

United Club Terms and Conditions

Important: The following are the rules and other provisions (collectively, "Rules") pertaining to United Club membership and your use of United ClubSM locations, Partner Lounges (defined below), United Polaris[®] lounges and United Arrivals Lounges, (collectively, "Lounges"). By purchasing a United Club membership (including without limitation by paying the annual fee of a credit card that includes a United Club membership) or using the Lounges, you indicate your acceptance of these Rules and agree to abide by them. United Club memberships and use of Lounges will be governed by these Rules, and it is your responsibility to read and understand all of them. These Rules cannot be superseded or changed, except in writing from United Airlines or any of its affiliates (collectively, "United"). The most current Rules may be found on united.com and this is the final authority on the Rules. The Rules on united.com shall be deemed to supersede any prior or conflicting versions thereof.

Atmosphere and attire

1. During your visit to any Lounge, your attire and conduct must be consistent with a professional and family friendly environment.
2. As a courtesy to other guests, headphones or earbuds must be worn when using personal devices such as smartphones, tablets and other electronics, and using the speaker feature on any electronic device is not permitted. Phone rooms may be available for you to use.
3. Smoking is not permitted. The use of tobacco products, including cigarettes, pipes, chewing tobacco and cigars, as well as electronic devices such as e-cigarettes and vaping products, is not permitted inside any Lounge.
4. Use of marijuana in any form, or use of any illegal or prohibited substances, is not permitted inside any Lounge.
5. United reserves the right to refuse to serve alcoholic beverages to any member or guest who appears to be intoxicated or is otherwise acting inappropriately.
6. Food and alcoholic beverages may not be brought into any Lounge. Food and beverages are provided for consumption and use inside of Lounges and may not be taken outside of Lounges.
7. Lying on the floor, lying on or placing feet on the furniture, or moving furniture is prohibited inside all Lounges.
8. Solicitation is prohibited inside all Lounges.

9. United will not be held responsible for personal articles lost or stolen inside any Lounge.
10. Alcoholic beverages will not be served to anyone under 21 years old. Local age laws and regulations apply in non-U.S. locations.
11. In addition to United's available legal remedies, United reserves the right to terminate any membership or remove any member or guest from a Lounge for any conduct that United deems inappropriate.

Admittance

1. A valid United Club membership or one-time pass, a same-day boarding pass and a government-issued photo ID (such as a driver's license, passport or military ID) are required for admittance to United Club locations. United Club customers, including members and their guests, and one-time pass holders must provide a same-day boarding pass for travel on United, Star AllianceTM or a contracted partner operated flight for entry into all United Club locations. Admittance to United Club locations is permitted only at the departure and arrival airports for United, Star Alliance or a contracted partner operated flights. At partner lounges, including participating Star Alliance-affiliated lounges, United Club members who are general MileagePlus members or MileagePlus Premier Silver members must present a valid membership card and any other required documentation. MileagePlus Premier Gold members and above only need a boarding pass. United Club All Access Membership or United Club All Access Cardmember membership is required to access partner lounges. United Club Individual Memberships and United Club Cardmember memberships do not include access to partner lounges.
2. Membership cards are nontransferable and may not be loaned to others. United representatives will confiscate membership cards that are expired or presented by anyone other than the member.
3. Guest Access – direct membership
 - a. For United Club memberships newly purchased or renewed between March 24, 2024 and March 23, 2025, the following guest access policy applies during the applicable one-year membership period (ending no later than March 23, 2026): United Club members may bring into any United Club location: (i) one adult guest and dependent children under 21, or (ii) up to two adult guests.
 - b. For United Club memberships purchased or renewed on or after March 24, 2025, the following guest access policies apply:

