

# **CUSTOMER SERVICE COMMITMENT**

## **Our Mission Statement**

***The mission of Southwest Airlines is dedication to the highest quality of Customer Service delivered with a sense of warmth, friendliness, individual pride, and Company Spirit.***



**SOUTHWEST®**  
**A SYMBOL OF FREEDOM**

**At Southwest Airlines**, our Mission Statement has always governed the way we conduct our business. It highlights our desire to serve our Customers and gives us direction when we have to make service-related decisions. It is another way of saying, “we always try to do the right thing!” Our Mission Statement has also led the way to the airline industry’s best cumulative consumer satisfaction record, according to statistics accumulated and published by the U.S. Department of Transportation. That is why we are sharing it with you.

**In keeping with the spirit and intent of our Mission Statement**, and as evidence of our wish to continually meet the expectations of our valued Customers, Southwest wants you to have a basic understanding of how we operate. We want you to have confidence in our airline and Employees, and we want you to be aware that there are, or may be, circumstances that can have an impact on your travel plans, purchase decisions, or your overall expectations.

**Foremost, we want you to know that it is *never* our wish to inconvenience our valued Customers.** We tell our Employees we are in the Customer Service business—we just happen to provide airline transportation. It is a privilege to serve your air travel needs.

**The Employees of Southwest Airlines understand our mission**, and we are happy to share it, and the following information, with you, our valued Customer. Our Customer Service Commitment was designed and written in such a way as to clarify many of the most commonly questioned terms and conditions of our Contract of Carriage and provide you with insight into some of our policies and procedures. For that reason, it only made sense to make it a part of our Contract of Carriage. And, Southwest is proud to incorporate its voluntary Customer Service Commitment in its official Contract of Carriage reinforcing our pledge to provide safe, affordable, reliable, timely, courteous, and efficient air transportation and baggage handling service on every flight we operate, as well as produce a fair return on our Shareholders’ investments. We offer you this information in recognition of the great importance that we place on your business and your confidence. For a complete copy of our Contract of Carriage and our Customer Service Commitment, please write to:

Vice President  
Customer Relations and Rapid Rewards  
P.O. Box 36647  
Dallas, Texas 75235-1647

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## **Airport Operations and Scheduled Service**

### **Safety**

While Southwest Airlines always endeavors to operate its flights as scheduled, the first priority of this airline and its Employees, and our first responsibility to you, our valued Customer, is and has always been optimum safety. Since our inception in 1971, we have predicated our daily operational and scheduling decisions on the safety, security, and wellbeing of our Customers, Employees, and equipment. We do not believe that this is an area where you would want or expect us to compromise—for any reason. Occasionally, therefore, it may be necessary for us to delay, divert, or cancel a flight due to weather, field conditions, Air Traffic Control problems, repairs and maintenance, or other security or safety-related conditions and issues. When these situations arise, we will always do our best to minimize your inconvenience.

### **Definitions To Help You Plan**

Nonstop: A nonstop flight is scheduled to go from City “A” to City “B” without making stops between those two cities.

Direct: This is “same-plane” service between your origin and destination cities; however, it indicates that your flight is scheduled to make one or more stops before you arrive at your destination. If your flight is offered as a “direct” flight, it simply means that, while there will be one or more stops, you stay on the same plane until you reach your destination.

Connecting Service: This means that you will be required to change planes en route to your destination.

Codeshare: This means an agreement has been made between Southwest Airlines and another air carrier whereby Southwest may market and sell tickets for flights on the other carrier that are identified by Southwest’s designator code, e.g., WN Flight 123. Conversely, the other carrier may market and sell tickets under its code designator for flights on Southwest Airlines. All codeshare itineraries marketed by either airline will involve connecting service between a Southwest flight and a flight operated by the other carrier. Any flight bearing a Southwest code designator that is operated by another airline will be disclosed in Southwest’s reservations systems and on the passenger’s itinerary confirmation, boarding pass, and ticket, if a paper ticket is issued.

### **Scheduled Service**

The probability of an ontime arrival is high when you travel with Southwest Airlines. According to statistics accumulated and published by the U.S. Department of Transportation (DOT), we have maintained one of the best cumulative ontime performance and flight schedule reliability records in the U.S. airline industry since September 1987 when the DOT began tracking and publishing air carriers’ performance statistics. This means that we strive to operate every flight and meet every arrival time shown in our published schedule.

All published departure and arrival times are shown in “local” time for the city indicated.

For your convenience and to help you anticipate the scheduled routing of your flight(s), our schedules have a “Via/Stops” column. “N/S” signifies a nonstop flight. A numeral in the “Via/Stops” column indicates the number of stops the flight will make, including a connection, if you will be making one. The connection and connecting point, if any, is indicated with the three-letter code for the city where the connection will be made.

