Bag delivery

Skip the wait at baggage claim and go straight to your home, hotel, office, or any other location. We now offer bag delivery service through Bags VIP at [over 250 US airports.](https://www.maketraveleasier.com/united/locations?utm_source=uamer&utm_medium=referral_uamer_locations&utm_campaign=baggage_delivery&utm_content=english)

Here's how it works:

**Step 1: Reserve**

Schedule your delivery at least one hour before your flight.

**Step 2: Pay**

Pay for your bags during check-in.

**Step 3: Drop off**

Take your bags to the check-in [counter](https://www.united.com/en/us/fly/travel/airport/check-in-counters.html) and leave them with an attendant.

Airports Served

Baggage Delivery by Bags VIP is available for flights that originate from any U.S. domestic location and arrive at a participating airport. To see if your arrival airport is a participating location, search by state and then by city or name of the airport.

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| --- | --- | --- | --- |
| **Code** | **City** | **State** | **Airport Name** |
| HSV | Huntsville | AL | Huntsville International Airport |
| MOB | Mobile | AL | Mobile Regional Airport |
| BHM | Birmingham | AL | Birmingham-Shuttlesworth International Airport |
| LIT | Little Rock | AR | Little Rock National Airport |
| XNA | Bentonville | AR | Northwest Arkansas Regional Airport |
| PHX | Phoenix | AZ | Phoenix Sky Harbor International Airport |
| TUS | Tucson | AZ | Tucson International Airport |
| BUR | Burbank | CA | Burbank Bob Hope Airport |
| ONT | Ontario | CA | LA/Ontario International Airport |
| FAT | Fresno | CA | Fresno Yosemite International Airport |
| MRY | Monterey | CA | Monterey Peninsula Airport |
| SFO | San Francisco | CA | San Francisco International Airport |
| SBP | San Luis Obispo | CA | San Luis Obispo County Regional Airport |
| SAN | San Diego | CA | San Diego International Airport |
| PSP | Palm Springs | CA | Palm Springs International Airport |
| RDD | Redding | CA | Redding Municipal Airport |
| SBA | Santa Barbara | CA | Santa Barbara Municipal Airport |
| CIC | Chico | CA | Chico Municipal Airport |
| CLD | Carlsbad | CA | McClellan-Palomar Airport |
| MOD | Modesto | CA | Modesto City-County Airport |
| SNA | Santa Ana | CA | John Wayne Airport |
| LAX | Los Angeles | CA | Los Angeles International Airport |
| ACV | McKinleyville | CA | Arcata/Eureka Airport |
| SMF | Sacramento | CA | Sacramento International Airport |
| SJC | San Jose | CA | Mineta San Jose International Airport |
| SMX | Santa Maria | CA | Santa Maria Public Airport District |
| HDN | Hayden | CO | Yampa Valley Airport |
| GUC | Gunnison | CO | Gunnison-Crested Butte Regional Airport |
| COS | Colorado Springs | CO | Colorado Springs Airport |
| ASE | Aspen | CO | Aspen/Pitkin County Airport |
| EGE | Eagle | CO | Vail-Eagle County Regional Airport |
| DRO | Durango | CO | Durango-La Plata County Airport |
| DEN | Denver | CO | Denver International Airport |
| MTJ | Montrose | CO | Montrose Regional Airport |
| GJT | Grand Junction | CO | Grand Junction Regional Airport |
| BDL | Hartford | CT | Bradley International Airport |
| DCA | Washington | DC | Ronald Reagan Washington National Airport |
| IAD | Washington | DC | Washington Dulles International Airport |
| TPA | Tampa | FL | Tampa International Airport |
| TLH | Tallahassee | FL | Tallahassee Regional Airport |
| PBI | West Palm Beach | FL | Palm Beach International Airport |
| FLL | Fort Lauderdale | FL | Fort Lauderdale-Hollywood International Airport |
| MCO | Orlando | FL | Orlando International Airport |
| GNV | Gainesville | FL | Gainesville Regional Airport |
| SRQ | Sarasota | FL | Sarasota-Bradenton International Airport |
| MIA | Miami | FL | Miami International Airport |
| EYW | Key West | FL | Key West International Airport |
| JAX | Jacksonville | FL | Jacksonville International Airport |
| RSW | Fort Myers | FL | Southwest Florida International Airport |
