

From: United Airlines, Inc. unitedairlines@united.com  
Subject: eTicket Itinerary and Receipt for Confirmation JCLXVB  
Date: January 14, 2016 at 12:43  
To: JAIME.CONTRERAS@MANKIEWICZ.COM.MX



## Receipt for confirmation JCLXVB



A STAR ALLIANCE MEMBER

**Confirmation:**  
**JCLXVB**  
[Check-In >](#)

Issue Date: January 14, 2016

<b>Traveler</b> CONTRERAS/JAIME	<b>eTicket Number</b> 0162477041568	<b>Frequent Flyer</b> UA-XXXXX437	<b>Seats</b> ---/---/---/---/---
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### FLIGHT INFORMATION

Day, Date	Flight	Class	Departure City and Time	Arrival City and Time	Aircraft	Meal
Wed, 20JAN16	UA5564	M	QUERETARO, MEXICO (QRO) <b>11:49 AM</b>	HOUSTON, TX (IAH -BUSH INTL) <b>1:51 PM</b>	CRJ-700	Purchase

Flight operated by SKYWEST AIRLINES doing business as UNITED EXPRESS.

Wed, 20JAN16	UA1195	M	HOUSTON, TX (IAH -BUSH INTL) <b>5:15 PM</b>	CHICAGO, IL (ORD - O'HARE) <b>7:59 PM</b>	A-320	Purchase
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Wed, 20JAN16	UA3706	M	CHICAGO, IL (ORD - O'HARE) <b>8:59 PM</b>	DETROIT, MI (DTW) <b>11:19 PM</b>	CRJ-700	
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Flight operated by GOJET AIRLINES doing business as UNITED EXPRESS.

If this is an originating flight on your itinerary, please check in at the UNITED AIRLINES TERM 1 ticket counter.

Tue, 26JAN16	UA3543	M	DETROIT, MI (DTW) <b>6:00 AM</b>	HOUSTON, TX (IAH -BUSH INTL) <b>8:26 AM</b>	ERJ 170	Purchase
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Flight operated by SHUTTLE AMERICA AIRLINES doing business as UNITED EXPRESS.

Tue, 26JAN16	UA5563	M	HOUSTON, TX (IAH -BUSH INTL) <b>9:02 AM</b>	QUERETARO, MEXICO (QRO) <b>11:09 AM</b>	CRJ-700	Purchase
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Flight operated by SKYWEST AIRLINES doing business as UNITED EXPRESS.

### FARE INFORMATION

#### Fare Breakdown

Airfare:	1,828.00U
	S
	D
Mexico Departure Tax:	25.80
Mexico IVA Transportation Tax:	73.10
U.S. Customs User Fee:	5.50
U.S. Immigration User Fee:	7.00
U.S. APHIS User Fee:	3.96
U.S. Transportation Tax:	35.60
September 11th Security Fee:	11.20
U.S. Passenger Facility Charge:	4.50
Per Person Total:	2,004.66U
	S
	D

#### Form of Payment:

MASTERCARD  
Last Four Digits 0487

<b>eTicket Total:</b>	<b>2,004.66U</b>
	S
	D

The airfare you paid on this itinerary totals: 1,828.00 USD

**The taxes, fees, and surcharges paid total: 166.66 USD**

#### Fare Rules:

Additional charges may apply for changes in addition to any fare rules listed.

1570.48USD NRF ORIG TKT AMT

UAL Tax ID: CAL 341217BA2

Add Collect: An additional amount for the difference in fare was charged to MASTERCARD CAXXXXXXXXXXXXX0487 on Thursday, January 14, 2016. \$434.18 USD per ticket for an additional total of \$434.18 USD was collected.

Additional Charges: Thu., Jan. 14, 2016/MasterCard 0487 was charged 250 USD for the SST / EDD 01629244914021 250.00 USD for: Change Fee

Thu., Jan. 14, 2016/MasterCard 0487 was charged 250 USD for the SST / EDD 01629244914010  
250.00 USD for: Change Fee

**Baggage allowance and charges for this itinerary.**

**Baggage fees are per traveler**

Origin and destination for checked baggage	1 <sup>st</sup> bag	2 <sup>nd</sup> bag	Max wt / dim per piece
1/20/2016 Queretaro, Mexico (QRO) to Detroit, MI (DTW)	25.00 USD	40.00 USD	50.0lbs (23.0kg) - 62.0in (157.0cm)
1/26/2016 Detroit, MI (DTW) to Queretaro, Mexico (QRO)	25.00 USD	40.00 USD	50.0lbs (23.0kg) - 62.0in (157.0cm)