Example:

**FROM Baltimore/Washington (BWI)**

<u>To Kansas City (MCI)</u>				<u>VIA/STOPS</u>	<u>To Nashville (BNA)</u>				<u>VIA/STOPS</u>
135	7:25a	9:10a	1234567	N/S	103	6:40a	7:30a	1234567	N/S
510/8469	55a	1:05p	1234567	MDW/1	101	8:10a	9:00a	12345	7 N/S
215	11:55a	1:40p	1234567	N/S	145	9:45a	10:35a	1234567	N/S
486	6:55p	10:20p	12345	7 2	1168	12:15p	1:05p	1234567	N/S
<b>1-Mon 2-Tue 3-Wed 4-Thur 5-Fri 6-Sat 7-Sun</b>									<b>N/S Nonstop</b>

### **Cabin Service**

Southwest Airlines serves complimentary coffee, soft drinks, juice, and small snacks such as packaged peanuts and pretzels. Cocktails, beer, and wine are available for purchase. To keep your fares low, we do not serve or sell prepared meals onboard any of our flights. If your itinerary is a long one; if you have special dietary needs; or if you simply want something more substantial to eat, we invite you to bring your own food.

### **Flight Status Information**

The best information we have regarding the routing or status of your Southwest Airlines flight is available through our Telephone Reservations Center or our web site, **southwest.com** (on the "Travel Center" page), 24 hours a day, seven days a week. Our toll-free number is 1-800-435-9792 (800-I-FLY-SWA). Flight information is also available during our hours of operation at each airport we serve. Computer systems assist us with flight tracking, and we endeavor to update the status of each Southwest flight operation at regular intervals.

Please keep in mind that much of the information available to us (regarding delays, for example) comes to us from other sources, such as the government's Air Traffic Control (ATC) system or the National Weather Service. What we are able to impart to you depends to a great extent on the quality and timeliness of information we receive from these sources.

If the status of your flight changes with respect to a known departure delay or cancellation, we will, in a timely manner, notify you at the airport of the best available information regarding such known delay or cancellation. If, while inflight, your aircraft is subjected to a known delay or diversion, we will, in a timely manner, notify you of the best available information regarding such known delay or diversion as it affects your aircraft.

### **Irregular Operations**

#### **Delays and Cancellations**

Southwest always does its best to operate our flights as scheduled. Sometimes, events beyond our control or situations we could not anticipate prevent us from doing so. If, for any reason, your Southwest Airlines flight does not operate as scheduled, we will, at your request, refund the unused portion of your fare, or we will assist you by arranging to transport you to your destination on another Southwest flight with available seats. If you elect to take an alternate Southwest flight, we will not charge you any more money even if your ticket for the disrupted flight has usage limits or fare restrictions. Because

Southwest offers high-frequency service in most of the markets we serve, we can usually accommodate our inconvenienced Customers within a reasonable amount of time.

### **Departure Delays**

Southwest Airlines will not begin the boarding process if we know that your flight will be delayed at the gate for two or more hours. In the event of a delay of known duration, we will commence boarding no sooner than 30 minutes in advance of a firm, revised estimated time of departure (EDT). This will ensure that our Customers have access to airport facilities, telephones, food and beverage outlets, Customer Service assistance, and other essential services during the course of an extended delay. Once the affected flight is available for boarding, a general boarding announcement will be made in the departure gate area, and a "final call" for that flight will be made in the general terminal area where permitted. However, it is important to remember that general terminal announcements typically cannot be heard in airport concession areas, restaurants, cocktail lounges, outdoor smoking areas, and in some cases restrooms.

### **Delays on the Aircraft**

Onboard delays are situations we always try to avoid. However, if weather, gate-space limitations, visibility, airport conditions, mechanical problems, ATC requirements, or other uncontrollable circumstances cause ground delays of more than two hours, we will endeavor to:

1. Make refreshments<sup>1</sup> available on request. If necessary, operationally feasible, and safe to do so, remote provisioning will remove trash and replenish depleted onboard snack and beverage service items.
2. Make every reasonable effort to ensure that lavatories remain serviceable. If necessary, operationally feasible, and safe to do so, remote aircraft lavatory servicing will be requested and furnished.
3. Inform our Customers when and if it is safe to use personal cellular phones, computers, faxes, and other portable electronic communications devices.
4. Work with airport officials and other airlines to share or acquire equipment such as available gates, portable stairs, buses, vans, or other means by which Customers may deplane and be safely escorted to a terminal or other reasonable facility.
5. Ensure that first aid and other routine medical services normally offered by Southwest remain available and that professional medical assistance is made available if necessary, operationally feasible, and safe to do so.
6. Make every reasonable effort to minimize the duration of any onboard ground delay and to minimize, to the greatest extent possible, any and all associated Customer inconveniences.
7. Regardless of whether a delay is incurred on the ground or in the air, we will try to keep you (and those who may be waiting for you at the airport) informed. We will provide the best information available to us with regard to the cause of the delay and any changes in the status of your flight.

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<sup>1</sup> See **Cabin Service** on Page 2 for details of refreshments served onboard Southwest Airlines.

