

How Do I Get Compensation from United Airlines?

United Compensation and Complaint Guide — Delays, Cancellations, Overbooking, Baggage Failures and How to Escalate

To request United compensation or escalate a complaint, call:

■ **United Airlines Compensation Requests — 24/7:**

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

+1-844-213-7319 ■ **International Callers — United:**

+1-844-569-1450

United Airlines passengers have more rights to compensation than many realize. Whether your flight was cancelled by United, significantly delayed, you were involuntarily bumped, your bag was lost, or you received poor service — there are specific compensation entitlements for each situation. This complete guide explains what you are owed, how to request it, and what to do if United refuses. To begin a compensation request, call **+1-844-213-7319** (24/7) or the Refunds team at **+1-844-213-7319** (Mon-Fri 8 AM-7 PM ET).

What Compensation Does United Offer for Flight Cancellations? 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 United flight. For controllable cancellations (not weather), United may also provide hotel vouchers, meal vouchers, and transportation reimbursement. Call **+1-844-213-7319**.

The DOT requires airlines to offer a full cash refund when they cancel a flight — not just an eCredit. Always request cash explicitly when calling **+1-844-213-7319** or **+1-844-213-7319**. For cancellations caused by United (mechanical, crew, staffing) — not weather — you can also ask for hotel, meal vouchers, and ground transportation. These are not automatic — you must ask at the airport counter or by calling.

What Compensation Does United Offer for Flight Delays? United is not legally

required under U.S. law to pay cash compensation for delays. However, for significant controllable delays of 3+ hours, United may offer meal vouchers, hotel accommodations, and United eCredits as goodwill gestures. Ask the gate agent or call **+1-844-213-7319** to request compensation.

The U.S. has no law mandating cash for delays (unlike EU's EC 261/2004 regulation). United's

response depends on: the cause (controllable vs weather), the delay length, and whether you ask. For controllable delays of 3+ hours, approach the gate agent and say: 'I would like to request a meal voucher and understand my rebooking options.' Agents have discretion to issue MileagePlus, eCredits, and vouchers — polite, specific requests work best.

Am I Entitled to Compensation If United Bumps Me Off My Flight? Yes. If United involuntarily bumps you from an overbooked flight, U.S. DOT regulations require cash compensation up to \$1,550 per person. You are also entitled to keep your original ticket or request a full refund. Call +1-844-213-7319 to confirm your amount.

- **Delay of 1-2 hours (domestic):** 200% of one-way fare, maximum \$775.
- **Delay of 2+ hours (domestic) or 4+ hours (international):** 400% of one-way fare, maximum \$1,550.
- **No delay (arrived on time):** No cash compensation required.
- United must give you a written statement explaining your rights before paying compensation.
- You can negotiate for more — United sometimes offers higher voucher amounts instead of cash. Cash is usually the better choice.
- If you **volunteer** to give up your seat, you negotiate the compensation amount directly with the gate agent.

■ **Request Bumping Compensation — Call Now: +1-844-213-7319**

How Do I Request Compensation for a Delayed or Lost Bag? Report lost or significantly delayed baggage at the United baggage service office before leaving the airport, or at [United.com/baggage](https://www.united.com/baggage). United reimburses essential items for delayed bags and covers up to \$3,800 for lost domestic baggage. Call +1-844-213-7319.

- Step 1.** Before leaving arrivals: go to the **United Baggage Service Office** and file a missing bag report.
- Step 2.** Get your **file reference number** — used to track your bag and file expense claims.
- Step 3.** If your bag is delayed and you need essentials (clothing, toiletries): keep all receipts — United reimburses reasonable essential purchases.
- Step 4.** Track your bag at **United.com/baggage** using your file reference number.
- Step 5.** If bag is confirmed lost (typically after 5+ days): submit a formal claim at [United.com/baggage](https://www.united.com/baggage) with itemized list of contents and values.
- Step 6.** United compensates up to **\$3,800 per passenger** for domestic and approximately \$1,700 for international.
- Step 7.** For disputed claims: call **+1-844-213-7319** and ask for the Baggage Resolution team.

How Do I Get a United Travel Voucher or eCredit as Compensation?

United may offer travel vouchers or eCredits for service failures, delays, and other issues. To request one: call +1-844-213-7319 after the incident, explain what happened, and ask specifically for 'travel compensation.' Agents have discretion to issue eCredits on the spot.

