**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 643.59

All 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