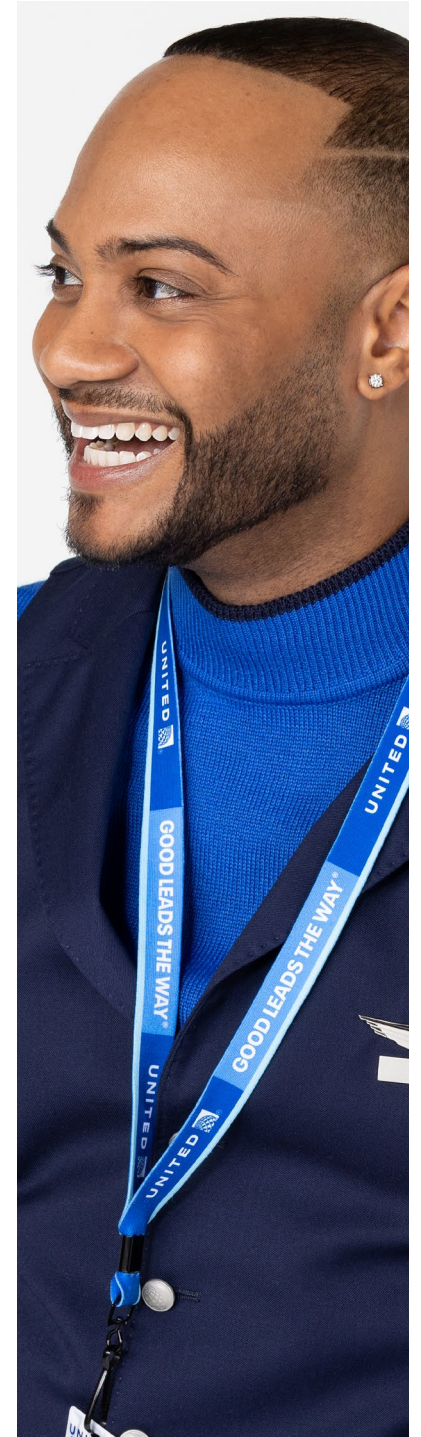


UNITED

Flight Attendant

Uniform and appearance standards



UPDATED JULY 2025



Introduction

Uniform and appearance standards

As a United flight attendant, you serve as the face of our brand, becoming the ambassador for all things safety, service and dependability for our customers. To maintain this reputation, it's important that United employees present a clean, neat and professional appearance at all times.

This guidebook outlines standards on how to wear and style your flight attendant uniform.

These updated standards align closely with our efforts to create a more inclusive culture that allows freedom of expression and enables employees to look and feel their best at work.

Rooted in our shared purpose of connecting people and uniting the world, we want our employees to feel welcome to be their authentic selves at work, while also serving as proud ambassadors for our global brand.

Please review these guidelines in their entirety. We've evaluated every aspect of our uniform and appearance standards to align with our new uniform collection.

If you have questions on the uniform standards, please contact Human Resources business partner or your local supervisor.

If you need to request an accommodation or exemption for any religious or medical reason, please submit a reasonable accommodation request through [Help Hub](#).

Appearance Standards



Eyewear

CONTACT LENSES

- If you wear contacts, they should be natural in color and appearance.

EYEGLASSES

- The style of your eyeglasses and the color of your frames must complement your uniform.

ACCESSORIES

- You can wear your glasses on a navy, black, gold, or silver chain or thin cord.

SUNGLASSES

- You can wear sunglasses or transition lenses outside, but your sunglasses should be put away when you're not wearing them. They should not be worn inside.

UNACCEPTABLE EYEWEAR

Examples of unacceptable eyewear include:

- 1 Eyeglasses with colorful lenses
- 2 Frames with extreme designs or embellishments
- 3 Frame colors in harsh shades, including orange, yellow and neon colors
- 4 Smart glasses



Hand and nail care

POLISH

- If you paint your nails, make sure your nail polish is chip-free, and all your nails are the same color or style.
- Harsh, vibrant colors like orange, yellow or neon shades are not allowed.
- You may have embellishments or designs on your nails but keep them simple and classic. Any nail designs should be free from large or distracting decals or words.

LENGTH

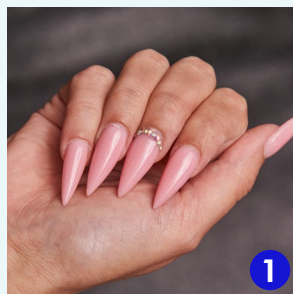
- Your nails should be clean, trimmed and well-manicured and shouldn't be more than a ¼ inch past your fingertips. They should also all be the same length and shape.



