

**Request for Compensation for Cancelled Flight UA 952 from Munich to Chicago
on July 23, 2022**

Passengers: Fred J. Hickernell and Aleksei Sorokin

UA Confirmation Code: FGJLWR

Relevant case numbers: 165858740646858 and 165858786673664

Date: July 27, 2022

Summary. Because of *technical issues on the part of United Airlines (UA)*, our flight home to Chicago was cancelled and we were rebooked to return home *three* days later, the earliest that we were offered. We request that United

- *Reimburse* us USD 856.94 for extra accommodation and meal expenses (receipts attached) incurred by the delay, namely,
 - July 24, 2022, night, two rooms + breakfast at the Hotel Kastanienhof: EUR 208 = USD 213.35
 - July 25, 2022, night, two rooms + breakfast and dinner at the Hilton Hotel Rome Airport: EUR 629 = USD 643.59All the above bills were paid by Hickernell.
- *Compensate* us for the inconvenience of the delayed return home, which resulted in missed persona, medica, and work appointments and time with family and friends. Given the severity of the inconvenience, this should exceed the USD 75 in flight credits offered yesterday, July 26.

At 10:44 PM Central European Time (CET), July 22, UA informed us by text that our flight UA 952 On July 23 was cancelled. When we became aware of the cancellation on the morning of July 23, we called the UA Premier Desk 7 AM and spoke with an agent for 50 minutes. After being unable to find us an alternative flight home, the agent told us to go to the airport because they would have more access to seats available.

We went to the Munich airport UA check-in counter. After waiting in line and speaking briefly with an agent, the agent told us that they could not help and that we should go to the Lufthansa service desk. After waiting in line at the Lufthansa service desk and starting to talk to an agent, we were suddenly told that all passengers affected by the cancellation of UA 952 should call UA ticketing. Lufthansa would not help us rebook.

After reaching UA ticketing and speaking with an agent for some length of time, we were finally offered the option to fly to Rome on July 25 and then to Chicago on July 26, *three days after our scheduled return home*. We went back to the Lufthansa service desk, where we were given vouchers for only *one* meal, vouchers for *one night* at the Hotel Kastanienhof, and taxi vouchers to and from the hotel. The Lufthansa agent said that any further compensation would need to be taken up with UA customer care.

When we arrived at the Hotel Kastanienhof on Saturday, July 23, afternoon, I called the UA Premier desk again, trying to find an earlier way home. The agent tried for one hour, but no options could be found.

Later that Saturday, July 23, afternoon I contacted UA customer care, case numbers 165858740646858 and 165858786673664, requesting the terms of compensation offered by UA and informing UA of our intention to request compensation. None of the UA of Lufthansa agents were able to inform us of how UA would reimburse us for our extra expenses. UA customer care did not respond until after we were already flying from Rome to Chicago, three days after our initial contact messages to UA customer care.

We made our own accommodation arrangements, staying at the same Hotel Kastanienhof on the night of July 24, and at the Rome airport Hilton on the night of July 25. Because of the morning departure, we wanted to be early to the airport.

In summary, we request *reimbursement* for expenses and reasonable *compensation* for our inconvenience.

- Our delayed trip home was due to UA technical problems.
- UA's support for us was lacking.
 - We spent several hours on Saturday seeking flights home.
 - UA customer care did not respond to our requests for how we were to be accommodated during our three-day delay. All agents we spoke to were not authorized to provide such instructions.
 - Customer care did not provide UA's policy on accommodating passengers with canceled flights, as required by the European Union. However, after finding those rights on our own on your website (attached), Section C. Right to Care states that you will provide hotel accommodations for stays requiring one or more nights.
- Three days after our flight was delayed, UA offered each of us a \$75 UA flight credit for our inconvenience. A few years ago, Fred Hickernell's domestic flight was delayed by several hours (not days), and Fred Hickernell and his family members on the flight were each given \$150 as compensation for the inconvenience. Surely a three-day inconvenience deserves more compensation than \$75.

UA's tagline is "*Good leads the way.*" Please show us how that applies to our situation.

