



# United Basic Economy<sup>®</sup>

## Reference guide

**For corporate partners**

December 15, 2016

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# United Airlines | Basic Economy fares

## Fare overview

While Basic Economy fares have some important, additional restrictions compared to standard Economy fares, customers will enjoy the same United Economy® cabin experience and services, including dining options, Wi-Fi and inflight entertainment. However, the following differences do apply:

- Automated seat assignments will be given at check-in, and passengers acknowledge at the point of a multi-seat purchase that seating together is not guaranteed.
- Carry-on bags are limited to one personal item, unless the customer is a MileagePlus® Premier® member, primary cardmember of a qualifying MileagePlus credit card, or Star Alliance™ Gold member.
- There will be no voluntary ticket changes except as stated in the United 24-hour flexible booking policy and United's Agency Rebooking Parameters.
- MileagePlus program members will earn redeemable award miles; however they will not earn Premier qualifying credit (miles, segments, or dollars), no lifetime miles, and no contribution to four segment minimum.
- Customers will not be eligible for Economy Plus® or premium cabin upgrades.
- Customers will board in the last boarding group (currently Group 5) unless a MileagePlus Premier member, primary cardmember of a qualifying MileagePlus credit card, or Star Alliance Gold member.
- No combinability with regular Economy fares or partner carriers. Interline travel is not permitted.

## Functional info

- Basic Economy will be published to the marketplace using ATPCO's branded fares structure
- At the launch of Basic Economy, branded fares will not be filed to all markets and applicable markets are subject to change.
- Basic Economy fares will be filed in booking class (RBD) "N" and at a range of levels, each one linked with a corresponding non-Basic Economy fare with a Y-/B-/M-/E-/U-/H-/Q-/V-/W-/S-/T-/L-/K-/G- fare basis code, depending on the market.
- Fares include an availability check, so for example, if the lowest RBD bucket "G-" sells out, the available Basic Economy fare will move up to "K-" level, and so on.
- Basic Economy fares will not be combinable with standard United Economy fares.

## Fare display

Corporations can work with their GDS partners to program their booking tool systems to block United Basic Economy fares from displaying in all search results, including low-fare finding results.

