

News Release

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United Airlines Announces Further Schedule Adjustments for Guam Resulting From New Government Mandates

GUAM, Mar. 18, 2020 – United Airlines announced today that it will be making further adjustments to its Guam flight schedules due to the recent government mandates designed to quell the COVID-19 outbreak on the island. The adjusted schedule will be effective beginning March 22 and will remain in place through May 3.

The revised Guam flight schedules for the affected routes are outlined below:

Guam (GUM) – Narita, Japan (NRT) – March 22 – May 3, 2020

Airport (from/to)		Flight No.	Frequency	Aircraft
Guam	Narita	UA196	Daily, except 4/6, 4/9, 4/12, 4/15, 4/18, 4/21, 4/24, 4/27, 4/30	B737
Narita	Guam	UA197	Daily, except 4/6, 4/9, 4/12, 4/15, 4/18, 4/21, 4/24, 4/27, 4/30	B737

Guam (GUM) – Nagoya, Japan (NGO) – Effective March 22 – May 3, 2020

Airport (from/to)		Flight No.	Frequency	Aircraft
Guam	Nagoya	UA 137	Daily (to be suspended eff. 3/29)	B737
Nagoya	Guam	UA 136	Daily (to be suspended eff. 3/29)	B737

Guam (GUM) – Osaka, Japan (KIX) – Effective March 22 – May 3, 2020

Airport (from/to)		Flight No.	Frequency	Aircraft
Guam	Osaka	UA 151	Daily (to be suspended eff. 3/30)	B737
		UA177	Tue., Thu., Sat. until 3/28. & 5/2	
Osaka	Guam	UA 150	Daily (to be suspended eff. 3/30)	B737
		UA178	Tue., Thu., Sat. until 3/28 & 5/2	

Guam (GUM) – Koror, Palau (ROR) – Effective March 22 – May 3, 2020

Airport (from/to)		Flight No.	Frequency	Aircraft
Guam	Koror	UA 157	Thurs.	B737
Koror	Guam	UA 158	Fri.	B737

Guam (GUM) – Saipan (SPN) – Effective March 22 – May 3, 2020

Airport (from/to)		Flight No.	Frequency	Aircraft
Guam	Saipan	UA 174	Mon., Thurs., Sat. Sun.	B737
Saipan	Guam	UA 117	Mon., Thurs., Sat. Sun.	B737

Island Hopper – Effective March 22 – May 3, 2020

Airport (from/to)		Flight No.	Frequency	Aircraft
Guam	Honolulu	UA 155	Mondays	B737
Guam	Pohnpei	UA176	Saturdays	B737
Honolulu	Guam	UA 154	Mondays	B737
Pohnpei	Guam	UA95	Sundays	B737

United announced the following suspended flights beginning on March 22:

- Narita: Two of the three daily flights will be suspended – UA 828/ UA 827 through May 2 and UA 873/ UA 874 through May 3.
- Nagoya: Beginning on March 29, all Nagoya flights will be suspended through May 3.
- Osaka: Beginning on March 30, all Osaka flights will be suspended through May 3.
- Fukuoka: All Fukuoka flights will be suspended through May 3.
- Manila: Beginning on March 22, all flights will be suspended through May 3. This includes the Manila to Koror segment.
- Yap: The flight to Yap will operate on Sundays through May 3.

Given the high level of uncertainty regarding travel, United is working to give customers more flexibility by waiving change fees for any booking – domestic or international – made between March 3 and March 31. The waiver applies to all tickets, all fare types, all destinations, all points-of-sale and all travel dates available for sale. For more information visit <https://www.united.com/ual/en/us/fly/travel/notices.html>. United customers can contact united.com, United reservations at 1-800-UNITED-1 (1-800-864-8331), their travel agent, or United's City Ticket Office in Guam for assistance with their flights.

Every customer. Every flight. Every day.

United continues to strengthen its commitment to its customers, looking at every aspect of its business to ensure that the carrier keeps customers' best interests at the heart of its service. In addition to today's announcement, United recently:

- Announced that MileagePlus award miles will never expire

- Committed \$40 million toward a new investment initiative focused on accelerating the development of sustainable aviation fuels and other decarbonization technologies
- Established Miles on a Mission, a first-of-its-kind crowdsourcing platform which gives customers a simple way to donate miles to non-profit organizations and charities in need of air travel
- Launched ConnectionSaver, a digital tool dedicated to improving the experience for customers with connecting flights
- Instituted PlusPoints, new upgrade benefits for MileagePlus Premier members
- Gave Economy customers a choice of complimentary snacks on domestic flights
- Made DIRECTV free for every customer on more than 200 aircraft

About United

United's shared purpose is "Connecting People. Uniting the World." We are more focused than ever on our commitment to customers through a series of innovations and improvements designed to help build a great experience: Every customer. Every flight. Every day. Together, United and United Express operate approximately 4,900 flights a day to 362 airports across six continents. In 2019, United and United Express operated more than 1.7 million flights carrying more than 162 million customers. United is proud to have the world's most comprehensive route network, including U.S. mainland hubs in Chicago, Denver, Houston, Los Angeles, New York/Newark, San Francisco and Washington, D.C. United operates 791 mainline aircraft and the airline's United Express partners operate 581 regional aircraft. United is a founding member of Star Alliance, which provides service to 195 countries via 26 member airlines. For more information, visit [united.com](https://www.united.com), follow @United on Twitter and Instagram or connect on Facebook. The common stock of United's parent, United Airlines Holdings, Inc., is traded on the Nasdaq under the symbol "UAL".