## **Overnight Accommodations and Other Expenses**

### **A. Originating Itineraries**

You are an “originating” Customer if your ticket, your travel itinerary, or our reservations computer system shows that you are enplaning on a Southwest Airlines flight as the first segment of your travel itinerary for the day. In the unusual event that your first flight segment is delayed or cancelled, we will rebook you on the next available Southwest Airlines flight(s) with seats available to your ticketed destination. Southwest does not absorb alternate air fares, ground transportation costs, meal expenses, or overnight lodging costs for Customers who have yet to depart from their “point of origin,” except under the circumstances set forth in part “C” of this section.

### **B. Disrupted Itineraries**

We will always do our best to get you to your destination safely and ontime. (On average, 99 percent of the flights in our published schedule do operate.) Rare and unforeseen circumstances sometimes prevent us from reaching that goal. If that happens, your itinerary may be disrupted. Your itinerary is “disrupted” when you have departed from your “city of origin,” and, through no fault of your own, Southwest is unable to transport you to your destination as scheduled. In that case, you will be accommodated on the next Southwest flight(s) with seats available to your destination, or, if you were booked on a flight operated by another airline under an authorized codeshare agreement with Southwest, on the next available flight(s) of that airline. You will not be charged any more money or required to purchase another ticket.

### **C. Reaching Your Destination**

It is our goal to get you to your destination safely and ontime. However, if circumstances within our control, such as aircraft “swaps,” cause you to miss the last possible flight (or connection) of the day to your destination, our Customer Service personnel have the authority to arrange for overnight lodging. We will find a hotel or motel as near to the airport as possible, and at no additional cost to you. We may also arrange for ground transportation to the overnight facility.

If the cause of your inconvenience is not within our means of control, we will do our best to assist you by securing a discounted rate at a hotel or motel at or near the airport.

We do not pay for tickets on other airlines or absorb the difference between our fares and higher fares on other airlines. If you wish, however, we will refund your Southwest ticket.

### **Advisory at the Airport**

If, when you check in for your Southwest Airlines flight, we have learned that weather, field conditions, air traffic, or other operating conditions are such that your flight may be delayed en route, rerouted, include an unscheduled stop, or that your connecting flight may be cancelled, the Southwest Representative at the gate will let you know.

Generally, you will be notified either in writing (buck slip or stamp) or verbally when you check in to claim your boarding pass. This service is provided as a courtesy and intended to give you the option of postponing your trip, selecting an alternate Southwest



flight, or requesting a refund. If you check in at the Skycap Podium, Ticket Counter, or one of our self-service RAPID CHECK-IN kiosks, be sure to listen for any announcements a Southwest Representative may make at your departure gate regarding the status of your flight.

If you opt to travel on any Southwest flight after being advised of the possibility of an en route delay, diversion, unscheduled stop, or cancellation, it is important to understand that you might incur some extra expenses. Your Southwest ticket covers only the cost of your air transportation. While any unused portion of your ticket is generally refundable under these circumstances, tickets for other airlines (other than flight segments in your itinerary operated by another airline under an authorized codeshare agreement with Southwest), ground transportation, hotel accommodations, meals, telephone expenses, and other amenity costs are not included in our ticket prices. It is also important to understand that other airlines will generally refuse to accept your Southwest ticket.

### **Fares, Reservations, and Ticketing**

#### **Fares**

Southwest Airlines is the nation's leading, and largest, low-fare airline. Our unrestricted, generally available fares are typically much lower than the unrestricted fares of other airlines. Our unrestricted fares are fully refundable, have no advance purchase requirements, and enable you to make changes to your travel plans.

We also offer a number of deeply discounted restricted fares ideal for leisure travelers. Plus, we make special fares available to seniors (65 years of age or older), military personnel, infants and toddlers under the age of two years, older children (traveling with adults), and groups of ten or more.

Our lowest fares are most often found on our web site, **southwest.com**. We offer weekly Internet-only fares called Click 'n Save® Internet Specials, which are available for purchase only on **southwest.com**, Tuesdays through Thursdays. You can sign up for free, weekly Click 'n Save® E-mail updates (that may also include any other sales or specials) by visiting <http://www.southwest.com/email/emailSubscribe.html>.

With respect to all of our fares, Southwest Airlines does not prohibit or penalize what is commonly known as "hidden city" ticketing, nor does it prohibit or penalize what is commonly known as "back to back" ticketing. "Hidden city" and "back to back" reservations and tickets are authorized for travel on Southwest Airlines. It is important to note that your luggage will be checked to the final destination shown on your ticket. Should you choose to deplane at a stopover or connection point, you will be responsible for making arrangements to have your luggage delivered to you. Southwest will not entertain a lost or delayed baggage claim or interim expenses in this circumstance.

Furthermore, if you choose not to use a restricted ticket that you have already purchased, the amount you paid for your ticket may be applied toward the purchase of another Southwest Airlines ticket so long as travel will be completed within one year from date of purchase.<sup>2</sup> Your new ticket may, without penalty or fee, be subject to different terms, conditions, and restrictions. We will charge the appropriate fare for the new ticket, which may mean more money, but Southwest does not charge a "fee" for the "exchange" of tickets. No cash refunds or credit card adjustments are made on any amounts paid for nonrefundable tickets.

