

Information for Those Seeking to Use the TRIO / United Airlines Travel Program

The miles available in the TRIO/UAL partnership program are frequent flyer miles that have been donated to benefit transplant donors and recipients. TRIO and United Airlines seek to provide donated frequent flyer miles to donors or recipients who can substantiate financial need. Miles donated to this program are NOT used by TRIO, only by applicants directly involved with scheduled transplant.

TRIO expresses its deep appreciation to United Airlines for their willingness to assist transplant recipients and donors. Anyone wishing to donate their frequent flyer miles to TRIO may do so by going to www.united.com or by calling United Airlines at 1-800-421-4655.

AVAILABLE FLIGHTS: Not all seats and flights are available under this program. Only seats applicable to frequent flyer mile usage are available. Those seeking to utilize this program should be somewhat flexible in their flight requirements and times. Processing of a request requires a minimum of four weeks from the time a completed application is received.

TICKETING: Ticketing is by E-Ticket only. No hard copy of the ticket will be mailed. The passenger must provide a valid email address. The email address of the Transplant Coordinator or Transplant Social Worker may be used, with permission of that person.

CHECK-IN: Passenger must bring a photo ID (i.e., drivers license, passport, etc.) to check in. Passenger must arrive 2 hours prior to departure time.

INCIDENTAL COSTS: Only flight miles/tickets are covered under this program. Several fees are chargeable to the passenger. The passenger must provide a credit card to United Airlines for payment of extra fees incurred (i.e., \$10 security fee, \$15 handling fee, certain other 'special needs' fees, etc.). These fees are not paid to TRIO, the fees are charged directly to the passenger's credit card by United Airlines.

CHANGES IN RESERVATION: The date of the flight may be changed. However, if the passenger changes the ROUTING of the reservation, the passenger will be charged \$100 by United Airlines.

UNUSED RESERVATION: If the reservation is not used after the miles are released, the passenger will be charged \$100 by TRIO to offset the cost of returning the miles to TRIO's account.

APPLICATION #: An individual application number is assigned by TRIO. Only forms sent directly to the participant and only those forms showing a current and correct application #, placed on the form by TRIO, will be accepted for consideration by TRIO.

As an applicant to the TRIO/UAL mileage program, you will be asked to authorize a representative of TRIO to directly contact the Transplant Coordinator or Transplant Social Worker identified in the application and you authorize the Coordinator or Social Worker to share information to substantiate the validity of your request.

***** To receive an Application Form with properly assigned application #, contact TRIO at 1-800-TRIO-386 or email info@trioweb.org *****