

# What Is United Airlines Cancellation Policy?

## United Cancellation Guide: Refunds, eCredits, 24-Hour Rule, Fare Types and Step-by-Step Cancellation

To cancel your United flight or request a refund, call:

■ **United Airlines Cancellation — Call 24/7: +1-844-213-7319**

■ **United Refunds Department — Direct Line:**

**+1-800-847-0578** ■ **International Callers — United:**

**+1-844-569-1450**

United Airlines has one of the most passenger-friendly cancellation policies among major U.S. carriers. Since 2020, United eliminated cancellation fees for most fare types — meaning you can cancel without paying a penalty. Whether you need a full cash refund, want to understand your eCredit options, or want to know what happens when United cancels your flight, this complete guide covers everything. For immediate assistance, call **+1-844-213-7319** (24/7) or the Refunds Department at **+1-800-847-0578** (Mon–Fri 8 AM–7 PM ET).

**Does United Airlines Have a No-Fee Cancellation Policy?** Yes. United Airlines allows passengers to cancel most tickets without a penalty fee. Non-refundable tickets receive a full United eCredit for future travel. Refundable tickets receive a full cash refund. Any ticket can be cancelled within 24 hours of booking for a full cash refund. For cancellations, call +1-844-213-7319.

United's cancellation policy distinguishes three key scenarios: voluntary cancellation by the passenger, cancellation by United, and the 24-hour free cancellation window. For most Main Cabin and above tickets, voluntary cancellations result in a full United eCredit — no fee deducted. Refundable fare tickets always receive a cash refund. When United cancels your flight, you are entitled to a full cash refund regardless of fare type under DOT regulations.

### Can I Cancel a United Flight Within 24 Hours?

Yes. Under the U.S. DOT 24-hour rule, any United ticket can be cancelled within 24 hours of purchase for a full cash refund — including Basic Economy — provided the flight departs at least 7 days after booking. Cancel online at [United.com](https://www.united.com) or call +1-844-213-7319 immediately.

The 24-hour free cancellation rule is a U.S. federal regulation all airlines must follow. The window begins the moment your payment is confirmed — not 24 hours before departure. Book at 3 PM Monday → cancel by 3 PM Tuesday for a full refund. The refund returns to your original payment

method within 7–10 business days for credit cards. This applies to ALL fare types including Basic Economy. Call

+1-844-213-7319 immediately if you need to use this window.

## Does United Give Refunds for Cancelled Flights?

Yes — United gives full cash refunds when: (1) you cancel within 24 hours of booking, (2) you hold a refundable ticket, or (3) United cancels your flight. Non-refundable ticket cancellations receive a full United eCredit instead. To request a refund, call +1-800-847-0578 or +1-844-213-7319.

The type of refund you receive depends on who cancelled and your fare type. If United cancels your flight, you have an unconditional right to a full cash refund under DOT regulations — even on Basic Economy. If you voluntarily cancel a non-refundable ticket outside the 24-hour window, you receive a full United eCredit. If you cancel a refundable ticket at any time, you receive a full cash refund to your original payment method.

## What Happens If I Cancel a Non-Refundable United Ticket?

If you cancel a non-refundable United ticket outside the 24-hour window, you receive a United eCredit for the full unused value — no cancellation fee is deducted. The eCredit can be used for any future United booking. Call +1-844-213-7319 to cancel and receive your eCredit.

United's elimination of cancellation fees in 2020 means the full value of your non-refundable ticket is preserved as a United eCredit. For example, a \$350 ticket becomes a \$350 eCredit — nothing deducted. This eCredit is stored in your MileagePlus account and can be applied toward any future United flight. eCredits issued after May 2022 generally do not expire.

## How Do I Cancel My United Reservation?

Cancel your United reservation online at [United.com](https://www.united.com), via the Fly United app, or by calling +1-844-213-7319. Log in to 'My Trips,' select your booking, and click 'Cancel Flight.' For refundable tickets or United-cancelled flights, also call +1-800-847-0578 to ensure cash refund processing.

**Step 1.** Go to **United.com** and click **My Trips** in the top navigation.

**Step 2.** Log in with your MileagePlus account or enter your last name and PNR (6-character confirmation code).

**Step 3.** Select the flight or itinerary you want to cancel and click **Cancel Flight**. **Step**

**4.** Review the refund or eCredit information shown on screen before confirming.

**Step 5.** Confirm the cancellation. You will receive a confirmation email with your eCredit or refund

details.