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<sup>2</sup> Unused tickets purchased through our Group Reservations program may not be used toward the purchase of another ticket. Terms and conditions of our Group Program apply.

## **Fare Rules**

All airlines' fares vary from city-pair to city-pair. Most discounted, leisure, bargain, or sale fares carry some usage, advance purchase, refundability, and/or stayover restrictions.

If you choose to purchase a ticket that has specific flight requirements and you elect to travel on an alternate flight or flights, it may cost you more money. We do not charge a handling or "change" fee, but an upgrade to a higher fare will ordinarily be applied. This upgrade is the equivalent of the difference between the amount shown on your flight-restricted ticket and the unrestricted fare charged at the time of upgrade for the full itinerary on which you qualify and actually travel.

Tickets for fares that are age-related or status-related (seniors, infants, children, military, government contracts, students) are sold contingent on the traveler's ability to provide proof of age or status at checkin.

A fare quote is not guaranteed until a ticket is purchased. However, if the fare increases after you have purchased your ticket, we will not collect the difference unless you change your flights, travel dates, or person(s) traveling.

## **Information and Ticketing**

Information regarding all of our current fares, applicable restrictions, seat availability, and other requirements is available 24 hours a day, seven days a week through our Telephone Reservations Center or through our web site, **southwest.com**.

Our toll-free number is 1-800-435-9792 (1-800-I-FLY-SWA).

En Espanol, 1-800-826-6667 (1-800-VAMONOS).

Customers with hearing limitations can reach Southwest through Teletypewriter (TTY) service at 1-800-533-1305.

## **Reservations**

### **Sales and Information**

Our Employees have been trained to offer the lowest available fare in our reservations computer system for which you qualify at the time of your call or face to face transaction. Such fare will be offered to you. Our Agents can also answer any questions you wish to ask about restrictions, departure and arrival times, the number of stops (if any) or connections that will be included in your itinerary, and which flight segments (if any) will be operated by another airline under a codeshare agreement with Southwest.

Online access to our schedule, basic fares, and ticket purchases can be found at **southwest.com**. From time to time, promotional fares and other incentives, such as extra Rapid Rewards frequent flyer credits, are available when you purchase your ticket through our web site. Our Internet site also offers information on Southwest's history, employment opportunities, and many of the most common questions our Customers have about Southwest Airlines.

Flight information and fare quotes are also available, and tickets can be purchased, during our hours of operation at each airport we serve. Generally, our Airport Ticket Counters close at 10:00 p.m. Please call 1-800-435-9792 for specific airport closing information.

Southwest Customers may also obtain information on fares and purchase tickets through their preferred travel agents.<sup>3</sup>

### **Confirming Your Flight Reservations**

A reservation, once booked and confirmed by purchasing your ticket(s), means that we are holding a seat for you on the specific flight(s) shown on your ticket or *Ticketless Travel Passenger Itinerary and Receipt*. We do not reserve specific seats, and we do not assign them prior to departure. With the exception of seats in emergency exit rows<sup>4</sup> all seating on Southwest is “open” and available to passengers with reservations on a first-come, first-served basis.

If you are concerned about whether a seat in an exit row is right for you, please discuss it with a Flight Attendant. He or she will be able to answer your questions and reseat you if necessary. Information is also available at any Southwest Airlines Ticket Counter or Gate location.

If you make reservations and purchase tickets by phone through our Telephone Reservations Center, we will allow you to cancel those reservations and/or tickets without penalty if you call us back within 24 hours. This will give you the opportunity to check for lower fares through other distribution systems, such as Internet-specific fares. Once you are confirmed, we will hold your confirmed space until ten minutes before your flight’s scheduled departure.<sup>5</sup>

### **Claiming Your Reservation**

Your reservation is claimed when you check in for your flight at the Skycap Podium, Ticket Counter, RAPID CHECK-IN kiosks, Departure Gate, or online at **southwest.com**. You must obtain your boarding pass and be present and available for boarding in your flight’s departure gate area at least ten minutes prior to scheduled departure. If you do not obtain a boarding pass for your scheduled flight and present yourself at the boarding gate at least ten minutes before scheduled departure, your reservation may be cancelled, and the seat we were holding for you may be given to a standby Customer. Travelers who do not meet our checkin requirements are not entitled to Denied Boarding Compensation. If you check in late, and there are still seats available on your confirmed flight, we will try to accommodate you. However, as a courtesy to everyone onboard, we will not delay our flight, retrieve anyone else’s boarding pass, or displace any previously accommodated Customer.

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<sup>3</sup> A service charge is imposed on airline tickets by some travel agencies. Since this is beyond the control of Southwest or any airline, please discuss applicable fees and service charges directly with your travel agent.

<sup>4</sup> FAA regulations limit exit seating to individuals who are at least 15 years of age and physically able to participate in a rapid evacuation of the airplane. This means that persons who sit in an exit seat must be able to communicate orally and respond to commands in English. They must have the strength and ability to quickly operate the exit, pass through it, and assist others in so doing.