- i. United Club Individual Membership – guest access is not permitted.
 - ii. United Club All Access Membership – members may bring into any United Club location: (1) one adult guest and dependent children under the age of 18, or (2) up to two adult guests.
- 4. Guest Access – United Club credit card membership
 - a. (i) For United Club credit cards issued prior to August 1, 2024 that are renewed (i.e., the annual fee is paid) between August 1, 2024 and July 31, 2025, and (ii) for United club credit cards newly issued between August 1, 2024 and March 23, 2025, the following guest access policy applies during the applicable one-year membership period (ending no later than July 31, 2026): United Club members may bring into any United Club location: (1) one adult guest and dependent children under 21, or (2) up to two adult guests.
 - b. For United Club credit cards newly issued on or after March 24, 2025, or renewed (i.e., the annual fee is paid) on or after August 1, 2025, the following guest access policies apply beginning on the issuance or renewal date, as applicable:
 - i. United Club Cardmember – members may bring into any United Club location: one adult guest and dependent children under the age of 18.
 - ii. United Club All Access Cardmember – members may bring into any United Club location: (1) one adult guest and dependent children under the age of 18, or (2) up to two adult guests.
- 5. Members must accompany their family and guests during their United Club visit. Members are responsible for ensuring guests and family members comply with these Rules.
- 6. Individuals must be 18 or older to enter any United-operated Lounge, including United Polaris lounges, unless accompanied by a supervising adult 18 or older.
- 7. Guests must be at least 21 to visit a Lounge with a self-service bar, unless accompanied by an adult who is at least 21. Local age laws and regulations apply in non-U.S. Lounges.
- 8. One-time Passes A one-time pass grants one person one-time access to a United Club location. Children under 2 years old may accompany someone accessing a United Club location with a one-time pass. A one-time pass cannot be used at United Arrivals Lounges, United Polaris lounges or Partner Lounges. A same-day boarding pass for travel on United, Star Alliance™ or a contracted partner operated flight is required for entry.

One-time passes purchased at a United Club location must be used at time of purchase. Access to Lounges may be denied for one-time pass users during busy times when Lounges are at or near capacity. One-time passes will not be honored or accepted after their displayed expiration date. United Club passes have no cash value, cannot be sold, bartered, traded or exchanged. Passes cannot be replaced if lost or stolen.

Effective May 1, 2025: One-time pass may be used for entry only during the three hours immediately prior to the scheduled departure time for your flight. This time limit is not applicable during the time period between two connecting flights on the same itinerary. One-time pass is not valid for access to Club Fly and other non-standard United Club concepts, as determined by United.

9. United reserves the right to refuse admittance to anyone who interferes with the atmosphere of the United Club.
10. United Club members who bring more guests than allowed will be charged for any additional guests.
11. A United Club membership cannot be used for admittance to United Polaris lounges or United Arrivals Lounges. Please refer to the [Club and Lounge Access](#) page for access requirements and eligibility information.

General conditions

1. United has the right to change the Rules, benefits (including without limitation Lounge hours, locations, amenities, services and reciprocal lounge agreements), access policies, pricing and conditions of membership and use, in whole or in part, at any time, with or without notice. Terms used but not defined herein shall have the meaning assigned in the rules of United's MileagePlus® Program ("Program Rules"). All Program Rules apply to your United Club membership and use of Lounges.
2. The Rules control your United Club membership and use of Lounges and no covenants at law or in equity shall be implied or incorporated, all of which are expressly disclaimed. United has the sole right to interpret and apply the Rules. **IN NO EVENT SHALL UNITED BE LIABLE TO A MEMBER, OR ANYONE ACTING ON MEMBER'S BEHALF, FOR ANY DIRECT, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING LOST REVENUE OR PROFITS, ARISING OUT OF THE ACTS OR OMISSIONS OF UNITED IN CONNECTION WITH UNITED CLUB MEMBERSHIP OR USE OF LOUNGES, OR COSTS OR**

ATTORNEYS' FEES. Any abuse of United Club membership or Lounge use or failure to follow the Rules, the Program Rules, United's Contract of Carriage, United's fare rules, any violation of law, rule or regulation, any conduct detrimental to the interests of United, any fraudulent activity or attempted fraudulent activity, or any misrepresentation of any information furnished to United or its affiliates by any Participant, anyone else acting on the Participant's behalf, or any third party, may result in United exercising any one or more of the following remedies ("United's Remedies"), with or without notice to the Participant: (a) termination or suspension of United Club membership and Lounge access without compensation and (b) exercising any of United's Remedies under the Program Rules or United's Contract of Carriage.

