

Passenger FAQs

Introduction: On October 1, 2010, United and Continental announced the legal close of the merger transaction. Now that the merger has closed, we will be working hard to integrate our products and services, on our way to creating the world's leading airline. In the months ahead, the airlines will be working together to introduce an enhanced travel experience, combining the products and services from each airline that our customers value the most.

After the FAA grants us a single operating certificate, which we expect to occur in about a year, we will be fully integrated, operating as one airline, and have the industry's leading frequent flyer program, offering vast opportunities for customers to earn and use miles, including on Star Alliance® partners.

Reservations

Q. Can I use my United ticket on Continental or vice versa?

A. Not yet. With the exception of certain tickets where fare rules permit travel on either airline, you won't be able to voluntarily change your ticket from United to Continental, or vice versa. Although the legal merger transaction is closed, capabilities for switching flights between the two airlines are not yet in place. Over the next year we will be working to add this capability.

Q. Will my future travel reservations be affected now that the merger is closed?

A. No. We will continue to operate as two separate airlines and customers will be able to continue to travel on both airlines pursuant to our codeshare agreement. Travelers should make reservations just as they have in the past.

Q. Now that the merger has closed, how do I book my travel?

A. You can continue to book travel on Continental Airlines at continental.com and on United Airlines at united.com, as you have in the past. You can also make reservations by phone by calling 1-800-523-FARE (3273) for Continental or 1-800-UNITED-1 (1-800-864-8331) for United, or by contacting your travel agent.

Q. What number should I call for online support?

A. If you need united.com customer support, you can chat with a support representative at united.com or call 1-800-589-5582. For continental.com customer support, you can use Ask Alex™, Continental's online virtual expert, or call 1-800-300-1547.

Q. Will all Continental flight numbers change to United flight numbers?

A. No, at this time, Continental's flights will continue to operate using Continental (CO) flight numbers.

Q. My travel plans have changed. Has the refund request process changed?

A. No. You can continue to request a refund for a United flight at united.com or for a Continental flight at continental.com.

Q. I purchased tickets at united.com or continental.com. Are they still valid?

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A. Yes. Tickets purchased on both united.com and continental.com are still valid. You can continue to manage your reservation on the respective company's Web site, using the same confirmation number you received when you purchased the ticket.

Q. My eTicket receipt reflects Continental; will I be sent a new receipt reflecting United?

A. The receipt provided to you is still valid. We will continue to operate as two separate airlines. You will continue to see both Continental and United flights in our systems until we have integrated our schedules.

Frequent Flyer Program

Program and Accounts

Q. If I have questions regarding the status of my account, whom should I contact?

A. For now, you should continue to work with representatives from your current frequent flyer program to answer questions regarding your account.

Q. Are my miles safe?

A. Your miles and frequent flyer program status are safe, and you can continue to earn and use miles just as you do today.

Q. How will the merger close affect my Mileage Plus® or OnePass® miles? Will I lose miles I haven't already used? Do I need to combine them? Is there a deadline?

A. Our OnePass and Mileage Plus® programs will continue to operate independently in 2011 until our systems have been fully integrated. Miles in both programs continue to be valid and can be used according to existing program rules. The new frequent flyer program will combine valuable features of each program. We will keep you updated throughout the year as we have more program information to share.

Q. I am an elite member of Mileage Plus® or OnePass. Will I be entitled to elite benefits when flying the other carrier?

A. Sometime in October 2010, United elite members will have access to Continental's preferred seating, and Continental elite members will have access to United's Economy Plus® seating. In addition, sometime in October 2010, United elite members will have access to Continental's Elite Upgrades, and Continental elite members will have access to United's Unlimited Domestic Upgrades. Additional details about the 2011 elite programs will be announced before the end of 2010.

Q. I am a member of both OnePass and Mileage Plus®. Which frequent flyer number should I include in my reservation?

A. You should continue to use your OnePass or Mileage Plus® membership number to make reservations and accrue miles, as you always have. No matter which account you use, your miles and status are safe as we combine the programs.

