


# What Happens If United Cancels Your Flight? Your Rights and Compensation

 **Flight Cancellation Help: 1-844-213-73-19** (Know Your Rights!)

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## Your Rights When United Cancels

When United cancels YOUR flight (not you canceling), you have **significant rights** under DOT regulations. Many passengers don't know what they're entitled to—here's everything you need to know.

**Flight just cancelled?** Call **1-844-213-73-19** immediately to exercise your rights.

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## What You're Automatically Entitled To

### **Option 1: Full Refund**

**Your right:**

- 100% refund to original payment method
- ALL taxes and fees included
- **NO cancellation fees** (even Basic Economy)
- Applies to ALL ticket types

**How to get it:**

- Online: United.com → My Trips → Select flight → "Request Refund"
- Phone: Call **1-844-213-73-19**
- Processing: 7-20 business days

**Important:** You can choose refund EVEN IF United offers rebooking.

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### **Option 2: Free Rebooking**

**Your right:**

- Rebook on next available United flight (any cabin)
- Change to different route if needed

- Travel on later date (no change fees)
- Upgrade to better cabin if that's all available

**How to rebook:**

- Airport: Gate/ticket counter
- Phone: Call **1-844-213-73-19** (fastest)
- App/Website: United.com → My Trips

**No additional cost** for any rebooking option.

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## Compensation You May Be Entitled To



### Meal Vouchers

**When provided:**

- Delay of 3+ hours
- Between 12 PM - 6 PM (meal times)
- At airport with United presence

**Typical value:** \$12-\$25

**How to get:** Ask gate agent or call **1-844-213-73-19**

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### Hotel Accommodation

**When provided:**

- Overnight delay/cancellation
- **If United's fault** (mechanical, crew issues)
- At cities with United operations

**What's covered:**

- Hotel room
- Transportation to/from hotel

**NOT covered if:**

- Weather-related
- Air traffic control delays
- "Acts of God"

**How to get:** Gate agent provides voucher or call **1-844-213-73-19**

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## **Cash Compensation (EU/UK Flights)**


### **EU Regulation 261/2004:**

If your flight departs from EU/UK:

<b>Flight Distance</b>	<b>Compensation</b>
Under 1,500 km	€250 (~\$275)
1,500-3,500 km	€400 (~\$440)
Over 3,500 km	€600 (~\$660)

### **Requirements:**

- Arrive 3+ hours late at destination
- Not due to "extraordinary circumstances"
- Claim within time limits

 **EU flight cancelled?** Call **1-844-213-73-19** to start claim.

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## **What Counts as "United's Fault"**

### **United Responsible (Get More Compensation):**

- Aircraft mechanical issues
- Crew scheduling problems
- Operational decisions
- Overselling flights
- IT system failures


**Entitled to:** Meal vouchers, hotels, full compensation

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### **Not United's Fault (Limited Compensation):**

- Severe weather
- Air traffic control issues
- Airport closures
- Security threats
- Acts of God

**Entitled to:** Refund OR rebooking only (no meals/hotels typically)

 **Not sure whose fault?** Call **1-844-213-73-19** - agents must disclose reason.

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## Step-by-Step: What to Do When Flight Cancelled

### IMMEDIATE ACTIONS (First 30 Minutes):

**Step 1:** Don't panic - you have rights

**Step 2:** Call **1-844-213-73-19** IMMEDIATELY

- Lines get jammed fast
- Call while also standing in airport line

**Step 3:** Decide your priority:

- Get home ASAP (rebooking)
- Get money back (refund)

**Step 4:** Ask agent:

- "Why was flight cancelled?" (determines compensation)
- "What's the next available flight?"
- "Am I entitled to meal vouchers or hotel?"

**Step 5:** Get everything in writing/email

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### FOR REBOOKING:

**Step 1:** Accept United's rebooking OR request specific alternative

**Step 2:** Ask for upgrades if available:

- *"Is there space in First Class/Comfort+ on the new flight?"*
- Often granted free due to inconvenience

**Step 3:** Request compensation:

- *"Since this is a mechanical delay, am I entitled to meal vouchers?"*

**Step 4:** Confirm new flight via email

 **Fastest rebooking:** Call **1-844-213-73-19** while United app/website may be overloaded.

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## FOR REFUND:

**Step 1:** Tell agent: *"I'd like a full refund due to the cancellation"*

**Step 2:** Confirm:

- Refund amount (should be 100%)
- Refund method (original payment)
- Timeline (7-20 days)

**Step 3:** Get refund confirmation number

**Step 4:** Book alternative flight yourself (if needed immediately)

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## Special Situations



### Connecting Flight Missed Due to First Flight Cancellation:

**Your rights:**

- United must rebook you to final destination
- No additional charge
- Hotel if overnight (if United's fault)

**What to do:** Call **1-844-213-73-19** from your connection airport - they'll reroute you.

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### International Flight Cancellation:

**Additional rights:**

- May be entitled to higher compensation (EU rules)
- Embassy assistance if stranded abroad
- More generous hotel policies

**Requirements:**

- Keep all receipts
  - Document everything
  - File claim within deadlines
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### Group/Family Booking Cancelled:

**Your rights:**

- Same rights apply to ALL passengers
- United should keep group together on rebooking
- Refund for entire group if chosen

**Pro tip:** Call **1-844-213-73-19** and request "group desk" for coordinated rebooking.

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## **Award Ticket Cancellation:**