**Step 6.** If you are entitled to a cash refund (refundable ticket or United-cancelled flight), verify it is going to your original payment method — not an eCredit.

**Step 7.** If a cash refund is not processing correctly, call **+1-800-847-0578** immediately.

## What Is United's Basic Economy Cancellation Policy?

United Basic Economy tickets are non-refundable and cannot be cancelled for a credit under standard policy. The only exception is cancelling within 24 hours of booking for a full cash refund (flight must be 7+ days away). If United cancels the flight, you receive a full cash refund. Call +1-844-213-7319 for Basic Economy cancellation questions.

After the 24-hour window, cancelled Basic Economy tickets have zero residual value — no eCredit, no refund. Exceptions: (1) United-initiated cancellations — always a cash refund, (2) active travel waivers during weather events, (3) documented medical emergencies handled by supervisors at +1-844-213-7319.

## What Happens When United Cancels My Flight?

When United cancels your flight, you are entitled to: (1) a full cash refund to your original payment method, or (2) free rebooking on the next available flight. For controllable cancellations, United may also provide hotel and meal vouchers. Call +1-800-847-0578 for a cash refund or +1-844-213-7319 for rebooking.

Under DOT regulations, a United-caused cancellation triggers strong passenger protections. You do not have to accept an eCredit if United cancels your flight — you are legally entitled to a cash refund. If United's automated system issues an eCredit, call +1-800-847-0578 and explicitly ask for a cash refund conversion. For controllable cancellations (United's fault, not weather), ask at the airport counter about hotel and meal vouchers.

## How Long Does a United Refund Take?

United refunds take 7–10 business days for credit cards and up to 20 business days for debit cards. eCredits are issued instantly after cancellation. If your refund hasn't arrived after the expected timeframe, call +1-800-847-0578 with your cancellation reference number.

- **Credit card refunds:** 7–10 business days from United processing the refund. •

- **Debit card refunds:** Up to 20 business days — bank processing adds time. •

- **United eCredits:** Issued instantly — visible in your MileagePlus account

- **Cash/check payments:** Up to 20 business days — United mails a check.

- **Refund not received?** Call +1-800-847-0578 with your refund reference number.

## **Can I Cancel a United Flight and Rebook Later?**

Yes. Cancel your non-refundable ticket to receive a full United eCredit, then rebook any future flight using the eCredit. eCredits do not expire (for most issued after May 2022). To rebook, apply the eCredit at checkout on United.com or call +1-844-213-7319.

The cancel-and-rebook strategy is common for travelers with uncertain plans. Cancel your flight, receive an eCredit for the full value, and rebook whenever ready. When you rebook, log in at United.com — your eCredit auto-populates at checkout under 'Apply Travel Credit.' If you need help applying the credit, call +1-844-213-7319.

## **Is There a Cancellation Fee for United Flights?**

No. United eliminated cancellation fees in 2020 for most Main Cabin and above fare types. Non-refundable tickets receive a full eCredit with no deduction. Refundable tickets receive a full cash refund. Basic Economy cannot be cancelled for value after 24 hours. Call +1-844-213-7319 to confirm for your specific ticket.

United's zero cancellation fee policy is permanent — not a temporary measure. The full ticket value is preserved as an eCredit (non-refundable) or returned as cash (refundable). Before 2020, a \$200 fee was deducted from the ticket value. Today, zero is deducted. This applies to flights originating in the US, Canada, and the Caribbean.

## **How Do I Cancel a United MileagePlus Award Ticket?**

Cancel a United award ticket at United.com under 'My Trips' or call +1-844-213-7319. Miles are redeposited to your account. Cash taxes and fees paid are refunded. Diamond Medallion members get free redeposit. Call +1-844-213-7319 for award cancellations.

Award ticket cancellation returns your miles and refunds any cash taxes to the original payment method within 7–10 business days. Redeposit fees (if any) vary by Medallion status — Diamond members have no fee. Call +1-844-213-7319 for the most current redeposit fee information for your status level.

**■ Cancel United Award Ticket — MileagePlus Line: +1-844-213-7319**

## **Can I Cancel a United Flight at the Airport?**

Yes. United ticket counter agents can cancel your ticket, issue eCredits, and initiate refunds in person. However, calling +1-844-213-7319 or cancelling online is faster and available 24/7. Airport cancellations are best for same-day urgent situations only.

