

TLV flight suspension

Our flights to TLV (Tel Aviv) remain suspended and have been fully removed from our schedule until further notice. We look forward to resuming flights as soon as it's safe for our customers and crew.

Parameters for TLV cancellations

Rebooking and refunds for the TLV suspensions follow the parameters outlined on the [Jetstream United News](#) page and shown below. The Agency Rebooking Parameters **do not** apply to these suspensions.

Refunds

Agencies can **self-refund** TLV cancellations after adding **OSI UA UASKEDCHG** to the PNR.

Alternate cities permitted

If customers want to fly to/from an alternate city, they can rebook the TLV departure or arrival to **any city in Europe, plus Amman and Dubai with no fare difference** as follows:

- Rebook in originally ticketed cabin on a flight **both operated and marketed by United**.
- **Passengers cannot be protected on any other airline**, including Lufthansa Group. No other airline or codeshare is permitted.
- **Economy**: Rebook in same booking code. If same booking code is not available, rebook up to M. Rebook Y and B in the same booking code.
- **Premium Economy and Premium**: Rebook in original booking code.
- Customers are responsible to arrange their own travel to/from the alternate city.
- If the original day of departure is unavailable, customers may depart **+/-7** days of original flight date. If the outbound flight is impacted, subsequent flights on same itinerary may be changed to maintain original length of trip.
- Add **OSI UA UASKEDCHG** to the PNR.

Automatic refunds

Because of newly effective Department of Transportation (DOT) requirements, United will be required to cancel and automatically refund tickets for which United is the merchant of record. **This includes tickets issued by travel agencies.** The DOT requires these refunds to be processed within 7 business days of the customer's **originally scheduled travel date**, so we will begin this process shortly after the customer's originally scheduled departure.

- **We encourage you to work with customers in advance of their originally scheduled travel date to refund or make other arrangements**, per the available options to avoid the automatic refund process.
- **If no action is taken, United will process an automatic refund to the original form-of-payment.**
- **The refund processed will be for ALL unused flights in the reservation.**

5-year credit (Details coming soon)

Under the newly effective automatic refund rules referenced above, in order **to postpone automatic refunds until after the originally scheduled travel date**, United must offer customers the option of a credit valid for 5 years. Without an offer of a 5-year credit, we would need to process automatic refunds shortly after cancellation of the flights, which would risk disrupting customers who still need time to evaluate other options.