**MileagePlus Accrual Details**

CONTRERAS/JAIME						
Date	Flight	From/To	Award Miles	PQM	PQS	PQD
1/20/2016	5564	Queretaro, Mexico (QRO)-Houston, TX (IAH -Bush INTL)	1740	712	1	348
1/20/2016	1195	Houston, TX (IAH -Bush INTL)-Chicago, IL (ORD - O'Hare)	2260	925	1	452
1/20/2016	3706	Chicago, IL (ORD - O'Hare)-Detroit, MI (DTW)	575	235	1	115
1/26/2016	3543	Detroit, MI (DTW)-Houston, TX (IAH -Bush INTL)	2755	1076	1	551
1/26/2016	5563	Houston, TX (IAH -Bush INTL)-Queretaro, Mexico (QRO)	1820	712	1	364
Jaime's MileagePlus Accrual totals:			9150	3660	5	1830

**Important Information about MileagePlus Earning**

- Accruals vary based on the terms and conditions of the traveler's frequent flyer program, the traveler's frequent flyer status and the itinerary selected. United MileagePlus® mileage accrual is subject to the rules of the MileagePlus program
- Once travel has started, accruals will no longer display. You can view your MileagePlus account for posted accrual
- You can earn up to 75,000 award miles per ticket. The 75,000 award miles cap may be applied to your posted flight activity in an order different than shown
- PQD are a Premier status requirement for members in the U.S. only.
  - Accrual is only displayed for MileagePlus members who choose to accrue to their MileagePlus account.

**Additional Baggage Information**

**The above amounts represent an estimate of the first and second checked baggage service charges that may apply to your itinerary.**

**If your itinerary contains multiple travelers, the service charges may vary by traveler, depending on status or memberships.**

**Carry-on baggage information**

United accepts one carry-on item with maximum dimensions of 9"x14"x22" (22 cm + 35 cm + 56 cm) in the aircraft cabin, along with one personal item such as a laptop bag with maximum dimensions of 9"x10"x17" (22 cm + 25 cm + 43 cm).

Due to FAA regulations, operating carriers may have different carry-on requirements.

Please check with the operating carrier for more information or go to [united.com](http://united.com).

**General Baggage Information**

First and second bag service charges do not apply to active-duty members of the U.S. military and their accompanying dependents. For additional information regarding baggage charges

allowances, weight/size restrictions, exceptions or embargoes, or charges for overweight, oversized, excess, odd-sized baggage, special items or sporting equipment, visit [united.com/baggage](http://united.com/baggage).

**International eTicket Reminders**

- **Check-in Requirement** - Bags must be checked and boarding passes obtained at least 60 minutes prior to scheduled departure. Baggage will not be accepted and advance seat assignments may be canceled if this condition is not met.
- **Boarding Requirement** - Passengers must be prepared to board at the departure gate with their boarding pass at least 30 minutes prior to scheduled departure.
- Failure to meet the **Boarding Requirements** may result in cancellation of reservations, denied boarding, removal of checked baggage from the aircraft and loss of eligibility for denied boarding compensation.

- Bring this eTicket Receipt along with [photo identification](#), proof of citizenship, passport and/or visa to the ticket lobby for check-in.
- The FAA now restricts carry-on baggage to one bag plus one personal item (purse, briefcase, laptop computer, etc.) per passenger.
- For up to the minute flight information, sign-up for our [Flight Status Updates](#) or call 1-800-824-6200; in Spanish 1-800-426-5561.
- If flight segments are not flown in order, your reservation will be cancelled. Rebooking will be subject to the fare rules governing your ticket.
- For the most current status of your reservation, go to our [Flight Status](#) page.
  - Your eTicket is non transferable and valid for 1 year from the issue date unless otherwise noted in the fare rules above.
- International taxes and fees may be collected at your departure airport.

### Customer Care Contact Information

We welcome your compliments, comments or complaints regarding United or a United travel experience.

You may contact us using our [Customer Care](#) form

### Hazardous materials

Federal law forbids the carriage of hazardous materials on board aircraft in your luggage or on your person. A violation can result in five years imprisonment and penalties of \$250,000 or more (49 U.S.C. 5124).

Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials. Common examples of hazardous materials/dangerous goods

include spare or loose lithium batteries, fireworks, strike-anywhere matches, aerosols, pesticides, bleach and corrosive materials.