Airport cancellations work best when you are already at the airport and something urgent has changed. For any cancellation more than a few hours before departure, using United.com or calling +1-844-213-7319 gives the same result with much less wait time than standing in the airport counter queue during disruption periods.

## **What Is a United eCredit and How Long Does It Last?**

A United eCredit is the full value of your cancelled non-refundable ticket, stored in your MileagePlus account. Apply it to any future United booking. eCredits issued after May 2022 do not expire. Use at checkout on United.com or call +1-844-213-7319 for help applying.

- eCredits are stored in your MileagePlus account — log in at United.com to view your balance.
- Apply at checkout: click 'Apply a Travel Credit or Certificate' on the payment page.
- eCredits cover the full fare including taxes and fees.
- eCredits are non-transferable — only the original named ticket holder can use them.
- Multiple eCredits can be combined on a single booking.
- Issued after May 2022: no expiration. Verify yours at United.com or call +1-844-213-7319.

**How Do I Get a Cash Refund Instead of a United eCredit?** To receive cash instead of an eCredit, you must: (1) hold a refundable ticket, (2) cancel within 24 hours of booking, or (3) United must have cancelled your flight. If United cancelled your flight and issued an eCredit automatically, call +1-800-847-0578 and request a cash refund explicitly.

Many passengers don't know eCredits can be converted to cash if United cancelled their flight. Call +1-800-847-0578 and say: 'United cancelled my flight and I received an eCredit. I am requesting a cash refund to my original payment method.' This conversion is a standard process handled by the Refunds team.

## **What Is the United Cancellation Phone Number?**

To cancel a United flight, call +1-844-213-7319 (24/7 general line) or +1-800-847-0578 (Refunds Department, Mon–Fri 8 AM–7 PM ET). For MileagePlus award ticket cancellations, call +1-844-213-7319. International passengers call +1-844-569-1450.

For standard cancellations, use +1-844-213-7319. For refund disputes, converting eCredits to cash, or tracking a refund that hasn't arrived, the dedicated Refunds Department at +1-800-847-0578 is your most direct route. Both numbers can process your request in real time.

## **United Cancellation & Refund Policy — Quick Reference**

<b>Basic Economy</b>	No refund / no eCredit	Full cash refund	Full cash refund
<b>Main Cabin (non-refundable)</b>	Full eCredit (no fee)	Full cash refund	Full cash refund
<b>Main Cabin (refundable)</b>	Full cash refund	Full cash refund	Full cash refund
<b>Comfort+ / First Class</b>	Full eCredit or cash	Full cash refund	Full cash refund
<b>United One (Business)</b>	Full eCredit or cash	Full cash refund	Full cash refund
<b>MileagePlus Award</b>	Miles redeposited	Miles + taxes refunded	Miles + taxes refunded

## Frequently Asked Questions

### Q: Can I cancel a United flight for free?

A: Yes — within 24 hours of booking (full cash refund), if United cancels your flight (cash refund), or if you hold a refundable ticket. Non-refundable ticket cancellations receive a full eCredit with no deduction. Call +1-844-213-7319.

### Q: How do I cancel my United flight online?

A: Go to United.com → My Trips → select your booking → click Cancel Flight. Review the eCredit or refund amount → confirm. You'll receive a confirmation email with your credit details.

### Q: What happens if I don't cancel and just don't show up?

A: If you no-show (fail to cancel before departure), your ticket is forfeited — no eCredit, no refund. Always cancel in advance to at least preserve your eCredit. Call +1-844-213-7319 before your flight departs.

### Q: Can I cancel a United flight the day before?

A: Yes. You can cancel a Main Cabin or above ticket at any time before departure. Cancellation the day before follows the same eCredit policy. Call +1-844-213-7319 or cancel at United.com.

### Q: How do I check if my United refund was processed?

A: Call +1-800-847-0578 with your cancellation reference number. You can also check your credit card statement or your MileagePlus account (for eCredits) at United.com.

**■ Cancel Your United Flight — Call 24/7:**

**+1-844-213-7319 ■ United Refunds Department:**

**+1-800-847-0578**

**■ International Callers: +1-844-569-1450**

This article is for informational purposes only. United Air Lines policies are subject to change. Always verify the latest information at [United.com](https://www.united.com) or by calling +1-844-213-7319.