<sup>5</sup> Scheduled departure time is the time shown in the then-current flight schedule unless we have posted a new departure time in our reservations computer system or at the airport for public information. The ten-minute checkin requirement will be adjusted to agree with the revised time of departure as posted. Other airlines operating flights under Southwest Airlines’ designator code pursuant to a codeshare agreement may impose earlier checkin requirements in order to avoid cancellation of the passenger’s reservation.

If the first flight segment of your day's itinerary is operated by another airline under a codeshare agreement with Southwest, different checkin procedures and times may apply. Please be sure to check with agents of the codeshare airline, or with a Southwest Airlines Reservations or airport Customer Service Agent, if you are unsure of the codeshare airline's policies and procedures for checkin and claiming your reservation. Transportation Security Administration regulations require all Customers to be prepared to present photo-identification (a driver's license, passport, state identification card, or other positive form of identification) to the airline at the time of checkin, when checking baggage and, in some cases, at the time of boarding.<sup>6</sup>

The Transportation Security Administration now requires all ticketed and travelling Customers to present a government-issued photo identification and either their boarding pass or security document to proceed through Security Checkpoint. Southwest offers a variety of options for you to check in for your flight and obtain your boarding pass. Customers who are checking luggage or who simply prefer to check in and receive their boarding pass prior to proceeding through Security Checkpoint may obtain their boarding pass up to four (4) hours prior to scheduled departure time at the Skycap Podium (where available), ticket Counter, or RAPID CHECK-IN kiosks (for Ticketless Customers only).<sup>7</sup> Customers who are not checking luggage and prefer to check in at the Departure Gate or concourse RAPID CHECK-IN kiosks, will need a Security Document to proceed through Security Checkpoint. Customers may obtain a Security Document online at [http://www.southwest.com/travel\\_center/](http://www.southwest.com/travel_center/).

## **Overbooking**

### **What Is It and Why Do It?**

"Overbooking" means that airlines do not necessarily stop accepting reservations when they have taken enough to fill a particular airplane on a particular flight. Airlines overbook to compensate for passengers who neither cancel reservations nor show up for their confirmed flights. For example, on a flight that offers 137 seats, we may accept a small percentage of "extra" reservations because, historically, that has been the number of previously confirmed passengers, who, without notice, did not show up for the flight. If, instead, we allowed "no-show" seats to go unfilled, we would have to raise our fares in order to offset lost "no-show" revenue. Overbooking also creates booking opportunities for Customers who really want or need to be on a flight that is showing full but likely to depart with available seats. In fact, the majority of overbooked flights still depart with empty seats because the formula we use to derive our booking levels is carefully applied and quite conservative.

We will, upon request, inform you whether the flight on which you are ticketed is overbooked at the time of your inquiry, provided that this is the type of information ordinarily available to the Employee to whom your request is directed. Answers about overbooking are most readily available through our toll-free Telephone Reservations Center.

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<sup>6</sup> If you are traveling with an infant or minor child(ren), birth certificates may be required. Proof of age, including photo identification or birth certificate, is also required of persons traveling on any special, age-related fare.

<sup>7</sup> Please check [http://www.southwest.com/travel\\_center/](http://www.southwest.com/travel_center/) or ask one of our friendly Reservations Sales Agents at 1-800-435-9792 (800 I FLY SWA) for locations that have Skycap Service and RAPID CHECK-IN kiosks.

## **Oversold Flights**

An oversold flight is a rarity! An oversale takes place when more confirmed Customers than we expected (and than our aircraft will accommodate) actually show up, check in ontime, and one or more confirmed Customers are therefore left without a seat. The statistical probability of a confirmed Southwest Airlines Customer being involuntarily left behind without a seat (bumped) as the result of an oversale is about one in 20,000.

We realize that everyone has a reason to travel. At the same time, we understand that many travelers are fairly flexible insofar as their departure and arrival times are concerned. So, when a flight does oversell (again, it is rare), the first thing our Customer Service Agents do is ask those who have checked in if they are willing to volunteer to take a later flight. Typically, the incentives we offer result in a number of volunteers sufficient to free up the seats needed.

## **Volunteers**

If you volunteer to give up your seat in an oversale situation and we can rebook you and accept your ticket on the next Southwest Airlines and (if applicable) connecting codeshare airline flight(s) to your destination, we will also give you a travel voucher in the amount of \$100 plus an amount equal to the face value of your remaining one-way flight coupon(s).

If the flight(s) to your destination immediately after your originally scheduled flight is/are booked to or beyond capacity, you will be placed on a "priority standby" list and your compensation will increase to a travel voucher in the amount of \$200 plus an amount equal to the face value of your remaining one-way flight coupon(s). If you are not accommodated as a standby Customer, we will confirm you on the next Southwest Airlines and (if applicable) codeshare airline flight(s) with seats available to your destination. You will not incur an increase in fare.