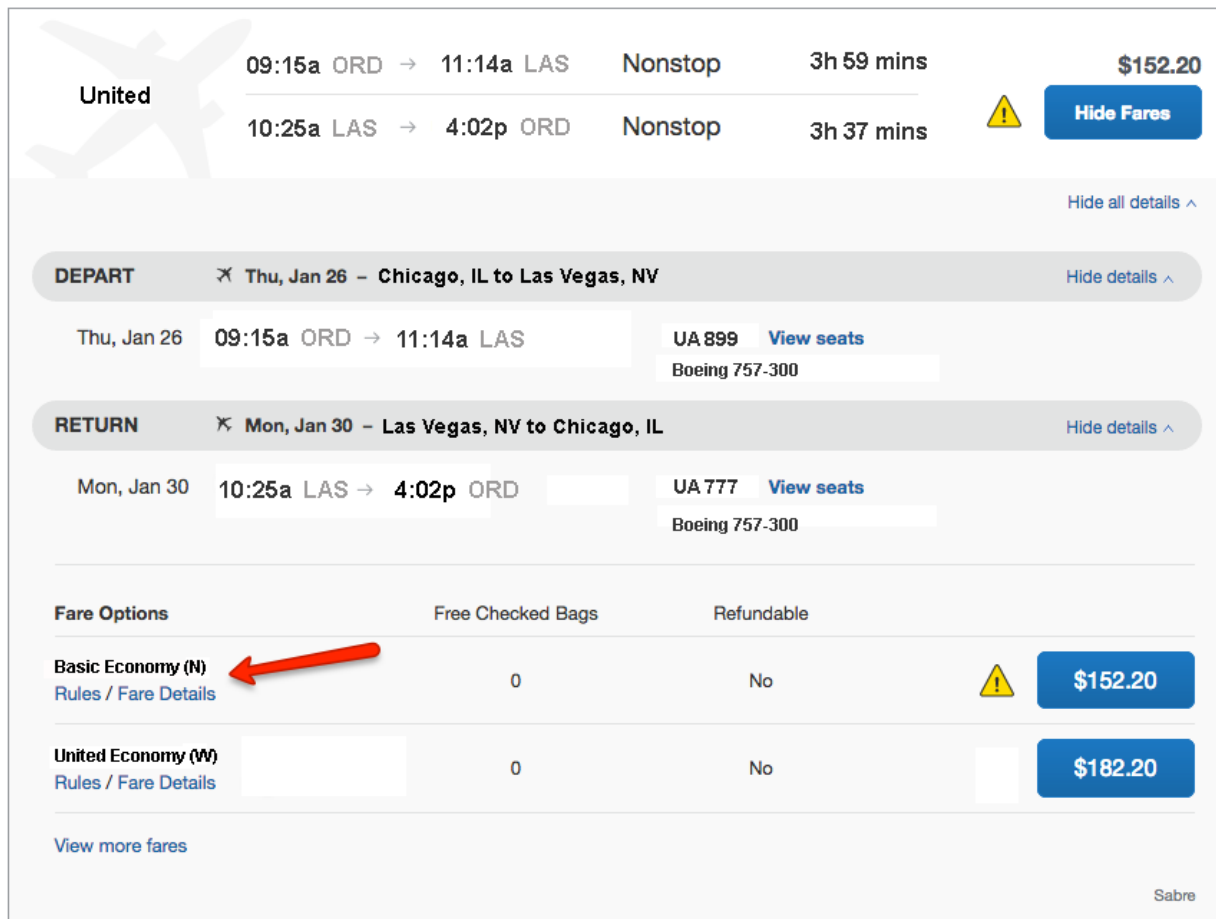
If a corporation chooses not to do such programming and a Basic Economy fare is available, chances are it will display as the lowest available fare.


To get a better idea of the flight booking experience, we have provided screenshots for a booking tool that has blocked fares from sale, as well as allowed fares to display.

*The below screenshots are from the Concur® booking solution. Please note that individual booking tools will display fares differently however, regardless of the booking tool used fares will not be presented as a sale option in the booking path if they are restricted.*

### Setting example: Fares are permitted to be sold

The screenshot below shows a search result display with Basic Economy fares visible and when the traveler has filtered using the shopping setting “Shop by Price display”. Because the fare is lower than a standard United Economy fare, it will display as the lowest fare and be the top option presented in the fare options matrix.



**United** 09:15a ORD → 11:14a LAS Nonstop 3h 59 mins \$152.20  
10:25a LAS → 4:02p ORD Nonstop 3h 37 mins  [Hide Fares](#)



[Hide all details ^](#)

**DEPART** ✈ Thu, Jan 26 – Chicago, IL to Las Vegas, NV [Hide details ^](#)

Thu, Jan 26 09:15a ORD → 11:14a LAS UA 899 [View seats](#)  
Boeing 757-300

**RETURN** ✈ Mon, Jan 30 – Las Vegas, NV to Chicago, IL [Hide details ^](#)

Mon, Jan 30 10:25a LAS → 4:02p ORD UA 777 [View seats](#)  
Boeing 757-300

Fare Options	Free Checked Bags	Refundable		
<b>Basic Economy (N)</b>  <a href="#">Rules / Fare Details</a>	0	No		<a href="#">\$152.20</a>
<b>United Economy (W)</b> <a href="#">Rules / Fare Details</a>	0	No		<a href="#">\$182.20</a>

[View more fares](#)

Sabre

\*Example fare and market only for the purpose of this document

If a Basic Economy fare is selected, the traveler will be presented a secondary information screen displaying the restrictions of the fare:

Details

Basic Economy

- Our lower-priced fare, with United Economy® service but more restrictions than standard Economy fares
- Restrictions include:
  - No seat selection — seat is assigned prior to boarding<sup>1</sup>
  - No full-size carry-on bag, only a personal item<sup>2</sup>
    - The applicable checked bag fee plus a gate handling service charge applies to carry-on bags checked at the gate
  - No changes<sup>3</sup>
  - Nonrefundable<sup>3</sup>
  - Not eligible for Economy Plus®, paid upgrades or complimentary upgrades<sup>4</sup>
  - No Premier® qualifying credit or lifetime miles, or earning toward the four-segment minimum<sup>3</sup>
- Customers will still earn award miles at their normal accrual rate.