The key to getting a voucher or eCredit: (1) call promptly after the incident, (2) be specific and factual — flight number, date, what happened, (3) ask explicitly for compensation. Agents at +1-844-213-7319 can issue eCredits for recent service failures. For incidents more than 7 days old, use [United.com/feedback](https://www.united.com/feedback) for a documented request.

How Do I Escalate a Complaint to Get More Compensation from United?

If your compensation request is denied or insufficient: (1) ask for a supervisor at +1-844-213-7319, (2) file a formal complaint at [United.com/feedback](https://www.united.com/feedback), (3) file with the DOT at [airconsumer.dot.gov](https://www.airconsumer.dot.gov), or (4) dispute the charge with your credit card company.

Step 1. Call **+1-844-213-7319** and ask to speak with a **supervisor**: 'I have already spoken with an agent and my issue was not resolved. I am requesting supervisor escalation.'

Step 2. If the supervisor does not resolve the issue, get a **Case Reference Number** and the supervisor's name.

Step 3. Submit a formal complaint at **United.com/feedback** with your Case Reference Number, PNR, and full description.

Step 4. If United's formal response is unsatisfactory (allow 7-14 days), file with the **DOT at airconsumer.dot.gov** — airlines must respond within 60 days.

Step 5. For credit card disputes (denied cash refunds after United cancellation): contact your card issuer with DOT refund regulations as supporting documentation.

Step 6. Small claims court is an option for amounts under your state's limit — airline cases under \$1,500 are often settled before trial.

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

Does United Compensate for Poor Customer Service or Rude Staff?

United does not have a mandatory compensation policy for poor service experiences. However, filing a complaint at [United.com/feedback](https://www.united.com/feedback) often results in goodwill gestures — MileagePlus, eCredits, or apology letters. Call +1-844-213-7319 or file at [United.com/feedback](https://www.united.com/feedback) to document your experience formally.

Goodwill compensation is discretionary. The more specific your complaint (employee badge/name,

flight number, date, what was said), the more likely it results in a response. United customer relations reviews all formal complaints and agents have authority to issue MileagePlus bonuses or eCredits for documented service failures.

Can I Get EU Compensation (EC 261/2004) on a United Flight? ^{EU}

Regulation EC 261/2004 applies to United flights departing from EU airports. For delays of 3+ hours caused by United (not extraordinary circumstances), you may be entitled to EUR 250-600 in cash compensation. Claim at [United.com/feedback](https://www.united.com/feedback) or call +1-844-569-1450.

- **Flights under 1,500 km:** EUR 250 per passenger for 3+ hour delays or cancellations. • **Flights 1,500-3,500 km:** EUR 400 per passenger.
- **Flights over 3,500 km:** EUR 600 per passenger.
- Applies ONLY to flights **departing from EU airports** — not arrivals into the EU.
- **Extraordinary circumstances** (severe weather, air traffic control strikes) exempt United from paying.
- File at [United.com/feedback](https://www.united.com/feedback) citing EC 261/2004. Allow 4-8 weeks. International callers: +1-844-569-1450.

How Do I Get MileagePlus Compensation from United?

United sometimes offers MileagePlus as compensation for disruptions and service failures. Call +1-844-213-7319 (MileagePlus line) or +1-844-213-7319 and describe the issue with your PNR. For missing miles from a completed flight, file at [United.com/missing-miles](https://www.united.com/missing-miles) within 6 months.

MileagePlus compensation is common for: significant delays, missing miles from a flight, poor inflight experience, and customer service failures. Typical compensation for a 3-hour delay might be 1,000-3,000 bonus MileagePlus. For missing miles, submit at [United.com/missing-miles](https://www.united.com/missing-miles) within 6 months of travel with your boarding pass.

What Should I Say When Calling United to Request Compensation? ^{Call}

+1-844-213-7319 and be specific and calm. State: your flight number, date, what happened, how it affected you, and what you are requesting (cash, eCredit, voucher, or miles). Specific requests yield better results than vague complaints.

- **Start with your reference:** 'My name is [Name], PNR [ABC123], flight DL [XXX] on [date].'
- **State the problem clearly:** 'United cancelled my flight with 2 hours notice, causing me to miss a connecting flight and hotel reservation.'
- **State what you want:** 'I am requesting a full cash refund and reimbursement for my hotel penalty fee.'