Additional information can be found on:

[united.com restricted items page](#)  
[FAA website Pack Safe page](#)  
[TSA website Prohibited Items page](#)

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### IMPORTANT CONSUMER NOTICES

- **Notice of Baggage Liability Limitations** - For domestic travel between points within the United States (except for domestic portions of international journeys), United's liability for loss of, damage to, or delay in delivery of a customer's checked baggage is limited to \$3,500 per ticketed customer unless a higher value is declared in advance and additional charges are paid (not applicable to wheelchairs or other assistive devices). For such travel, United assumes no liability for high value, fragile, perishable, or otherwise excluded items; excess valuation may not be declared on certain types of valuable articles. Further information may be obtained from the carrier. For international travel governed by the Warsaw Convention (including the domestic portions of the trip), maximum liability is approximately 640 USD per bag for checked baggage, and 400 USD per passenger for unchecked baggage. For international travel governed by the Montreal Convention (including the domestic portions of the trip), maximum liability is 1,131 SDRs per passenger for baggage, whether checked or unchecked. For baggage lost, delayed, or damaged in connection with domestic travel, United requires that customers provide preliminary notice within 24 hours after arrival of the flight on which the baggage was or was to be transported and submit a written claim within 45 days of the flight. For baggage damaged or delayed in connection with most international travel (including domestic portions of international journeys), the Montreal Convention and United require customers to provide carriers written notice as follows: (a) for damaged baggage, within seven days from the date of receipt of the damaged baggage; (b) for delayed baggage, within 21 days from the date the baggage should have been returned to the customer. Please refer to Rule 28 of United's Contract of Carriage for important information relating to baggage and other limitations of liability.
- **Notice of Incorporated Terms** - Transportation is subject to the terms and conditions of United's Contract of Carriage, which are incorporated herein by reference. Incorporated terms may include, but are not limited to: 1. Limits on liability for personal injury or death of the customer, and for loss, damage, or delay of goods and baggage, including high value, fragile, perishable, or otherwise excluded items. 2. Claims restrictions, including time periods within which customers must file a claim or bring an action against the carrier. 3. Rights of the carrier to change terms of the contract. 4. Rules about reconfirmation of reservations, check-in times, and refusal to carry. 5. Rights of the carrier and limits on liability for delay or failure to perform service, including schedule changes, substitution of an alternate air carrier or aircraft, and rerouting. The full text of United's Contract of Carriage is available at [united.com](#) or you may request a copy at any United ticket counter. Passengers have the right, upon request at any location where United's tickets are sold within the United States, to receive free of charge by mail or other delivery service the full text of United's Contract of Carriage.
- **Notice of Certain Terms** - If you have purchased a restricted ticket, depending on the rules applicable to the fare paid, one or more restrictions including, but not limited to, the following may apply to your travel: (1) the ticket may not be refundable but can be exchanged for a fee for another restricted fare ticket meeting all the rules/restrictions of the original ticket (including the payment of any difference in fares); (2) a fee may apply for changing/canceling reservations; or (3) travel may be restricted to specific flights and/ or times and a minimum and/or maximum stay may be required. United reserves the right to refuse carriage to any person who has acquired a ticket in violation of any United tariffs, rules, or regulations, or in violation of any applicable national, federal, state, or local law, order, regulation, or ordinance. Notwithstanding the foregoing, you are entitled to a

federal, state, or local law, order, regulation, or ordinance. Notwithstanding the foregoing, you are entitled to a full refund if you cancel a ticket purchased at least a week prior to departure within 24 hours of purchase.

- **Notice of Boarding Times** - For Domestic flights, customers must be at the boarding gate at least 15 minutes prior to scheduled departure. For International flights, customers must be at the boarding gate at least 30 minutes prior to scheduled departure. The time limits provided by United in this Notice are minimum time requirements. Customer and baggage processing times may differ from airport to airport. Please visit [united.com](http://united.com) for information regarding airport-specific boarding times. It is the customer's responsibility to arrive at the airport with enough time to complete check-in, baggage, and security screening processes within these minimum time limits. Please be sure to check flight information monitors for the correct boarding gate and the departure time of your flight. Failure to be at the boarding gate by the required time could result in the loss of your seat without compensation, regardless of whether you are already checked in or have a confirmed seat and boarding pass.
- **Advice to International Passengers on Carrier Liability** - Passengers on a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that international treaties known as the Montreal Convention, or its predecessor, the Warsaw Convention, including its amendments, may apply to the entire journey, including any portion thereof within a country. For such passengers, the treaty, including contracts of carriage embodied in applicable tariffs, governs, and may limit the liability of the Carrier in respect of death or injury to passengers, and for destruction or loss of, or damage to, baggage, and for delay of passengers and baggage.
- **Notice - Overbooking of Flights** - Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for compensation of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, including failure to comply with the carrier's check-in deadlines, which are available upon request from the air carrier, persons, denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and each airline's boarding priorities are available at all airport ticket counters and boarding locations. *Some airlines do not apply these consumer protections to travel from some foreign countries, although other consumer protections may be available. Check with your airline or your travel agent.*

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