UNACCEPTABLE NAILS

Examples of unacceptable nails include:

- 1 Nails longer than 1/4 inch past your fingertips
- 2 Nails that are not clean and well-manicured.
- 3 Nails that are not the same design, length and/or shape





Hair

LENGTH

- If your hair is shoulder length or shorter, you can wear it either up or down.
- If your hair is longer than shoulder length, you'll need to wear all hair completely pulled up when in public view on the concourse and onboard the aircraft. You can wear it down during rest period in the crew room.
- If hair is worn as a ponytail or braids, the maximum length of the end of the ponytail or braid is your elbow. If longer than elbow-length, it must be secured in a bun or updo style.

HAIR ACCESSORIES

- If you choose to wear a hair tie or accessory, it must be understated and a natural color or complement your uniform.
- You can wear one flower in your hair if you're flying on our Hawaii, Guam or Pacific Island routes. If you choose to wear a flower, it should be smaller than the size of your ear.
- Athletic headbands are not allowed.

STYLE

- Your hair is a personal expression, but no matter how you choose to style your hair, it should always look neat, clean and well-kept.
- Be sure to style or secure your hair, braids or locs so that they don't fall into your face or eyes while you're working. Bangs are allowed, but your eyes need to be fully visible.
- Hair should not hang in front of your shoulders or fall forward in any way.
- Examples of acceptable hairstyles for hair longer than shoulder length include a ponytail (low, medium or high), bun (low, medium or high), braid(s), French twist and chignon.
- This is not an exhaustive list of acceptable hairstyles and we encourage you to find the style that works best for you within the guidelines.
- You should refrain from arranging or styling your hair while you're working or in view of customers.

Hair

COLOR

- If you color or treat your hair, make sure the color is a natural shade of human hair.
- Hair should generally be maintained in a single color. Highlights are permitted but they must appear natural, modest and not create a stark contrast with the overall hair color.

EXTENSIONS, HAIR PIECES AND WIGS

- If you wear a wig, hair piece or extensions, they should be indistinguishable and securely fitted to your head.
- They should also follow all the guidelines for natural hair in terms of length, style and color.

FACIAL HAIR

- All facial hair, no matter the style, should be neat, clean, filled in and professional.
- Beards should be tight, well-kept and no longer than 1 inch.
- Your neck should be cleanly shaven.
- Sideburns must be neatly trimmed and shouldn't go past the bottom of your earlobe.
- Eyebrows must be natural or filled in, eyebrow slits are not permitted.
- Beards and mustaches are not allowed if you are wearing a dress or skirt.



Unacceptable Hairstyles



UNACCEPTABLE HAIRSTYLES

Examples of unacceptable hairstyles include:

- 1 Hair that is not a natural human shade
- 2 Large or neon colored hair accessories and hair longer than shoulder length half pulled back
- 3 Athletic headbands
- 4 Extreme styles
- 5 Hair that falls in your face
- 6 Beards exceeding 1 inch

Jewelry

WATCHES

- If you wear a watch or activity tracker, like a Fitbit, it needs to complement your uniform. Harsh, vibrant colors like yellow, orange or neon shades aren't allowed.

RINGS

- You can wear two rings on each hand. Wedding and engagement ring sets are considered one ring.
- Rings cannot extend past your knuckle or cross onto your other fingers.
- Knuckle rings and thumb rings aren't allowed.
- Safety is our top priority, so please ensure ring gems or decorations aren't large enough to snag.

BRACELETS

- Up to two thin gold, silver, pearl, gemstone or leather bracelets can be worn.

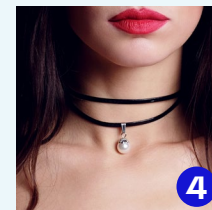
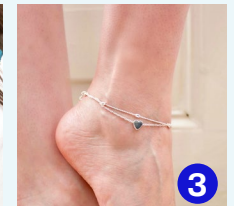
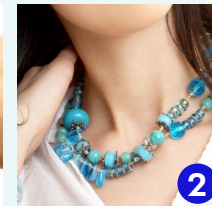
NECKLACES

- You can wear one single-strand necklace no longer than 20 inches long and ¼ inch wide.
- Your necklace can have a pendant or charm, which shouldn't be larger than 1 square inch.
- You can wear one live flower or kukui nut lei if you're flying on our Hawaii, Guam or Pacific Island routes.