## **Involuntary Denied Boarding (Being "Bumped")**

If, after soliciting volunteers, we still cannot accommodate you, you will be given the option of volunteering. If you decline, we will confirm you on the next Southwest Airlines and (if applicable) codeshare airline flight(s) to your destination with seats available. If your alternative flight(s) is/are scheduled to arrive at your destination or stopover point within two hours of your originally scheduled flight(s), we will accept your ticket at no additional charge, and you will be compensated. We will immediately issue a check or, if you prefer, a travel voucher in an amount equal to the face value of your remaining one-way flight coupon(s). The maximum amount of involuntary denied boarding compensation is \$200 under these circumstances.

If your alternate flight(s) is/are scheduled to arrive at your destination or stopover point more than two hours later than your originally scheduled flight(s), your compensation will increase to an amount equal to twice your remaining one-way flight coupon(s). In these cases, the maximum amount of denied boarding compensation increases to \$400.

If you are "bumped," you will be given a written "Notice of Denied Boarding" to help you understand our policies, your compensation, and your travel alternatives.

## **Tickets and Refunds**

### **Tickets**

When you receive your tickets, be sure to check them immediately and keep them in a safe place. Southwest Airlines cannot be responsible for your ticket once it has been

issued. We do not provide refunds or replacements for tickets that have been lost, stolen, damaged, mutilated, or destroyed.

The best protection against ticket loss is Southwest's convenient *Ticketless Travel* option. Your ticket and confirmation number will be electronically generated and stored in our computer system, so there is no paper document to lose or forget. In addition, Ticketless Travel affords you the ability to check in for your flight and print your boarding pass online at [southwest.com](http://southwest.com) or at the airport at a RAPID CHECK-IN kiosk. Ask our Reservations Sales Agent or your travel agent about *Ticketless Travel* on Southwest Airlines, and be sure to make a note of your special confirmation number.

The value of most unused Southwest tickets or *Ticketless Travel* may be applied toward the purchase of future travel on Southwest Airlines so long as travel will be completed within 12 months from the original date of purchase.

### **Refunds**

Unused, fully refundable tickets that do not carry restrictions may be applied toward future travel or refunded for one year from the date of issue. All eligible refunds are provided according to your original form of payment. Refunds for tickets purchased with credit cards will be credited back to the same credit card. Our Refunds Department will process a credit within seven business days from the date we receive your request. Your credit card company may then take up to ten business days to post the credit to your account, and, based on your individual billing cycle, you will see the refund on your credit card statement within one to two statement mailings. Disbursements for eligible Southwest tickets purchased with cash or by check will be issued no later than 20 business days after we receive your request. If, however, you purchase your fully refundable tickets by check and your check has not been cleared by the financial institution on which it is drawn within 20 days of your refund request, we may have to withhold your refund until such time as the original check is paid.

All refund requests should include your unused ticket or proof of purchase and/or the confirmation we provided if your travel arrangements were *Ticketless*.

### ***Refund requests should be mailed to:***

Southwest Airlines Refunds Department  
P.O. Box 36649  
Dallas, Texas 75235-1649

### **Southwest Airlines' All-Jet, All-Boeing Fleet**

#### **Our Airplanes**

Southwest Airlines is the world's largest operator of Boeing 737s. It is the only type of airplane we fly! This means that all of our Pilots, Flight Attendants, and Mechanics are expertly trained and thoroughly familiar with every airplane in our fleet. We believe our skilled professionals and our consistent, state-of-the-art fleet are two primary reasons that Southwest Airlines has one of the best operational safety records in the worldwide airline industry.

#### **More Leg Room**

We would like to dispel the myth that our airline is, perhaps, cramming more seats into our airplanes. Southwest is actually working hard to provide you with more room in each "edition" of the 737 that we have ordered. Your comfort is of the utmost importance to us. That is why, when we designed our aircraft interiors, we worked hard at maintaining

a comfortable distance or pitch<sup>8</sup> between your seat and the seat in front of you. The chart below shows the number of seats in each Boeing 737 model we fly as compared to the number of seats that airplane would hold if we were less concerned with your comfort. It will also give you an idea of what you can expect in terms of legroom.<sup>9</sup>

<u>Model</u>	<u>Maximum Capacity</u>	<u>Southwest Capacity</u>	<u>Average Pitch</u>
737-700	149	137	32.57
737-500	132	122	32.18
737-300	149	137	32.55

The 737-700 is the newest addition to our fleet, and we have lots more on the way. This beautiful new airplane not only flies quieter, farther, and more fuel efficiently, it is roomier. When we designed its beautiful new interior, we removed the cabin dividers and selected an innovative new seat design. So, when you fly on one of our newer planes, you will actually feel like your seat has the same amount of legroom in the first- and business-class sections on some airlines! Our –700s have more overhead bin space, too!