Thank you,
Fred J. Hickernell, Mileage Plus #JTD64672
Aleksei Sorokin

Hotel Kastanienhof · Am Bahnhof 7 · D-85435 Erding

Herr
Frederick Hickernell

Erding, 24. Juli 2022

Rechnung Nr. 5123

Zimmer: 214 Anreise: 24.07.22 Abreise: 25.07.22 Gast: Hickernell Frederick

Menge	Leistung	Einzelpreis	Summe
2	Übernachtung 24.07.22	90,00	180,00
2	Frühstück Speisen 24.07.22	9,80	19,60
2	Frühstück Getränke 24.07.22	4,20	8,40
1	Visacard 4147XXXXXXXX7593	-208,00	0,00

Total: 208,00
Zahlung: -208,00
Offener Betrag: 0,00

Enthaltene Mehrwertsteuer:

7,00 % MwSt
19,00 % MwSt
0,00 % MwSt
0,00 % MwSt
0,00 % MwSt

Brutto 199,60 €
Brutto 8,40 €
Brutto 0,00 €
Brutto 0,00 €
Brutto 0,00 €

Nettobetrag: 186,54 €
Nettobetrag: 7,06 €
Nettobetrag: 0,00 €
Nettobetrag: 0,00 €
Nettobetrag: 0,00 €

MwSt.-Betrag: 13,06 €
MwSt.-Betrag: 1,34 €
MwSt.-Betrag: 0,00 €
MwSt.-Betrag: 0,00 €
MwSt.-Betrag: 0,00 €

TSE-Transaktion: 17554
TSE-Start: 2022-07-24T09:59:33+02:00
TSE-Stop: 2022-07-24T09:59:33+02:00
TSE-Seriennummer: aeed79e8-9838-49e2-9ac5-9d8782b92402
TSE-Zeitformat: unixTime
TSE-Hashalgorithmus: ecdsa-sha256
KassenId: protel-ObEGiPlkBRkxZahxdXtHQ
Erstbestellung: 24.07.2022 07:59:41



TSE-Signatur:
0Z89NTqKjTUwAQ/7AqzC0eXEHVfFqev9fxBKIh+rwI3zzdL3LWXFFj6os2J/qsedM+qnnY1aL
bVnYVW500jzQ==

TSE-Publickey:
BCmd5lGkACvSPBtK1aWSkFH8Wh6UEmr1/B6vQJK9CsV6EGkCkv7xSSEMIZjr7GcrKQcDGTf
uuy/X6E8VnAnlkk=

Kastanienhof Erding
Hotelbetriebs- und Verwaltungsges. mbH
Geschäftsführerin: Min Kampe-Zhang
HRB München 81151
Steuernummer: 114/130/10049
USt.-IdNr.: DE 128955316

Am Bahnhof 7
D-85435 Erding
Telefon 0 81 22 / 980-0
Telefax 0 81 22 / 980-150
www.kastanienhof-erding.de
info@kastanienhof-erding.de

Kreis- und Stadtparkasse Erding-Dorfen
IBAN: DE24700519950010044444
BIC: BYLADEM1ERD
Raiffeisenbank Erding
IBAN: DE08701693560000722600
BIC: GENODEF1EDR

ICARUS S.p.A.
 UBICAZIONE ESERCIZIO
 Via Arturo Ferrarin, 2
 00054 Fiumicino (Roma), Italia
 Tel. +39 06 6525 8 Fax +39 06 6525 6525
 E-mail: sales.romeairport@hilton.com
 hilton.com



ROMAP - DOCUMENTO AMMINISTRATIVO N. 1220057880

Data 26/07/22 **Ora** 06:56:21
User ALTO **Cashier N** 2
Crs N. 3280737281-279900697