- **Reference rights if applicable:** 'Under DOT regulations, I am entitled to a cash refund for a United-cancelled flight.'
- **Stay calm:** Agents respond far better to clear, factual requests than to emotional complaints.
- **Ask for a supervisor** if the first agent cannot meet your request — never accept 'we cannot do that' as a final answer.

How Long Does United Take to Process Compensation? Cash refunds: 7-10 business days for credit cards, up to 20 business days for debit cards. eCredits: issued instantly. MileagePlus compensation: credited within 3-5 business days. Formal complaint responses: 5-14 business days. For delays, call +1-844-213-7319.

If compensation has not arrived within the stated timeframe, call +1-844-213-7319 with your case reference number. For missing MileagePlus, call +1-844-213-7319. Document every interaction — date, agent name, what was promised — to support follow-up calls.

Can I Get Hotel and Meal Vouchers from United for a Long Delay? For controllable delays and cancellations (not weather), United may provide hotel vouchers, meal vouchers, and transportation for stranded overnight passengers. These are not automatic — ask the gate agent explicitly at the airport. For overnight stranding, call +1-844-213-7319 and request hotel assistance.

United's Customer Commitment covers hotel and meal assistance for controllable disruptions where passengers are stranded overnight. The key is asking immediately at the airport. Vouchers are issued by gate agents and ticket counter staff. Once you leave the airport and book a hotel on your own, reimbursement is less certain — always ask before booking.

What Are My Rights as a United Airlines Passenger?

As a U.S. United passenger you have the right to: a full cash refund for cancelled flights, cash compensation for involuntary bumping, baggage liability coverage up to \$3,800, tarmac delay water and restroom access after 2 hours, and deplaning after 3 hours. EU departures have additional EC 261 rights. Call +1-844-213-7319 to exercise your rights.

The DOT's airline consumer rights are published at transportation.gov. Key rights: refunds must be processed within 7 business days for credit cards; involuntary bump cash must be paid at the airport before you leave; EU compensation claims have a 3-year limitation. International callers should use +1-844-569-1450 for rights-related inquiries.

United Compensation — What You Are Owed by Situation

--	--	--	--

United cancels your flight	Full cash refund OR free rebook		+1-844-213-7319
Controllable delay 3+ hrs	Ask for vouchers/miles (g		+1-844-213-7319
Involuntary bump	Up to \$1,550 cash + ticket agent before leaving airport		

Delayed/lost baggage	Essentials reimbursement + at airport + United		
EU flight delay 3+ hrs	EUR 250-600 per pas United.com/feedback		
Service failure / p experie	Goodwill — MileagePlus United.com/feedback		
Missing MileagePlus from flight	Correct miles credited	United.com/missing-miles	+1-844-213-7319

Frequently Asked Questions

Q: Does United compensate for long delays?

A: U.S. law does not require cash for delays. For controllable delays of 3+ hours, ask the gate agent for meal vouchers, hotel, and eCredits. For EU departures, EC 261/2004 entitles you to EUR 250-600. Call +1-844-213-7319.

Q: How do I get a refund after United cancelled my flight?

A: Call +1-844-213-7319 or +1-844-213-7319. Say explicitly: 'My flight was cancelled by United and I am requesting a full cash refund to my original payment method.' You are legally entitled to this under DOT regulations.

Q: What is United's compensation for overbooking?

A: If involuntarily bumped, you receive up to \$1,550 cash per person (depending on delay length), paid at the airport. You also keep your original ticket or receive a full refund. Call +1-844-213-7319.

Q: Can I claim EU compensation on a United flight?

A: Yes — if your United flight departed from an EU airport and was delayed 3+ hours due to a controllable cause, you may claim EUR 250-600 per person. File at United.com/feedback citing EC 261/2004. International line: +1-844-569-1450.

Q: How do I escalate a compensation dispute with United?

A: Call +1-844-213-7319 and ask for a supervisor. If unresolved, file at United.com/feedback. Then

escalate to the DOT at airconsumer.dot.gov. For credit card charges, a chargeback is the final option.

■ **Request United Compensation — Call 24/7:**

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

+1-844-213-7319

■ **International Callers and EU Claims: +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 or by calling +1-844-213-7319.