

Use our tool to learn more about the different things you can be refunded for. Or, use our [refund form](#) to request a refund and check its status.

Select a category

Delayed or canceled flight



Delayed or canceled flight

You may be eligible for a refund of your ticket and any fees if your flight was delayed, canceled or otherwise disrupted.

If your flight is disrupted, you have a couple options:

- If you no longer want to travel on the disrupted flight, you're eligible for a refund to your original form of payment.
- If you change your travel plans, we'll waive any change fees even if your trip normally wouldn't qualify.
- If your trip includes a connection and you've reached the connecting city, you can ask to return to your origin and receive a travel credit or refund if no other flights are available.

Disruptions that qualify for canceling your trip and requesting a refund include:

- Canceled flights
- Flights with a schedule change or delay of at least 3 hours domestically or 6 hours internationally
- Flights where you're downgraded to a lower cabin of service
- Flights where the origin or destination airport changes or the number of stops increases from your original booking

If you experience these disruptions and don't travel, we'll automatically process a refund after your original travel date. You can also fill out the [form here](#) to get your refund as soon as possible. If you originally bought your ticket from a travel agency or another airline, contact them to request a refund.

Contact us if you don't take one of your flights because of these disruptions but want to keep the rest of your trip. We'll make sure the rest of your trip isn't canceled or refunded.

Customers with disabilities and their travel companions can request a refund if they don't continue their travel after one of the following disruptions:

- Flights where the connecting airport changes
- Flights where there's an aircraft change resulting in a reduction of accessibility features

You can also get a refund for ancillary service fees, like seat selection and inflight Wi-Fi, if United doesn't provide the service you paid for.

Under U.S. Department of Transportation rules, you're eligible for a refund if your flight is significantly disrupted and you decline our rebooking options. If you accept our rebooking options, such as continuing to travel on a delayed or rescheduled flight, you will not be entitled to a refund.

The amount and type of credit or refund you receive depends on the ticket and how much of it was used.

This policy may vary based on your location. Learn more about policies for members of the [European Union](#) or read our [Contract of Carriage](#).

General refund policy



Go to [My Trips](#) to cancel your reservation and start the refund process.



The refund amount will vary based on the situation.



Your refund will be credited back to your original form of payment.



If your ticket was purchased in the last 24 hours, it may qualify for our [24-hour booking policy](#).



Credit card refunds will be processed within seven business days of the request. All other refunds will be processed within 20 business days of the request.



Basic Economy tickets can't be changed but can be canceled and refunded within 24 hours of booking as long as it's one week or more before your scheduled departure.