MI Fred Hickernell

Fred Hickernell
937 S Quincy St
Hinsdale, IL 60521

HH: 374874615

Num. Interna	Camera N.	Gruppo N.	Arrivo	Partenza	N. Persone	Prezzo	Pagina N.
<i>Reservation No.</i>	<i>Room No.</i>	<i>Group No.</i>	<i>Arrival</i>	<i>Departure</i>	<i>No. of Guest</i>	<i>Rate</i>	<i>Page No.</i>
12757537	5023 / K1E		25/07/22	26/07/22	1	285,00	1 di 2
<i>Data / Date</i>	<i>Descrizione / Description</i>		<i>Addebiti / Accrediti</i>		<i>Charges / Credit</i>		
25/07/22	3022	Le Colonne Dinner Food				39,00	
		Room# 5023 : CHECK# 0013251					
25/07/22	3030	Le Colonne Dinner Beverage				10,00	
		Room# 5023 : CHECK# 0013251					
25/07/22	3030	Le Colonne Dinner Beverage				4,00	
		Room# 5023 : CHECK# 0013251					
25/07/22	8014	Citta' di Fiumicino -Assolta imposta di soggiorno Del C.C. 21 Dicembre 2011 N.63				3,00	
25/07/22	8014	Citta' di Fiumicino -Assolta imposta di soggiorno Del C.C. 21 Dicembre 2011 N.63				3,00	
		Routed From SOROKIN ALEKSEI Of Room #5024					
25/07/22	1000	HHONORS DISCOUNT RATE				285,00	
25/07/22	1000	HHONORS DISCOUNT RATE				285,00	
		Routed From SOROKIN ALEKSEI Of Room #5024					

UBICAZIONE ESERCIZIO
Via Arturo Ferrarin, 2
00054 Fiumicino (Roma), Italia
Tel. +39 06 6525 8 Fax +39 06 6525 6525
E-mail: sales.romeairport@hilton.com
hilton.com



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12757537	5023 / K1E		25/07/22	26/07/22	1	285,00	2 di 2
26/07/22		9016 American Express on line				-629,00	
Merchant ID		Card Number XXXXXXXXXXXX2001			Amount EUR 629.00		
Transaction ID 12757537		Expiry XX/XX					
Appr. Code A121147		Capture AX					
Appr. Amount 629.00							
					Firma/Signature		

Con la presente mi dichiaro solidamente responsabile con la persona, Società od Ente da me sopraindicati per il pagamento di questo conto e di tutti gli accessori inerenti allo stesso che dichiaro di approvare espressamente e specificatamente ai sensi dell'Art. n° 1341 e 1342 C.C. - Sui ritardati pagamenti, verranno applicati gli interessi di mora senza uopo di diffida e di costituzione di mora.

I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person company or association fails to pay for any part the full amount of all charges. Interest will be charged on late payments without any further notice.

Firma/Signature _____

Corrispettivo Pagato	Corrispettivo Non Pagato
629,00	0,00

Aliquota	Imponibile	IVA	Totale
	Totale Imponibile	Totale IVA	Totale Fattura
			629,00

I conti albergo e le fatture devono essere saldati a vista. Sui ritardati pagamenti, verranno applicati gli interessi di mora senza uopo di diffida e di costituzione di mora.

Bills and invoices are payable upon receipt. Interest will be charged on late payments without any further notice.

Notice of your rights for flights departing the European Union and the United Kingdom in the event of a flight delay or cancellation or denied boarding

This Notice contains important information about your rights established under Regulation (EC) 261/2004 of the European Parliament and Council (the "Regulation"), and which United Airlines must inform you about if your flight was cancelled, delayed, or if you were denied boarding on a flight. This Notice explains your rights under the Regulation with respect to flights operated by United Airlines. You may be entitled to benefits under this Regulation if:

- You have a confirmed reservation and United is the operating carrier for the flight concerned;
- Your ticket was purchased at a fare available to the public, including a frequent flyer program.

You are not entitled to these rights if you are denied boarding on the grounds of health, safety, security or invalid travel documentation.

Flight delay

In accordance with the case law of the Court of Justice of the European Communities (CJEC), passengers may invoke the right to be economically compensated per the amounts established in the Regulation whenever a passenger suffers a loss of time equal to or greater than three hours in relation to their arrival at their final destination.

In the event that your flight is delayed by three (3) hours or more to your final destination, you are entitled to the benefits defined under subsections A and C of the Description of Your Rights section of this Notice.

In the event that your flight is delayed by five (5) hours or more from its scheduled departure time, you are entitled to the benefits defined under subsection B(1)(a) and (2) of the Description of Your Rights section of this Notice, in addition to those defined under subsection A and C. Please note that you may not be entitled to compensation under subsection A if the cause of the delay is determined to be the result of extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.

