Request a refund for a prepaid (credit card) ticket

If you pre-paid with a credit card, you can cancel your booking using employeeRES or the United app, and a refund will be issued automatically within 7-10 business days. In some cases, if you cancel the same calendar day that you purchased the ticket, it will simply be voided, and the charge will drop from your card within 7-10 business days. If you weren't able to cancel your booking yourself, such as if you no-show for a flight, or when you didn't make it on a flight and you don't get rolled over to a new flight, you can request a refund by visiting the Refund page on united.com. The refund process is not handled by the Employee Travel Center. Refunds are handled by united.com and can take up to seven to 10 business days to see a credit back to your credit card.

Refunds may be provided if the following situations occur:

- Pre-paid for United ® Premium Plus, United First or Polaris Business and you were cleared in a lower cabin, such as economy.
- No-showed on a pre-paid booking
- Attempted to get on a flight with a pre-paid ticket and never got on and didn't get rolled over to a new flight

Steps:

1. Go to: https://www.united.com/en/us/refunds
2. Do not sign in to your MileagePlus account
3. Click on "Add trip".
4. Enter your confirmation number **or** ticket number and last name of traveler
5. When submitting the form to request a refund, be sure to include details in the comment about why you are requesting a refund.