United CleanPlusSM is our commitment to putting health and safety at the forefront of your journey, with the goal of delivering an industry-leading standard of cleanliness. We’re teaming up with Clorox to redefine our cleaning and disinfection procedures, and over the coming months, we’ll roll out Clorox products across our U.S. airports, starting in select locations, to help support a healthy and safe environment, and to provide transparency and choice throughout the travel journey.

We remain passionate about connecting the world safely

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Before travel

1. Requiring customers to complete a "Ready-to-fly" checklist at check-in

2. Encouraging customers to download the United app for contactless travel assistance and more

3. Created an automated assistant to help answer questions about safety, cleaning, face coverings and more. Text "Clean" to FLYUA (35982) to get started

4. Permanently got rid of change fees for most Economy and premium cabin tickets for flights within the U.S., or between the U.S. and Mexico or the Caribbean

5. Notifying customers when we can if their flight is fairly full and giving them the option to change it

6. Sending customers an email to remind them about required face coverings, new policies and more

7. Offering customers the convenience of paying for checked bags and signing up for bag delivery online

8. Providing partner airline guidelines and destination-specific travel restrictions
1. Implemented temperature checks for employees and flight attendants working at hub and line stations.
2. Installed sneeze guards at check-in and gate podiums.
3. Promoting social distancing with floor decals to help customers stand 6 feet apart.
4. Rolled out a touchless check-in process at select airports for customers with bags.
5. Requiring all customers and employees to wear a face covering in the airport and providing disposable face coverings for customers who need them.
6. Disinfecting high-touch areas such as charging stations, counters and seats.
7. Providing hand sanitizer stations.
8. Allowing customers to self-scan boarding passes.
9. Boarding fewer customers at a time and, after pre-boarding, boarding from the back of the plane to the front to promote social distancing.
10. Rolling out Clorox Total 360 Electrostatic Sprayers to disinfect in select airports and United Club locations.
11. Bringing health and safety to the forefront of the United Club experience by promoting social distancing, enhancing our cleaning procedures and more.
On our aircraft

1. Providing individual hand sanitizer wipes for customers
2. Requiring all customers and employees to wear a face covering on board
3. Providing onboard items like pillows and blankets upon request
4. Disinfecting high-touch areas, like tray tables and armrests, before boarding
5. Reducing contact between flight attendants and customers during snack and beverage service
6. Ensuring aircraft cleaning standards meet or exceed CDC guidelines
7. De-planing in groups of five rows at a time to reduce crowding
8. Using electrostatic spraying to disinfect most aircraft before departure
9. Using state-of-the-art, hospital-grade, high-efficiency (HEPA) filters during the entire flight to circulate air and remove 99.97% of airborne particles
10. Using Ultraviolet C (UVC) lighting wands to disinfect sensitive components like switches and touchscreen displays in our pilot flight decks
11. Rolling out antimicrobial technology on all of our aircraft to add an additional layer of disinfectant on board
We’re working closely with the experts at Cleveland Clinic to advise us on enhancing our cleaning and disinfection protocols for the safety of our employees and customers. Visit Cleveland Clinic’s website to learn more about COVID-19.