Flight cancellation

If your flight is cancelled, you are entitled to the benefits defined under subsections A, B and C of the Description of Your Rights section of this Notice. United is not obliged to pay you the flight compensation described in subsection A if:

- 1) You are informed of the cancellation of your flight at least two (2) weeks before the scheduled time of departure; or
- 2) You are informed of the cancellation between two (2) weeks and seven (7) days before the scheduled time of departure and you are offered re-routing, allowing you to depart no more than two (2) hours before the scheduled time of departure and to reach your final destination less than four (4) hours after the scheduled time of arrival; or
- 3) You are informed of the cancellation less than seven (7) days before the scheduled time of departure and you are offered re-routing, allowing you to depart no more than one (1) hour before the scheduled time of departure and to reach your final destination less than two (2) hours after the scheduled time of arrival.

In addition, please note that you may not be entitled to compensation under subsection A if the cancellation of the flight is caused by extraordinary circumstances which could not have been avoided if all reasonable measures had been taken.

Denied boarding

Before we deny boarding to any customer, we will request volunteers to surrender their seats in exchange for the agreed upon compensation or benefits. If you voluntarily surrender your seat, you will be entitled to receive care as described in subsection C of this Notice. You will also be entitled to rerouting or reimbursement as detailed in the subsection B of this Notice. In the event that there are insufficient volunteers and you are involuntarily denied boarding, you will be entitled to the rights defined under subsections A, B and C in the Description of Your Rights section of this Notice.

Downgrading

If you are involuntarily placed in a lower class than that for which your ticket was purchased, you may be entitled to reimbursement from the operating carrier within seven days in the amount of (a) 30% of the ticket segment price if your flight is 1500 km or less; (b) 50% of the ticket segment price if your flight is within the EU and more than 1500 km, or if your flight is between 1500 and 3500 km; or (c) 75% of the ticket segment price if your flight is more than 3500 km.

Description of Your Rights

A. Right to compensation

- 1) If your flight is cancelled or delayed by 3 or more hours to your final destination or you are involuntarily denied boarding, you are entitled to receive €600 in compensation from us. If, however, we offer you re-routing on an alternative flight that will arrive within four hours of the arrival time of the flight on which you were originally booked, your compensation can be reduced to €300.
- 2) We will pay any compensation due under this section in cash, by prepaid card, EFT, bank check or, with your written agreement, in a travel voucher.

B. Right to reimbursement or re-routing

- 1) If your flight is cancelled, you are denied boarding, or your flight is delayed by five (5) hours or more, you are entitled to choose between:
 - a) Reimbursement within seven (7) days of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight no longer serves any purpose in relation to your original travel plan and, if applicable, a return flight to the first point of departure at the earliest opportunity; or
 - b) Re-routing under comparable transport conditions to your final destination at the earliest opportunity or, at a later date at your convenience, subject to the availability of seats.

If we offer you a flight to an airport other than that for which the booking was made (in case the town, city or region is served by several airports), we will pay the cost of transferring you from that alternative airport either to that for which the booking was made or to another close-by destination agreed with you.

- 2) We will reimburse you in cash, by prepaid card, EFT, bank check or, with your written agreement, in a travel voucher.

C. Right to Care

If you are denied boarding, your flight is cancelled, or your flight is delayed by three (3) or more hours beyond its scheduled time of departure and the expected departure time of your new flight (if any) is the same day as the departure date of your originally ticketed flight, we offer you the following free of charge:

- Meals and refreshments in a reasonable relation to the waiting time; and
- Two (2) telephone calls, telex or fax messages, or e-mail messages.
- In cases where a stay of one (1) or more nights becomes necessary or a stay additional to that intended by you becomes necessary, we will provide hotel accommodations; and
- Transport between the airport and place of accommodation (hotel or other).

We may limit or decline your right to care if provision of care would itself cause further delay.

Other rights not prejudiced

The foregoing rights apply without prejudice to any additional rights that you may have to further compensation. Compensation described in this notice may be deducted from such additional compensation.

Customer Care

900 Grand Plaza Drive, Dept. NHCCR, Houston, Texas 77607
1 800-864-8331

In order for us to process your claim expeditiously, please supply your name, contact details (email address and/or mailing address), ticket number, flight number, booking reference and details of the claim you are making.