| PNS | Pensacola | FL | Pensacola Regional Airport |
| VPS | Valparaiso/Ft. Walton Beach | FL | Northwest Florida Regional Airport |
| SAV | Savannah | GA | Savannah/Hilton Head International Airport |
| ATL | Atlanta | GA | Hartsfield-Jackson Atlanta International Airport |
| KOA | Kona | HI | Kona International Airport |
| LIH | Lihu'e | HI | Lihu'e Airport (Kauai Island) |
| OGG | Kahului | HI | Kahului Airport |
| HNL | Honolulu | HI | Honolulu International Airport |
| ITO | Hilo | HI | Hilo International Airport |
| DSM | Des Moines | IA | Des Moines International Airport |
| IDA | Idaho Falls | ID | Idaho Falls Regional Airport |
| BOI | Boise | ID | Boise Airport |
| MLI | Moline | IL | Quad City International Airport |
| PIA | Peoria | IL | Greater Peoria Regional Airport |
| ORD | Chicago | IL | Chicago O’Hare International Airport |
| IND | Indianapolis | IN | Indianapolis International Airport |
| SBN | South Bend | IN | South Bend Regional Airport |
| FWA | Fort Wayne | IN | Fort Wayne International Airport |
| ICT | Wichita | KS | Wichita Mid-Continent Airport |
| SDF | Louisville | KY | Louisville International Airport |
| LEX | Lexington | KY | Blue Grass Airport |
| CVG | Covington | KY | Cincinnati/Northern Kentucky International Airport |
| LCH | Lake Charles | LA | Lake Charles Regional Airport |
| MLU | Monroe | LA | Monroe Regional Airport |
| SHV | Shreveport | LA | Shreveport Regional Airport |
| BTR | Baton Rouge | LA | Baton Rouge Metropolitan Airport |
| LFT | Lafayette | LA | Lafayette Regional Airport |
| MSY | New Orleans | LA | Louis Armstrong New Orleans International Airport |
| AEX | Alexandria | LA | Alexandria International Airport |
| BOS | Boston | MA | Boston Logan International Airport |
| BWI | Baltimore | MD | Baltimore/Washington International Airport |
| PWM | Portland | ME | Portland International Jetport |
| CMX | Houghton | MI | Houghton County Memorial Airport |
| FNT | Flint | MI | Bishop International Airport |
| LAN | Lansing | MI | Capital Regional Airport |
| MBS | Freeland | MI | MBS International Airport |
| GRR | Grand Rapids | MI | Gerald R. Ford International Airport |
| TVC | Traverse City | MI | Cherry Capital Airport |
| DTW | Detroit | MI | Detroit Metropolitan Wayne County Airport |
| MSP | Minneapolis | MN | Minneapolis-St. Paul International Airport |
| DLH | Duluth | MN | Duluth International Airport |
| MCI | Kansas City | MO | Kansas City International Airport |
| SGF | Springfield | MO | Springfield-Branson Regional Airport |
| STL | St. Louis | MO | Lambert-St. Louis International Airport |
| GPT | Gulfport | MS | Gulfport-Biloxi International Airport |
| JAN | Jackson | MS | Jackson-Evers International Airport |
| BZN | Bozeman | MT | Bozeman Yellowstone International Airport |
| BIL | Billings | MT | Billings Logan International Airport |
| GTF | Great Falls | MT | Great Falls International Airport |
| HLN | Helena | MT | Helena Regional Airport |
| MSO | Missoula | MT | Missoula International Airport |
| CLT | Charlotte | NC | Charlotte-Douglas International Airport |
| FAY | Fayetteville | NC | Fayetteville Regional Airport |
| GSO | Greensboro | NC | Piedmont Triad International Airport |
| RDU | Raleigh | NC | Raleigh-Durham International Airport |
| AVL | Asheville | NC | Asheville Regional Airport |
| MOT | Minot | ND | Minot International Airport |
| FAR | Fargo | ND | Hector International Airport |
| GFK | Grand Forks | ND | Grand Forks International Airport |
| BIS | Bismarck | ND | Bismarck Municipal Airport |
| LNK | Lincoln | NE | Lincoln Airport |
| OMA | Omaha | NE | Omaha Eppley Airfield Airport |
| MHT | Manchester | NH | Manchester-Boston Regional Airport |
| EWR | Newark | NJ | Newark Liberty International Airport |
| ABQ | Albuquerque | NM | Albuquerque International Airport |
| ABQ | Albuquerque | NM | Albuquerque International Airport |
| RNO | Reno | NV | Reno-Tahoe International Airport |