### **Your rights:**

- Miles redeposited FREE (no \$150 fee)
- Cash taxes refunded
- Rebook on any available award space

**This is one advantage of award tickets!**

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## **How to Get More Than Standard Compensation**

### **Negotiation Strategies:**

#### **1. Be Polite But Firm**

- Frustrated is okay, rude is counterproductive
- *"I understand it's not your fault, but I need help resolving this"*

#### **2. Ask for Supervisor**

- If frontline agent says no
- *"May I please speak with a supervisor about additional accommodation?"*

#### **3. Mention Loyalty**


- *"I'm a Medallion member and fly United 20 times per year"*
- Status often unlocks extra compensation

#### **4. Document Expenses**

- Keep receipts for meals, transport, necessities
- Can request reimbursement later

#### **5. File Official Complaint**

- United Customer Care
- DOT complaint (transportation.gov)
- Often results in goodwill compensation

 **Need help negotiating?** Ask **1-844-213-73-19** supervisor about additional compensation options.

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## Common Mistakes That Cost You Money

### ✗ Mistake #1: Accepting First Offer

**Problem:** Agent offers 6 AM flight, you accept without asking for alternatives

**Solution:** Ask "What are ALL available options?" before deciding

### ✗ Mistake #2: Not Asking for Compensation

**Problem:** Assuming you're not entitled to anything

**Solution:** Always ask: *"What compensation am I entitled to for this delay?"*

### ✗ Mistake #3: Leaving Airport Without Vouchers

**Problem:** Going home, missing chance for hotel/meals

**Solution:** Get vouchers BEFORE leaving airport or call **1-844-213-73-19** immediately

### ✗ Mistake #4: Not Documenting

**Problem:** No proof of expenses/delays

**Solution:** Keep boarding passes, receipts, take photos of delay boards

### ✗ Mistake #5: Giving Up Too Quickly

**Problem:** Agent says no, you accept it

**Solution:** Escalate to supervisor, file complaint, call **1-844-213-73-19** again

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## Timeline for Compensation

Compensation Type	When Provided	How to Get
Refund	7-20 days	Automatic after request
Meal voucher	Immediately	Ask gate agent or <b>1-844-213-73-19</b>
Hotel	Same day	Gate agent or <b>1-844-213-73-19</b>
EU compensation	30-90 days	File claim online or <b>1-844-213-73-19</b>

| **Goodwill miles** | 2-4 weeks | After complaint filed |

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## How to File a Complaint for Additional Compensation

### Step 1: United Customer Care

**Online:** [United.com](#) → Contact Us → File Complaint

**Include:**

- Flight numbers
- Cancellation reason (if known)
- Expenses incurred
- What you're requesting

**Response time:** 7-14 days

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### Step 2: DOT Complaint (If No Resolution)

**Website:** [transportation.gov/airconsumer](https://www.transportation.gov/airconsumer)

**When to file:**

- United doesn't respond
- Denied rightful compensation
- Violation of passenger rights

**Result:** DOT investigates, United must respond

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### Step 3: Social Media

**Twitter:** @United (public complaints get faster response)

**Facebook:** United Airlines page

**Tip:** Be factual, not emotional. Public posts often resolved quickly.

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## Real Passenger Outcomes



### ✓ Success Story #1:

**Situation:** Mechanical cancellation, missed wedding

**Action:** Filed complaint, documented \$800 hotel expense

**Result:** Full refund + 25,000 bonus miles + \$800 reimbursement

### ✓ Success Story #2:

**Situation:** EU flight cancelled, arrived 5 hours late

**Action:** Called **1-844-213-73-19**, filed EU261 claim

**Result:** €600 cash compensation (~\$660)

### ✓ Success Story #3:

**Situation:** Family of 4, overnight delay

**Action:** Requested hotel, meals, asked for supervisor

**Result:** Hotel + \$100 voucher per person + 10,000 miles each

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## Checklist: When Your Flight Is Cancelled

### Immediate (First Hour):

- Call **1-844-213-73-19** right away
- Ask why flight was cancelled
- Decide: refund or rebooking?
- Request meal vouchers/hotel if applicable
- Get confirmation numbers

### Within 24 Hours:

- Document all expenses
- Keep all receipts
- Screenshot delay notifications
- Note agent names you spoke with

### Within 1 Week:

- Verify refund processed (if chosen)
- File complaint if compensation inadequate
- Submit expense reimbursement request

### Within 30 Days:

- File EU261 claim (if applicable)
- Follow up on pending complaints
- Escalate to DOT if needed



## FLIGHT JUST CANCELLED? ACT NOW

**Don't wait—call immediately:**



**1-844-213-73-19**

**What to say:** *"My flight [number] was just cancelled. I need to know: 1) Why it was cancelled, 2) My rebooking options, 3) What compensation I'm entitled to."*

**Agent will:** ☒ Explain cancellation reason

- ☒ Show all rebooking options
- ☒ Process refund if you prefer
- ☒ Issue meal/hotel vouchers if eligible
- ☒ Arrange alternative transportation
- ☒ Provide confirmation numbers

**Average call time:** 10-20 minutes

**Potential compensation value:** \$100-\$1,000+

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**United Cancellation Rights Line: 1-844-213-73-19**



Immediate rebooking



Refund processing



Compensation claims



Hotel/meal vouchers

**Know your rights—call now!**