UNACCEPTABLE JEWELRY

Examples of unacceptable jewelry include:

- 1 Fabric bracelets
- 2 Necklace chains wider than ¼ inch
- 3 Ankle bracelets
- 4 Choker-style necklaces
- 5 Tooth jewelry



Jewelry



EARRINGS

- You can wear up to two earrings per ear. Hoops should be no larger than a dime and drop earrings should be no longer than 1 inch. All other earrings should not extend past your ear lobe.
- Your earrings shouldn't be connected.
- Gauge plugs should be smaller than a quarter and must be matching in color.

FACIAL PIERCINGS

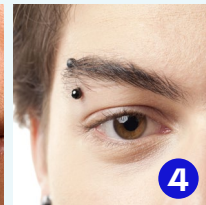
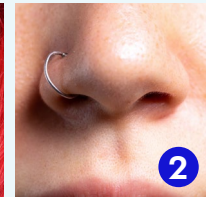
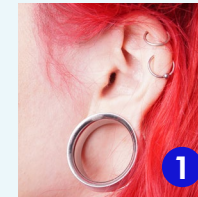
- You can have a single stud piercing in your nostril that's 2 mm or smaller.

If you wear any jewelry connected with your sincerely held religious beliefs that does not meet the standards, you may submit a religious accommodation request through [Help Hub](#).

UNACCEPTABLE PIERCINGS

Examples of unacceptable piercings include:

- 1 Large earrings and gauges
- 2 Nose hoop piercing
- 3 Septum piercings
- 4 Other facial piercings



Makeup

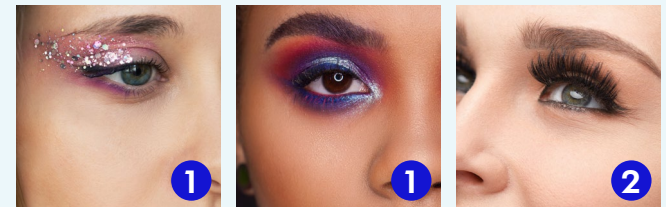


- If you wear makeup, it should be understated and applied conservatively so that it looks natural.
- Harsh or extreme colors and styles are not allowed.
- If you choose to wear eyelash extensions, they should look natural and should be of a reasonable length and thickness that does not interfere with vision or appear excessively long.

UNACCEPTABLE MAKEUP

Examples of unacceptable makeup include:

- 1 Harshly colored or unnatural makeup
- 2 Excessively long eyelashes



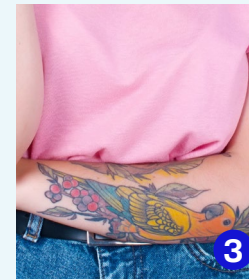
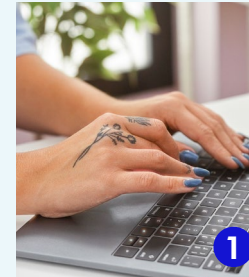
Tattoos



UNACCEPTABLE TATTOOS

Examples of unacceptable tattoos include:

- 1 Visible tattoos on hands
- 2 Objectionable content
- 3 The visible portion of the tattoo larger than a United badge
- 4 Tattoos behind the ear



- You're allowed to have visible tattoos on your arms, wrists, legs and feet. You can have one adjacent area of tattoos, no larger than your United badge, visible on each arm/wrist and leg/foot.
- If the visible portions of your tattoos are part of a larger piece like a sleeve, please make sure the rest of the tattoo(s) are covered. Visible tattoos are not allowed on your face, neck, chest, hands or head (including behind the ear) regardless of size.
- Tattoos that do not meet the standards should be completely covered by a uniform garment. If you have a tattoo on your chest that cannot be covered by uniform garments, you may use makeup to cover it.

- Customers and coworkers may want to ask about your tattoos, so if you're uncomfortable talking about them, be sure to keep them covered.
- It's also important that your visible tattoos are not offensive to customers and fellow employees. This includes violent, obscene, sexual, racist or objectionable content and any imagery that includes weapons. If your tattoos include any of this imagery, please keep them covered.
- If you have a permanent or temporary tattoo connected with your sincerely held religious beliefs that does not meet the standards for visible tattoos, you may submit a religious accommodation request through [Help Hub](#).