

# Customer Announcement

## Polar Vortex Causes Full Restriction in ORD and Other Midwest Cities

January 30, 2019

A portion of the polar vortex has descended into the U.S. Midwest, bringing record-shattering cold temperatures and arctic-level wind chills to Chicago and other cities in the region.

In response, we are imposing **restrictions on the carriage of all freight and mail** to, from and through United's hub at Chicago O'Hare (**ORD**) and 38 additional airports in the U.S. Midwest. This decision was made to safeguard the health and safety of our employees and our customers.

- Restrictions are in effect in United's ORD hub, plus: ATW, BFF, BIS, CLE, CID, CMH, CMX, CWA, DIK, DLH, DSM, DTW, DVL, EAR, FAR, FNT, FSD, FWA, GRB, GRR, IND, ISN, JMS, LAN, LBF, LNK, MBS, MKE, MKG, MOT, MSN, MSP, OMA, PIA, RAP, SBN, SPI and TVC.
- Restrictions are effective **immediately** through noon CST Friday, February 1. During this period:
- **No freight or mail** shipments will be transported to, from or through ORD or other airports listed
- Only non-perishable GEN shipments will be accepted at ORD and the other airports listed. These shipments will be held at our warehouse until transport resumes
- All shipments *other than* non-perishable GEN should be rebooked for flights operating after the restriction period ends

Also, please note the following restrictions impacting the shipment of live animals via United Cargo.

- New restrictions have been announced for the following airports: ABE, ALB, AVL, BTV, BUF, FSD, IND, ITH, MCI, ROC, SCE and SYR
- Restrictions are effective immediately through 11:59 p.m. Friday, February 1. During this period:
- No live animals will be transported via PetSafe to, from or through the airports listed

The following previously-announced restrictions also remain in effect:

- Restrictions are effective in United's ORD hub, plus the following airports: ATW, CID, CMX, CWA, DLH, DSM, EAR, FNT, FWA, GRB, GRR, LAN, MBS, MKE, MKG, MLI, MSN, MSP, OMA, PIA, SBN, SPI and TVC
- Restrictions are effective immediately through 11:59 p.m. local time Friday, February 1. During this period:
- No live animal shipments **of any type** will be allowed to, from or through the airports listed. This restriction impacts pets shipped via PetSafe and other live animals shipped as GEN or EXP

United Cargo regrets any inconvenience caused by this weather event. Please feel free to visit [unitedcargo.com](http://unitedcargo.com) or contact our Cargo Customer Service Centers for the latest news and alternative routing options. As always, United Cargo values your support and appreciates your business.