### **Freedom Has a New Look!**

On the dawn of our 30<sup>th</sup> year, Southwest saluted our past and toasted our future with a fresh new look—a bird of a different color. On January 16, 2001, we proudly unveiled the look that launches us into the new millennium. Inspired by a canyon sunrise and dedicated to our loyal Customers, Canyon Blue was added to Southwest's traditional gold, red, and orange colors. Beauty, however, is more than skin deep. The interiors of our 737s also are new. The Canyon Blue will team with Saddle Tan in Southwest's new all-leather seating configuration. Brushed aluminum surfaces, deep blue carpet, and newly designed windscreens complete a comfortable interior look and feel for Customers, which calms the mind and comforts the body.

### **Baggage**

#### **Checking Your Luggage**

Each ticketed Customer may check up to three pieces of luggage, and we will usually transport them free of charge. To be carried at no charge, the maximum aggregate dimensions of any single item should not exceed 62 inches or weigh more than 50 pounds.

You may incur additional fees for larger or heavier items and for items that require special handling. For example, a \$50.00 charge may apply to some types of sporting goods, including bicycles, vaulting poles, and surfboards. If you check more than three ordinary items, our excess baggage charges range from \$50 to \$110 per item depending on the number of items you check. Our Reservations Sales Agents or our web site can

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<sup>8</sup> As defined by our aircraft manufacturer, seat pitch is determined by measuring the distance from any point on a seat to the same point on the seat directly in front of it.

<sup>9</sup> Pitch may vary in lounge-seating areas of certain aircraft.

provide information on those sporting and hunting accessories that can be transported free of charge.

For humane reasons, we do not transport any live animals except for service animals accompanying and trained to assist a Customer with a disability. Except when too large to be safely accommodated, a trained service animal traveling with and providing assistance to a Customer with a disability will be accommodated in the aircraft cabin on the floor in front of or next to the Customer with a disability.

### **Baggage Handling**

Southwest has maintained one of the best cumulative baggage-handling records in our industry. We do everything humanly possible to ensure that the items you entrust into our care are loaded onto the same plane you board and returned to you promptly at your destination. We know that your belongings are important and valuable to you.

Here are some important steps you can take to make sure your luggage takes the same trip you do.

1. Make sure your luggage is in good, sturdy condition. Zippers, clips, handles, joints, and seams should be in good repair. Be sure any luggage you intend to check closes securely. Southwest assumes no responsibility and will not be liable for loss of or damage to protruding parts of luggage and other articles of checked baggage, including but not limited to wheels, feet, pockets, hanger hooks, pull handles, straps, zippers, locks, and security straps. In addition, we assume no liability for defects in baggage manufacture or for minor damage arising from normal wear and tear, such as cuts, scratches, scuffs, stains, dents, punctures, marks, and dirt.
2. Due to security procedures for examining checked luggage, the Transportation Security Administration (TSA) has suggested that checked luggage be locked using a TSA Accepted and Recognized lock. If luggage is locked with any other type of lock and requires a physical search, the TSA will cut the lock and will not be responsible for its replacement or any damage that occurs as a result of cutting the lock.
3. Make a list of the items you've packed and their estimated value. Keep your list in a safe place until you return. Keep in mind, when packing your bags, that Southwest Airlines' liability for loss or damage is not extended to money; jewelry; photographic, video, and optical equipment; computers and other electronic equipment; computer software; silverware and china; fragile or perishable items; liquids; precious gems and metals; negotiable papers; securities; business or personal documents; samples; items intended for resale; paintings, artifacts, and other works of art; antiques; collectors' items; unique or irreplaceable items; heirlooms; research, experimental, and scholastic items and documents; manuscripts; furs; irreplaceable books or publications; and similar valuables contained in checked luggage or unchecked bags. These items should not be transported in or as luggage on commercial airline flights.
4. Make sure your bags are marked with your name, address, and phone number on the outside of each bag. Put a card or slip of paper with the same information inside of your bags.



5. Remove loose hooks, straps, handles, hangers, and locks from the outside of bags.
6. Suggested airport arrival times are posted on our web site at [http://www.southwest.com/travel\\_center/](http://www.southwest.com/travel_center/) or you may obtain the information by calling our Reservations Sales Agents at 1 800 435-9792. We strongly suggest that you closely follow these suggested airport arrival times if you are checking luggage.
7. If you have not tendered your luggage to a Southwest Airlines Representative at least 30 minutes prior to departure (45 minutes prior to departure if checking in at Denver International Airport ("DIA")), your luggage will be considered "Late Checked" and tagged accordingly. If your luggage is late checked, we will make every reasonable effort, but will not guarantee, to transport your luggage on the same flight as you. Additionally, if your luggage is "Late Checked," we will not assume responsibility for delivery charges if we must transport your luggage on a later flight. If the first flight segment of your day's itinerary is operated by another airline under a codeshare agreement with Southwest, please be sure to check with an agent of that airline, or with a Southwest Reservations or airport Customer Service Agent, regarding baggage checkin times for that airline.
8. Medication, keys, valuables, and expensive jewelry should be carried onboard.
9. Before you proceed to the gate, be sure your claim check(s) is for the city of your ultimate destination (not connecting city) and that the Agent has given your ticket(s) and identification back to you. Keep your claim check(s) in a safe place.
10. Report any missing, delayed, or damaged items **before you leave the airport!**<sup>10</sup> This will enable us to begin our tracing efforts immediately.
11. If we receive your claim within four hours of your arrival, there is an excellent percent chance that your delayed luggage will be back in your possession within 24 hours, and we will make every reasonable effort to accomplish this. We will also attempt to contact any Customer whose unclaimed, checked luggage contains a name and address or telephone number.
12. You may wish to purchase excess valuation coverage if you feel strongly that the value of the items you check is greater than what our normal liability may cover. If this is the case, we encourage you to purchase excess valuation coverage at the time you check in your luggage. It is available at our Airport Ticket Counter locations everywhere we fly. However, items listed in number two of this part are not covered with or without the purchase of excess valuation coverage. (Please note also that excess valuation coverage may not be available if the originating flight of your day's travel itinerary is operated by another airline under a codeshare agreement with Southwest.)

