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United Airlines® Strengthens Face Covering Requirements

The new policy requires face coverings in all airport areas and will suspend travel privileges of customers who refuse to comply.

CHICAGO— In response to COVID-19, United Airlines will require all travelers over the age of 2 years old to wear masks for the entirety of their flights, effective immediately.

The new policy also includes requiring masks to be worn at terminals, customer service counters and kiosks, United ClubSM locations, and baggage claim. Face coverings must not have vents or openings, must fully cover their face and nose, and a face shield alone will not count as a face covering. Passengers who do not comply may be refused transport and lose their travel privileges with United.

“United is committed to putting health and safety at the forefront of the entire customer experience” Josh Earnest, SVP and Chief Communications Officer, said. “CDC guidelines say wearing a mask is one of the most effective things people can do to protect others from contracting COVID-19, especially in spaces like an aircraft where social distancing is a bit more difficult. We want to ensure that all customers feel safe on our flights and expanding our face mask policy is one of the ways that we are able to do that.”

The new policy will be effective April 30, 2020 until further notice. To learn about United’s cleaning protocols visit the [United CleanPlusSM page](#) to learn more about this program and their partnerships with Clorox and Cleveland Clinic. You can also chat with their automated assistant by texting “Clean” to FLYUA (35982) to learn how they’re making your journey safer.

About United

United's shared purpose is "Connecting People. Uniting the World." For more information, visit [united.com](#), follow @United on [Twitter](#) and [Instagram](#) or connect on [Facebook](#). The common stock of United's parent, United Airlines Holdings, Inc., is traded on the Nasdaq under the symbol "UAL".

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