

# The highest standard in safety and cleanliness – a United effort from before takeoff to after landing

When you're ready to travel again, we will be "United Together" with you to deliver state of the art cleanliness, prioritize your well-being and innovate for a healthier tomorrow.





# At the airport

- We regularly disinfect common surfaces inside our airport terminals.
- You will notice enhanced signage in both customer and employee spaces, including a 6 ft. tape rule at the ticket counters.
- We are reducing touchpoints by temporarily shutting down self-service kiosks in most locations.
- We're deploying sneeze guards at key interaction points including check-in counters and gate podiums.
- We are working to provide sanitizer and other supplies to employees to deliver a safe travel experience, implementing employee temperature checks and reducing close contact.

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Temporary measures that will continue to be evaluated | Information as of April 30, 2020



# Before you board

- We disinfect customer touch points and surfaces before every flight.
- Beginning in early May, we will make face masks available to our customers.
- Complimentary Premier Upgrades are processed at the departure gate.\*
- We're boarding fewer customers at a time to allow for more distance.\*
- Following pre-boarding, we will board back-to-front by rows, but will space out customers to minimize crowding in the gate area and on the jet bridge.\*
- We are asking customers to self-scan boarding passes at our gate readers.
- Seat selections are limited in all cabins, so customers won't be able to select adjacent seats. We alternate window and aisle seats when seats are in pairs.\*

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\*Temporary measures through May 31 that will continue to be evaluated | Information as of April 30, 2020



# Onboard

- All our mainline aircraft use a high-efficiency (HEPA) filter (like those found in hospitals) to circulate the air and removes up to 99.7% of airborne particles.
- Our flight attendants are required to wear a face covering or mask while on duty. We were the first major U.S. airline to implement such a requirement.
- We are providing fresh, clean glasses for every drink refill.
- As always, all tableware, dishes, cutlery, carts and glassware are washed and sanitized after each use.
- Flight attendants will hand food to travelers, instead of having a traveler select and take from a tray.
- We are moving to primarily pre-packaged foods and sealed beverages, suspending Buy on Board and hot towel service, and using pick-up pans to collect trash.

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# After landing

- We ensure our aircraft cleaning standards meet, and in many cases, exceed CDC guidelines.
  - We clean and prep the aircraft again for the next set of passengers by disinfecting customer touch points and surfaces before every flight.
  - This includes a thorough wipe down using an effective, high-grade disinfectant and multi-purpose cleaning of lavatories, galleys, tray tables, window shades and armrests.
- We implemented electrostatic spraying into our cleaning procedures on all inbound long-haul international flights, and mainline overnight aircraft at our U.S. hubs. In June, all aircraft will have electrostatic sprayers on every one of our departures to disinfect the air and surfaces.
- If the CDC\* informs us that a potentially infected passenger has been on one of our aircraft, we take that plane out of service and follow decontamination procedures.

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\*Centers for Disease Control and Prevention | Information updates April 30, 2020