3. Neither United's waiver or consent to a deviation from the Rules nor any course of dealing shall be construed as a waiver by United of any subsequent violation of the Rules and United may invoke United's Remedies for a violation of the Rules despite any such prior waiver or consent.
4. Members will not be compensated for changes in membership benefits, amenities, Lounge locations or changes to these Rules.
5. United and its subsidiaries, affiliates and agents are not responsible for any products, services or activities of any partner and are not responsible for products or services separately offered by third parties and made available at any Lounge operated by another entity or airline, including, without limitation, participating Star Alliance™-affiliated lounges, with which United has a reciprocal access arrangement (each, a "Partner Lounge").

Membership

1. A one-year United Club Individual Membership or United Club All Access Membership can be purchased on united.com, with a United Club representative at any United Club location, or by phone at 1-866-822-5827. Prices may vary based on MileagePlus Premier® level or other criteria. If a membership has been expired for more than 30 days, it is considered a new enrollment.
2. Memberships are nonrefundable and nontransferable.
3. Memberships are open only to members of the United MileagePlus Program and such members must be 18 or older.
4. Membership will expire on the date indicated when purchasing the membership.

5. You can renew a United Club membership beginning 60 days prior to its expiration at the price effective on the date of renewal.
6. Members enrolled in auto-renew will be charged for the renewal 30 days prior to membership expiration. The renewal will be charged to the form of payment on file at the price effective on that day.
7. Gift subscriptions must be activated within 60 days of purchase. Gifts not activated within 60 days will automatically activate and expire in one year.
8. Memberships may not be sold by anyone other than United. Any memberships sold by a party other than United are void, and United reserves the right to take any or all of the following actions in connection with a third-party sale of a membership: (a) invalidate the membership; (b) assess the member for the actual value of the services obtained through use of the membership; (c) delete award miles in the member's MileagePlus account or take any other action permitted by the MileagePlus Program Rules; and (d) take legal action against the member or third-party seller of the membership.

Pet and service animal policy

1. Service animals and in-cabin pets are welcome in certain Lounges, provided that local ordinances permit animals inside such Lounges.
2. Animals are not allowed to occupy seats and animal carriers must be placed on the floor while inside Lounges.
3. Animals are not allowed to eat or drink from serviceware available inside Lounges.
4. All animals must remain on the floor when they are near food or beverage display areas.
5. In-cabin pets must remain inside their carriers with the door secured at all times and the bright yellow bag tag visible.
6. Animals must be trained to behave properly in public settings and follow the direction of their owners. Animals may not engage in disruptive behavior or roam freely inside Lounges.
7. Animals must be clean and properly groomed.
8. All policies associated with service animals and in-cabin pets traveling on United or United Express® flights, including the Contract of Carriage, also apply inside Lounges.

Miscellaneous

1. United considers membership and/or use of any Lounge an acceptance of these Rules.
2. United will not be liable for interruptions, delays or failures in performance caused by acts of God, war, strike, labor dispute, work stoppage, fire, government or any other cause, whether similar or dissimilar, beyond our control.
3. United reserves the right to terminate membership or remove any customer from a Lounge for any abuse of privileges (including inappropriate conduct), failure to follow these terms and conditions or failure to follow the rules of the United MileagePlus program. Membership in United MileagePlus is a prerequisite for a United Club membership and therefore a member's termination from the United MileagePlus program will result in an immediate termination from the United Club membership without compensation. United reserves the right to amend or modify these Rules at any time with or without written notice to its members and customers.
4. United and its subsidiaries, affiliates and agents are not responsible for any products and services of other participating companies and partners. United and MileagePlus are registered service marks. Learn more about the [MileagePlus program](#).