- Customers with disabilities, unaccompanied minors, customers with cabin-seat baggage and customers with other special service requests should call the United Customer Contact Center for seat assignment.
- MileagePlus® Premier members, primary cardmembers of a qualifying MileagePlus credit card and Star Alliance™ Gold members still receive a full-size carry-on bag and priority boarding.
- Restriction applies to all customers, including Premier members.
- Restriction applies to all customers, including Premier members and those with Economy Plus subscriptions.

### Setting example: Fares are restricted from sale

If your company chooses to work with your GDS provider to block/restrict the fares within your booking tool, travelers will only be shown United's standard Economy fares as the booking option (when shopping by price). Basic Economy fares will not display in the booking path.

United

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\$182.20

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UA 899 View seats

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UA 777 View seats

Boeing 757-300

Fare Options

Free Checked Bags

Refundable

United Economy (W)

0

No

\$182.20

Rules / Fare Details

Sabre

## What verbiage will customers see when booking fares online using united.com or an online travel agency, such as Expedia?

United has worked with our distribution partners to ensure customers will be messaged clearly when selecting a Basic Economy fare and finalizing their purchase. Suppliers have been provided with verbiage to be used in the booking path (examples below).

### You've selected Basic Economy

- Your seats will be assigned prior to boarding. Customers traveling together may not be able to sit together.
- You may travel with a personal item (such as a shoulder bag, backpack, laptop bag or other small item) but no carry-on bag unless you're a MileagePlus Premier® member, primary cardmember of a qualifying MileagePlus credit card or Star Alliance™ Gold member.
  - If a traveler who is not allowed a carry-on bag brings one to the gate, the bag will be subject to the applicable checked bag fee plus a gate handling service charge.
- The ticket is nonrefundable and can't be changed.
  - You will earn award miles based on the fare and your MileagePlus status, but you will not earn Premier qualifying credit, lifetime miles or toward the four-segment minimum.
- You will not be eligible to purchase Economy Plus® seating or premium cabin upgrades, or receive Economy Plus subscription benefits.
- MileagePlus Premier members will not receive complimentary Economy Plus seating and will not be eligible to use any upgrades.

### Get more when you select an Economy fare

- Choose your seat
- Travel with a personal item and a carry-on bag
- MileagePlus members earn award miles and Premier qualifying credit
- Buy upgrades and Economy Plus, if available
- MileagePlus Premier members receive seating benefits

## If my company chooses to restrict fares, what are the necessary steps?

Since United does not have control over the customization of fares displays, we recommend companies speak with their GDS, TMC or booking provider about programming requirements and next steps.

## If my company chooses to offer Basic Economy, how can I ensure the fare offering is properly communicated to travelers?

United recommends adding Basic Economy fare attributes to any travel policy documents, itinerary/confirmation receipts and internal travel documents.

We have provided United Basic Economy product verbiage that can be used for internal company communication touch points. [Download here](#)

## Corporate contracts and incentive programs

**If I am a contracted corporate account, can the United Services Funds Program be applied to Basic Economy Fares?**

No, United Services Funds will not be permitted to be used for any Basic Economy fares or itineraries – including changes, exchanges, name changes, Economy Plus seating, upgrades.

**How do contracted corporate discounts apply to Basic Economy fares?**

Discounts continue to apply based on the first letter of the fare basis being purchased.

**Will contract amendments be required because of Budget Economy fares?**

No contract amendments are required

**If I have questions about Basic Economy, who should I contact?**

Contact your Sales Manager or the dedicated Basic Economy support team at [BE-info@united.com](mailto:BE-info@united.com)