| LAS | Las Vegas | NV | McCarran International Airport |
| SYR | Syracuse | NY | Syracuse Hancock International Airport |
| ROC | Rochester | NY | Greater Rochester International Airport |
| BGM | Johnson City | NY | Greater Binghamton Airport |
| BUF | Buffalo | NY | Buffalo Niagara International Airport |
| ALB | Albany | NY | Albany International Airport |
| ITH | Ithaca | NY | Ithaca Tompkins Regional Airport |
| HPN | White Plains | NY | Westchester County Airport |
| LGA | Flushing | NY | La Guardia Airport |
| CLE | Cleveland | OH | Cleveland-Hopkins International Airport |
| CAK | Akron/Canton | OH | Akron-Canton Airport |
| CMH | Columbus | OH | Port Columbus International Airport |
| DAY | Dayton | OH | Dayton International Airport |
| TUL | Tulsa | OK | Tulsa International Airport |
| OKC | Oklahoma | OK | Will Rogers World Airport |
| RDM | Redmond | OR | Roberts Field, Redmond Municipal Airport |
| PDX | Portland | OR | Portland International Airport |
| MFR | Medford | OR | Rouge Valley International-Medford Airport |
| EUG | Eugene | OR | Eugene Airport |
| PIT | Pittsburgh | PA | Pittsburgh International Airport |
| AVP | Scranton | PA | Wilkes-Barre/Scranton International Airport |
| JST | Johnstown | PA | John Murtha Johnstown-Cambria County Airport |
| MDT | Harrisburg | PA | Harrisburg International Airport |
| SCE | State College | PA | University Park Airport |
| PHL | Philadelphia | PA | Philadelphia International Airport |
| AOO | Martinsburg | PA | Altoona-Blair County Airport |
| ERI | Erie | PA | Erie International Airport/Tom Ridge Field |
| PVD | Warwick | RI | T. F. Green Airport |
| GSP | Greenville | SC | Greenville-Spartanburg International Airport |
| CAE | Columbia | SC | Columbia Metropolitan Airport |
| CHS | Charleston | SC | Charleston International Airport |
| MYR | Myrtle Beach | SC | Myrtle Beach International Airport |
| FSD | Sioux Falls | SD | Sioux Falls Regional Airport |
| MEM | Memphis | TN | Memphis International Airport |
| BNA | Nashville | TN | Nashville International Airport |
| TYS | Knoxville | TN | McGhee Tyson Airport |
| HRL | Harlingen | TX | Valley International Airport |
| TYR | Tyler | TX | Tyler Pounds Regional Airport |
| AMA | Amarillo | TX | Rick Husband Amarillo International Airport |
| BRO | Brownsville | TX | Brownsville/South Padre Island International Airport |
| AUS | Austin | TX | Austin-Bergstrom International Airport |
| IAH | Houston | TX | George Bush Intercontinental Airport |
| DFW | Dallas | TX | Dallas/Fort Worth International Airport |
| MFE | McAllen | TX | McAllen Miller International Airport |
| ELP | El Paso | TX | El Paso International Airport |
| DAL | Dallas | TX | Love Field Airport |
| SAT | San Antonio | TX | San Antonio International Airport |
| GRK | Ft. Hood/Killeen | TX | Killeen/Fort Hood Regional Airport |
| SGU | St. George | UT | St. George Municipal Airport |
| SLC | Salt Lake City | UT | Salt Lake City International Airport |
| ORF | Norfolk | VA | Norfolk International Airport |
| ROA | Roanoke | VA | Roanoke Regional Airport |
| CHO | Charlottesville | VA | Charlottesville-Albemarle Airport |
| RIC | Richmond | VA | Richmond International Airport |
| BTV | Burlington | VT | Burlington International Airport |
| GEG | Spokane | WA | Spokane International Airport |
| PSC | Pasco | WA | Tri Cities Airport |
| SEA | Seattle | WA | Seattle-Tacoma (SEA-TAC) International Airport |
| MKE | Milwaukee | WI | General Mitchell International Airport |
| GRB | Green Bay | WI | Austin Straubel International Airport |
| ATW | Appleton | WI | Outagamie County Regional Airport |
| MSN | Madison | WI | Dane County Regional Airport |
| CRW | Charleston | WV | Yeager Airport |
| LWB | Lewisburg | WV | Greenbrier Valley Airport |
| GCC | Gillette | WY | Gillette-Campbell County Airport |
| CPR | Casper | WY | Casper-Natrona County International Airport |
| COD | Cody | WY | Yellowstone Regional Airport |
| JAC | Jackson Hole | WY | Jackson Hole Airport |

