

**Requirements for your trip:** Although state and local requirements may be changing, federal law requires all travelers to wear a face mask in the airport and during your entire flight. Face masks must fully cover your nose and mouth and have no vents or openings. Children younger than 2 years old are exempt. [Learn more](#) ›



## Be prepared for every step of your journey

### Flight itinerary\*

**United confirmation number:** MS8N2H  
**Departure date:** February 14, 2021  
**From:** Phoenix (PHX)  
**To:** Chicago (ORD)

The safety of our customers and employees is and always will be our top priority, and we want to make sure you have all the information you need for your upcoming flight.



### What to know before you go

Things may have changed since you booked your flight. Before you fly, check your [flight status](#) and the latest [travel waivers](#). Some destinations may also require entry forms, a negative COVID-19 test or self-quarantine upon arrival. To find personalized, up-to-date information about your trip requirements, use the [Travel-Ready Center](#). [Learn more](#) ›



### How to adjust your travel plans

If you want to [change](#), [cancel](#) or [rebook](#) your flight, you can make changes to your reservation on [united.com](#) or the United app. If you're traveling through one of our hubs and need any help at the airport before your flight, you can use Agent on Demand to connect with a customer service agent via phone, video or chat. Just scan the QR code on the signs near your gate to get started. [Learn more](#) ›



### Safety updates to inflight dining

On flights over 2 hours and 20 minutes, you'll have a choice between a selection of cold sandwiches and one of our snack boxes on select flights. You'll receive an "all-in-one" snack bag that includes a wrapped sanitizer wipe, 8.5-ounce bottled water and two snacks on flights between 1 hour and 2 hours and 20 minutes. Shorter flights will only have beer, individual wines and spirits, and sealed beverages available on request. [Learn more](#) ›



### Committed to cleanliness

We've teamed up with Clorox and Cleveland Clinic with the goal of delivering industry-leading cleanliness. Through United CleanPlus<sup>SM</sup>, we're putting health and safety at the forefront of your experience by cleaning aircraft after every flight. Get answers to all your questions about how we're making your journey safer by texting "Clean" to FLYUA (35982) to chat with our [automated assistant](#).\*\* [Learn more](#) ›



### Requirements for your trip

Although state and local requirements may be changing, federal law requires you to wear a face mask in the airport, in our lounges and during your entire flight. Your face mask must fully cover your nose and mouth and have no vents or openings. Children younger than 2 years old are exempt. There's also a step in the check-in process that requires you to acknowledge you don't have symptoms for COVID-19. You may be asked to provide your contact information to help with contact tracing, and although we encourage you to provide it, you aren't required to do so. [Learn more](#) ›



### Changes to boarding

For touchless check-in, boarding and inflight entertainment on most flights, make sure you download the redesigned [United app](#) before your trip and sign up for day-of-travel notifications to keep track of your seat assignments and upgrades. When you get to your gate, we'll board back to front by rows instead of by groups, so please listen for your row to be called. Once you land, we'll let travelers exit the plane front to back a few rows at a time so you can keep a safer distance from others on board. [Learn more](#) ›



### United Club<sup>SM</sup> updates

We're bringing health and safety to the forefront by promoting social distancing, enhancing how we clean and more. As required by federal law, customers must wear face masks while in our lounges except when eating and drinking. Before your visit, check for updated [hours](#) and [closures](#). [Learn more](#) ›



### Use your Premier<sup>®</sup> Platinum benefits

Don't forget to take advantage of Premier Access<sup>®</sup> check-in and three complimentary checked bags up to 70 lbs. [Learn more](#) ›



### Arrive early, avoid the stress

Spring travel can mean busier airports, so plan to arrive two hours before domestic flights or three hours before international flights. [Read other travel tips](#) ›

