard the aircraft. Flight attendants are not permitted to carry or lift customers, provide medical services such as giving injections, or assist with eating or personal hygiene.

United requires any passenger who has any of the limitations listed below to travel with a companion who is able to provide necessary assistance. These limitations include:

- needing personal or continuous attending care
- being unable to follow safety instructions from our personnel
- having a mobility impairment that would prevent the person from being able to assist in his or her own evacuation of the aircraft in the event of an emergency

A companion who is traveling for the purpose of assisting another passenger must book a ticket for travel on the same flight as the person needing care.

Aircraft accommodations

United® has several features to accommodate people with limited mobility, including:

- Selected seats with movable armrests, so customers using wheelchairs can more easily transfer from an aisle into their seats.
- A specially designed onboard wheelchair for use in flight. The wheelchair is used to move about the cabin and go to and from the lavatory. The passenger sits in a regular aircraft seat during flight.
- On some aircraft, a lavatory with an extra-wide door and low threshold, heavy-duty assist bars and other design features make it more convenient for customers with disabilities.

Reservations personnel will be happy to provide you with additional information. United Airlines will keep working to make air travel more convenient, comfortable, and pleasant-in the air and on the ground-for all of our passengers.

8. CONTACT UNITED

Reservations Center

Phone: 131777

Hours of operation: 0700 - 1900 AEST Monday through Friday
0800 - 1700 AEST Saturday, Sunday, and Public Holidays

United's full-service reservations sales agents will assist you by phone with all your travel planning needs. Please advise the agent if you are visually impaired in order for United to waive its normal fees for ticketing over the phone.

unitedairlines.com.au customer support

Phone: 1800 001 641

Hours of operation: Assistance available 24 hours a day, 7 days per week

Mileage Plus**Phone:** 1300 651 815**Hours of operation:** 09:00-18:00 AEST Monday through Friday:
Closed Saturday, Sunday, and most Public Holidays**Address:** Mileage Plus Australia & New Zealand
GPO Box 3622
Sydney NSW 2001
AUSTRALIA**Cargo Services****SYDNEY****Phone:** 02 9469 7388**Fax:** 02 9669 3097**Hours of operation:** 0900-1700**Address:** Level 1
Australian Air Express Building
Link Road
Mascot NSW 2020**MELBOURNE****Phone:** 03 8318 4466**Fax:** 03 9338 6697**Hours of operation:** 0900-1700**Address:** Toll Air Services Building
1st Floor Service Road
Melbourne Airport VIC 3045**Customer Relations (For past date travel only)****Email :** customerrelations@united.com

To ensure delivery of our reply email, please make sure that emails from United are not blocked by your email account.

Refunds**E-ticket refunds can be requested at** http://www.unitedairlines.com.au/core/english/IC/eticket_refunds.html**Phone:** 131777**Hours of operation:** 0900-1600 AEST Monday through Friday**Address:** GPO Box 3755
Sydney, NSW 2001