United won’t let your AI agent book your flight

United says it won’t let personal AI assistants book tickets on the airline, citing both privacy and regulatory concerns.

The company says it hasn’t yet seen many people try to use AI agents to book their flights, *The Wall Street Journal* reports, in line with observations from other businesses like Doordash. But United is concerned that agents could expose customers’ information or make purchases they didn’t intend, and potentially skirt federal rules about the kind of information airlines need to share with customers — like having them attest that their bags don’t have explosives.

While agents can still show users United flights, they …

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