* **Where is bag delivery available?**

Bag delivery service is available at [over 250 US airports](https://www.maketraveleasier.com/united/locations?utm_source=uamer&utm_medium=referral_uamer_locations&utm_campaign=baggage_delivery&utm_content=english) for United and United Express® flights. This service only delivers to places less than 100 miles from the arrival airport.

* **How much does it cost?**

Prices start at $39.95 for two bags delivered within 40 miles of the airport. If the delivery location is more than 40 miles away, you will be charged another $1 per mile, up to 100 miles. Extra bags cost $10 each, and you can have up to 8 bags per order.

* **Do I still have to pay checked bag fees?**

Yes. All checked bags are subject to our [service fees](https://www.united.com/en/us/fly/travel/baggage/baggage-information-and-fees.html). Charges should be paid at time of check-in.

* **When will I get my bags?**

If your final destination is 40 miles or closer, your bags will be delivered no later than four hours after your flight lands. If it is more than 40 miles away, you will get your bags within six hours.

* **Do I need to accept the delivery in person?**

If you waive the signature requirement, you don’t have to be there when your bags are delivered. If you don’t waive the signature requirement, Bags VIP will contact you to schedule a drop off time. You must sign for any deliveries made to businesses that aren’t hotels.

Bags delivered to hotels will be left with the front desk. For home addresses, bags arriving after 11pm will be delivered by 12pm the next day.

* **What happens if my bags are delayed?**

If your bags do not arrive on time, someone from Bags VIP will contact you to help you file a claim. Once the claim is processed, you’ll get a refund. In some cases where a bag is delayed over 12 hours, we give an automatic bag fee refund. To learn more about automatic refunds [view our policy.](https://www.united.com/en/us/fly/baggage/deliver-your-bags.html)

* **What if my flight is canceled or rerouted?**

If your flight is canceled or rerouted, call Bags VIP at 1-877-847-0045 to let them know about the changes.

* **What if I have to cancel my order?**

You can cancel an order up to 24 hours before your flight’s scheduled arrival time for a full refund. If you cancel after that, you will have to pay a $15 fee.

* **Will I earn miles for purchasing bag delivery with my United Explorer Card or United Club Infinite Card?**

Yes. You’ll earn miles at the regular rate.

* **I’m going to Disney World! Can you send my bags from the airport to my resort?**

Some Disney vacation packages come with bag delivery. If you bought one of these packages, you'll get a special bag tag from Disney or your travel agent, and your bags will be delivered from the airport to your resort hotel.

* **Terms and Conditions**

Bag delivery is offered by a third-party partner. When purchasing this service, you’ll be directed to Bags VIP's website. Bag delivery provided by Bags VIP is available exclusively on select flights operated by United and United Express® that originate from any U.S. airport, for up to eight bags. Bag delivery charges are applied in addition to checked baggage service charges associated with our checked baggage policy. Our bag liability policy doesn’t apply to bags delivered through this service.

**How does the delivery process work?**Once you have your travel itinerary, you will place an order through our [website](http://united.com/baggagedelivery). We will then schedule the luggage delivery process through one of our local agents. We can deliver to a hotel, business, residential address or the destination of your choice, seven days a week, including holidays.

**What is your service area?**We have luggage delivery representatives at more than 250 airports across the United States. Please refer to [Our Locations](https://www.maketraveleasier.com/united/locations) page to confirm Bags VIP is available at your destination airport.

**Can I use Bags VIP luggage delivery if I am flying on an international flight that arrives at a US domestic airport?**Bags VIP luggage delivery is only available to individuals traveling on flights that originate in U.S. airports. U.S. Customs requires passengers to collect their baggage in order to clear customs. Delivery agents are not authorized to collect excess baggage directly from the airline for these passengers.

**How do I schedule a delivery?**To begin using Bags VIP luggage delivery service, you can place an order through our [website](http://united.com/baggagedelivery). After you have booked your flights on your airline, please be sure to make reference of your PNR/Confirmation Number (this is the six-character record locator that can be found on your travel itinerary).

**How far in advance do I need to schedule a delivery?**Deliveries must be scheduled at least 1 hour prior to your scheduled flight departure time.