To make a claim for compensation, please contact United Customer Care online at: united.com/feedback

If we are unable to solve your problem to your satisfaction, you can complain to the relevant national enforcement body. The following are the contact details:

Belgium:

Direction générale
'Transport aérien'
Cellule Stratégique -
Droits des passagers
City Atrium (6ème étage -
locker PAX)
Rue du Progrès 56
BE - 1210 Bruxelles
Directoraat-generaal
'Luchtvaart'
Strategische Cel -
Passagiersrechten
City Atrium (6de
verdieping - locker: PAX)
Vooruitgangstraat 56
BE - 1210 Brussel
Tel : + 32 2 277 44 00
(Tue and Thu 9:00 - 12:00)
passenger.rights@mobiliteit.fgov.be
www.mobiliteit.belgium.be
[www.mobiliteit.fgov.be/
applications/Internet/
EasyWebForms.nsf/
PassengerRights.xsp](http://www.mobiliteit.fgov.be/applications/Internet/EasyWebForms.nsf/PassengerRights.xsp)

Denmark:

The Danish Transport,
Construction and
Housing Authority
Carsten Niebuhrs Gade 43
DK-1577 Copenhagen V
Tel. : +45 7221 8800
Fax : +45 7262 6790
info@tbst.dk
www.tbst.dk

France:

Direction générale de
l'aviation civile (DGAC)
Direction du transport
aérien, Mission du Droit
des passagers,
Bureau des passagers aériens
50 rue Henry Farman
FR- 75720 Paris cedex 15
Tel : +33 1 58 09 43 21

Germany:

National Enforcement Body
Air Passenger Rights
Kurt-Schumacher-Straße 21
38144 Braunschweig
Tel.: +49 531 2355-115
Fax: +49 531 2355-1197
fluggastrechte@lba.de
www.lba.de

Ireland:

Commission for Aviation
Regulation
3rd Floor
6 Earlsfort Terrace
IE - DUBLIN 2 D02 W773
Tel. : +353-(0) 1-6611700
Fax : +353-(0) 1-6611269
(General)
apr@aviationreg.ie
www.flightrights.ie

Italy:

L'Ente Nazionale per
l'Aviazione Civile
Viale del Castro Pretorio, 118
IT - 00185 ROME
www.enac.gov.it
[moduliweb.enac.gov.it/
applicazioni/cartadiritto_
English/modulo_261.asp](http://moduliweb.enac.gov.it/applicazioni/cartadiritto_English/modulo_261.asp)

Netherlands:

Inspectie Leefomgeving en
Transport Human Environment
and Transport Inspectorate
Postbus 16191
2500 BD Den Haag
Tel. : +31 884 890 000
www.ilent.nl
[english.ilent.nl/themes/a/air-
passenger-rights/passengers](http://english.ilent.nl/themes/a/air-passenger-rights/passengers)

Norway:

Norsk ReiselivsForum
Transportklagenemnda
(Dispute Resolution Board)
Øvre Slottsgate 18-20
NO - 0157 OSLO
Tel.: + 47 22 54 60 00
post@reiselivsforum.no
www.transportklagenemnda.no

Portugal:

Autoridade Nacional de
Aviação Civil (ANAC) Rua B,
Edifícios 4, 5 e 6
Aeroporto Humberto Delgado
PT - 1749-034 LISBOA
Tel. : +351 (21) 284 2226
Fax : +351 (21) 847 3585
consumidor@anac.pt
www.anac.pt

Spain:

AGENCIA ESTATAL DE
SEGURIDAD AÉREA. División
de Calidad y Protección al
Usuario. Paseo de la Castellana
112
28046 Madrid
Tel.: + 34 91 396 82 10
sau.aesa@seguridadaerea.es
www.seguridadaerea.es

Sweden:

The Swedish Consumer Agency
(Konsumentverket)
Visiting address: Tage
Erlanderagatan 8A, Karlstad
Postal address: Box 48, SE -
651 02 KARLSTAD
Tel. : +46 77 14 23 300
Fax : +46 54 - 19 41 95
[konsumentverket@
konsumentverket.se](mailto:konsumentverket@konsumentverket.se)
www.konsumentverket.se

Switzerland:

Federal Office of Civil Aviation
FOCA Passenger rights
CH - 3003 BERNE
Tel. : +41 58 465 95 96
passengerrights@bazl.admin.ch
[www.bazl.admin.ch/pax-
online-form](http://www.bazl.admin.ch/pax-online-form)

United Kingdom:

Passenger Complaints Unit
Civil Aviation Authority
Tel : 020 7453 6888
www.caa.co.uk/passenger