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Q. If I currently have a membership with one airline's frequent flyer program, but not both, should I become a new member?

A. It is not necessary at this time to have a membership to both, as customers can earn miles in one program when flying on either airline. You will continue to earn and redeem miles the way you always have. We will be working over the next year to align our frequent flyer programs.

Q. When and how can I combine my OnePass and Mileage Plus® accounts?

A. In 2011 we will provide information on how to combine membership accounts, and by the end of that year, will announce the details of the single, combined program.

Elite members

Q. Are my Elite benefits now available on both airlines?

A. Not yet; however, as an elite customer, you will be able to enjoy reciprocal access to domestic upgrades and premium economy seating sometime in October 2010. Starting sometime in October 2010, United elite members will have access to Continental's preferred seating, and Continental elite members will have access to United's Economy Plus® seating. In addition, starting sometime in October 2010, United elite members will have access to Continental's Elite Upgrades, and Continental elite members will have access to United's Unlimited Domestic Upgrades.

Q. What will happen to my Million Miler Program lifetime status and Continental Infinite Elite status benefits? Will I continue to receive them in the future?

A. Yes, you will continue to receive your benefits as you always have. Lifetime elite benefits will continue in the single, combined program, which will be announced by the end of 2011.

Q. If I'm a Million Miler on United or Continental, what happens to my status and benefits? Will my program change?

A. The Million Miler program for both airlines will remain the same for now, and you will continue to receive your benefits as you always have. Over the next year, we will be working to align the Million Miler programs of both airlines into one common program which continues to recognize your long-time loyalty and commitment.

Reward Travel/Using Miles

Q. I have upcoming OnePass or Mileage Plus® award travel. Are my ticket and trip still valid?

A. Yes, all award tickets are still valid. There is no need to reissue or make any other changes to your existing tickets unless your plans have changed.

Q. I would like to use OnePass or Mileage Plus® miles for an upcoming flight. How long can I do so?

A. At this time, no changes have been made to either airline's program. You can continue to earn and use miles as you always have.

Q. Can I use my frequent flyer upgrade benefits reciprocally across both airlines?

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A. You can continue to use Star Alliance Upgrade Awards across United and Continental flights. In addition, we plan to enable reciprocal benefits sometime in October 2010 for complimentary domestic upgrades (Unlimited Domestic Upgrades on United, automatic Elite Upgrades on Continental). However, for now, neither airline's mileage upgrade awards and Systemwide Upgrades nor United's Regional Upgrades will be transferable between the two airlines. We will be working over the next year to align our frequent flyer programs.

Credit/Debit Cards

Q. Now that the merger has closed, will I still receive miles for credit and debit card charges?

A. Yes. You will continue to earn miles when using your Mileage Plus® Visa credit or debit card or your Continental Airlines credit or debit cards. For cards that can earn Elite Qualifying Miles (EQMs), you will continue to receive this benefit.

Q: Will American Express Platinum and Centurion card members have access to Continental Presidents Clubs?

A. American Express Platinum and Centurion card members will continue to have access to Continental Presidents Clubs through September 2011, but will not have access to United Red Carpet Clubs.

Q. What frequent flyer program membership number should I use when applying for a credit card?

A. You should use the membership number for the respective co-branded card of the airline (e.g., Mileage Plus number for a Mileage Plus Visa card).

Q. Will other credit card benefits I currently enjoy be reciprocal on the day the merger closes?

A. For now, you will continue to enjoy the same credit card benefits currently offered through your existing program and airline. Many of these benefits, however, are not transferable across the two airlines at this time. For example, customers using Continental Chase credit and debit cards will continue to have baggage fee waivers when checking in for trips originating on Continental, but not United. We will be working to integrate our card programs over the next year.

At The Airport

Check In

Q. Will United and Continental airport counter, kiosk and gate locations now be located together? When can I expect to see changes?

A. As the airlines combine, we will be looking to find the most effective and efficient ways to provide excellent service to our customers at the airport. United and Continental currently are located together in more than 10 airports, and we expect to add more convenient locations in the coming months.

Q: Where do I check in for my flight?