**How do I know if my order has been placed correctly?**Once your order has been placed, an email confirming your order will be sent to the email address that was provided. You will also be given a confirmation number once you place your order.

**Do I need to do anything special to my bags to prepare them for your delivery service?**During the reservation process we will gather a detailed description of the bags included in the order. There is nothing additional you need to do with your bags.

**What does the Bags VIP service cost?**Base price of $39.95 includes up to 2 bags plus the first 40 miles of delivery from the arrival airport. For orders greater than 2 bags, there is an additional cost of $10/bag, up to the maximum of 8 bags per order. For orders greater than 40 miles of the arrival airport, there is a $1/mile surcharge up to the maximum of 100 miles.

**Why can't I add more than 8 bags to my order?**Any excess baggage over 8 pieces will need to be placed on an additional order. Customers will be charged standard rates for all additional orders.

**Do I still need to pay for the airline baggage fees if I use Bags VIP luggage delivery?**Yes, all airline bag fees will still apply. Any applicable airline bag fees will be paid to the airlines at the time of check-in.

**How do I pay for the service?**We require payment through a major credit card (American Express, Discover Card, VISA or MasterCard) at the time of order.

**Is my baggage covered against loss or damage?**Yes, your baggage is covered for in-flight loss/damage by the major carriers. Please review their terms and conditions for coverage amounts. We accept responsibility for damage or loss that occurred when the baggage has been transferred to us if we are responsible for the loss or damage. The loss/damage limit is $500 per bag with a per passenger maximum limit of $1,000. Please refer to the [Terms and Conditions](https://www.maketraveleasier.com/united/terms) section of our website for further details and qualifications.

**Do you have any restricted items?**We follow the guidelines of the major airline carriers. Detailed restrictions are covered in our [Terms and Conditions](https://www.maketraveleasier.com/united/terms) section of our website.

**How soon after my flight arrival will my bags be delivered?**You will receive your baggage within 4-6 hours after your flight arrival if your delivery address is within 40 miles. If your delivery address is greater than 40 miles away, your bag(s) will be delivered within 6 -12 hours. You will receive an email when your baggage is picked up from the baggage carousel, when it is on its way for delivery, and once your baggage has been delivered. Please note that extreme weather and traffic conditions can impact the delivery timing.  
  
When you place an order, if you waive the signature requirement, our drivers will schedule your bags for immediate delivery. If you do not waive the signature requirement, you will be contacted by one of our representatives to schedule a time that is convenient for you to receive your baggage. Please be advised that for residential deliveries, we will not call or deliver baggage for flights landing after 11 pm. We will complete delivery service by noon the following day and luggage will be secured and stored with the airline's baggage service office overnight. If your final destination address is a hotel, the baggage will be left with the hotel front desk. Deliveries made to a business will require a signature to receive the baggage .

**What happens if my baggage is delayed and doesn't arrive on the originally scheduled flight?**We will contact you to obtain the airline-issued bag tag numbers that you received when you checked the baggage. We will file a claim on your behalf with the airline, and will contact you with the claim information. We will process a credit to your account. The airline will be responsible for the final delivery of your baggage.

**What happens if I have to check a bag at the gate when I board my flight? Can I add this to my Bags VIP luggage delivery order?**All orders must be completed one hour prior to scheduled departure time. If you end up with a gate-checked bag you will need to retrieve that item from baggage claim. Bags VIP luggage delivery will deliver your original baggage delivery order.

**What if my flight is canceled or diverted?**If your flight is canceled and/or you are rerouted, please contact our call center at 1-877-847-0045 as soon as possible to advise us of the change. We will either cancel the order at no cost to you, or if you wish, we will dispatch revised arrival details to our drivers and proceed with delivery.

**What if I take an earlier flight than the original flight booked?**If you take an earlier flight, please contact our call center at 1-877-847-0045 as soon as you change your flight information to inform them of the change.

**What if my travel plans change after I've placed the reservation?**You may cancel an order up to 24 hours in advance of arrival time without penalty. Cancellations made within 24 hours of scheduled arrival time are subject to a $15 cancellation fee. Simply contact our call center at 1-877-847-0045 to advise a representative of the change.

**What if I don't see the answer to my question here?**Feel free to go to our [Contact Us](https://www.maketraveleasier.com/united/contactus) page and send us an email or you can call us directly at 1-877-847-0045 and we will be happy to assist you.