

Title	Inflight Services Alert
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**Inflight Services Alert - Scheduling - Must ride crewmember:
Oversale limitations**

Friday, April 14, 2017

Effective immediately, Crew Scheduling is now only able to make must-ride deadhead bookings on oversold flights if it is 60 minutes or more before the estimated time of departure.

This is so the denied boarding process in an oversell situation may be implemented in a gate or lobby area and not on board the aircraft.

If you do not have a reservation for your deadhead segment and it is within the 60-minute window before departure, contact Crew Scheduling and they will book you on the next available flight.

- There will be no deviation from the policy above.**
- This policy change has no impact on existing crew check-in times.**
- No must ride crew member can displace a customer who has boarded an aircraft.**

This new Scheduling Alert is also available on the United News app and on Flying Together. Ensure you are familiar with this content prior to your next trip.

[To view this alert, click here.](#)

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