A: You should check in with the airline that is operating the first leg of your trip. You can do so using an online kiosk or check-in station in the airport lobby.

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Lounges

Q. Will I still be able to use my membership at Presidents Clubs or the Red Carpet Club® lounges?

A. Yes. Presidents Club and Red Carpet Club® members already have access to both airlines' airport lounges. This won't change. Access to Star Alliance® partner lounges also remains unchanged. We are working toward a greater combined lounge experience for all of our club members.

Q. Will I be able to use airport lounge day passes or one-time guest passes to access either airline's lounges?

A. Yes. Day passes and one-time passes from either airline will now be accepted at both Presidents Club and Red Carpet Club lounges.

Q. Will my lifetime lounge access be transferred to the new airline?

A. Yes. We will be working to align our programs over the next year, and your lifetime lounge access will continue to be valid in the new, combined program.

Q. Are there any changes to the amenities offered at Presidents Club and Red Carpet Club® lounges?

A. Members of either club will continue to enjoy reciprocal access, personalized travel assistance and the convenience of free Wi-Fi. Complimentary snacks and alcoholic and non-alcoholic beverages are offered. Over the next year, we plan to align our overall amenities and services.

About The Merger

General Questions

Q. Given the announcement that the merger has legally closed, does one airline now exist?

A. United and Continental will continue to operate as two separate airlines, and we will continue to integrate our operations, combining elements of both airlines to create the world's leading airline.

Q. What changes can I expect to see immediately? Are there any new customer benefits?

A. For now, we will continue to operate as two separate airlines and you should contact us and make reservations just as you have in the past. For our elite customers, we will roll out reciprocal upgrades and premium economy seating sometime in October 2010. We look forward to announcing additional customer benefits as we start to integrate our systems.

Q. What amenities and services can I expect to enjoy on flights with the new United?

A. As we combine the products and services of the two companies through the integration process, we will look to provide the amenities that our customers value most.

Branding

Q. What will the new logo and branding look like, and when will we see the new branding in airports and on your planes?

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A. The logo and livery of the new United will preserve the heritage of both companies by combining United's name and the globe that has represented Continental's brand since 1991. We are currently exploring options for painting our fleet with our new livery, and you will begin noticing those changes, and new signage in airports, over the next several months.

Integration process

Q. When will the integration process be fully completed?

A. We expect that the integration process will be fully completed in 12-18 months. We will keep you informed throughout the process with updates to this page.

Q. I've seen references to the merger "closing" and the "Single Operating Certificate" in materials. What do these terms mean and how do they fit into the integration process?

A. The integration process will be fully completed in 12-18 months. The merger received full legal approval on October 1, 2010, allowing us to operate separately under a holding company called United Continental Holdings, Inc. For our customers, it is "business as usual" as we begin to integrate operations of the two airlines.

We then anticipate that in the spring of 2011, we will be able to offer customers a more seamless travel experience, including unified products and services. At this time, aircraft will also begin to carry the livery of the new airline.

A year or more after the close of the merger, when the FAA issues us a Single Operating Certificate, we will begin flying as one airline.

Network/Routes

Q. Will there be any additional changes made to the combined network and the list of cities the new airline will serve, now that the merger has closed?

A. As we've pledged from the beginning, we plan to maintain service at communities currently served by either airline. Current route information is available on each airline's Web sites: continental.com and united.com.

Q. How will international operations be affected by the merger?

A. As a combined company, we now offer the world's most comprehensive global route network, including international gateways to Asia, Europe, Latin America, Africa and the Middle East from anywhere in the United States.

Other Stakeholders

Business Partners/ Others

Q. Our non-profit has a long-standing relationship with CO, but has never worked with UA. Will our organization still receive corporate sponsorship from the new United?

A. The new United is committed to being an active community member and responsible corporate citizen. As we work to integrate the two companies and refine our long-term corporate giving strategies, we will maintain an open dialogue with our corporate and non-profit partners. In the interim, both United and Continental will continue to support our corporate and non-profit partners as we have in the past, and you should continue to work with your normal point of contact.