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<sup>10</sup> Claims received more than four hours after passenger arrival cannot be considered.

## **Carryon Items**

In keeping with the government-issued security directives, strict limits have been imposed on carryon items. This affects all airlines and is necessary in order to maintain better controls on carryon items and to comply with and expedite the security screening process.

1. Each ticketed Customer may carry only one bag plus one smaller, personal-type item onboard the airplane. Personal-type items include small handbags for men or women, small cameras, reading material, laptop computers (case included) and small, book-sized backpacks.<sup>11</sup>
2. To ensure that carryon items are small enough to fit on the floor beneath the seat in front of you or in an overhead compartment, they may be no larger than 10" x 16" x 24". Sizing boxes can be found throughout our airport facilities to help you determine whether or not your bag meets these size limits.
3. **All Customers' and Employees' items are subject to thorough, physical searches.**
4. Southwest Airlines does not accept claims for lost, forgotten, pilfered, stolen, or damaged carryon items.

## **Customers with Special Needs**

### **Infants and Toddlers**

Currently, federal air safety regulations allow children younger than two years of age to be held in the lap of another person who is at least 12 years of age. If you wish to hold your child under two years of age, we will not collect a fare. Unfortunately, we cannot guarantee that a seat will be available if your infant or toddler is not included in your reservations as a confirmed member of your party. In some cases, car or safety seats for unconfirmed infants and toddlers must be checked.

While the decision to hold your little one is certainly up to you, our governmental safety agency, the Federal Aviation Administration (FAA), and most airline professionals strongly recommend that children under 40 pounds are safer and more comfortable when secured in an approved, hard-sided car or safety seat. Children over 40 pounds in weight should use only the airplane seat and seatbelt.

Southwest Airlines offers deeply discounted INFANT FARES to make travel more affordable for Customers who reserve and purchase seats for small children. By reserving space and purchasing a ticket, you can be assured that your child is traveling as safely and as comfortably as possible.

To learn whether your youngster's car or safety seat is federally approved for air transportation, look for the words "FMVSS.213 APPROVED FOR USE IN AUTOMOBILES AND ON AIRCRAFT" in red letters on the device's label.

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<sup>11</sup> Assistive devices for qualified Customers with disabilities and child restraint devices accompanying a ticketed child do not count against the carryon limit and may be carried onboard in addition to the one bag plus one smaller personal-type item.

Booster seats, harness- or vest-type restraint systems, and belly-belts do not provide sufficient protection on airplanes for small children. Thus, they are not approved for airline use.

### **Unaccompanied Minor (UM) Children**

Children from the ages of five (5) through eleven (11) years need lots of attention, particularly if they must travel alone. Our policies for this special group of travelers have been designed to enable us to provide the best possible service to Unaccompanied Minor children and their families and friends without detracting from the service we must make available to all of our Customers. Our policies are also intended to give you and your child(ren) the peace of mind that comes with knowing your child(ren) will be looked after once his/her flight departs.

1. To be qualified for special Unaccompanied Minor travel arrangements, children must be at least five years of age and no older than eleven years of age.
2. Children under the age of five must be accompanied on their entire journey by another traveler who is at least twelve years old.
3. Unaccompanied Minors must have confirmed reservations on a nonstop or direct routing that does not require a change of planes or flight numbers.
4. Proof of the child's age and identity may be required.
5. Southwest will collect the appropriate fare for an Unaccompanied Minor child or children; however, Southwest does not collect any additional "UM charges" or "handling fees" for Unaccompanied Minors.
6. An adult family member or guardian must escort the unaccompanied child(ren) to the departure gate and must **remain with the child and in the airport until the child's flight is airborne**. In order to escort the UM through security, the unticketed adult guardian must visit a Southwest Airlines Ticket Counter and obtain an escort pass.
7. To ensure the child's safety and wellbeing, we will collect detailed information from the escorting party, including the name, address, relationship, and contact numbers for the party sending the child and the authorized individual(s) who is to meet the child at his/her destination.
8. Please arrive at the airport by the suggested arrival time<sup>12</sup> in order to check luggage (if any), obtain an escort pass, clear security, complete the documentation necessary for the child to travel alone, obtain a boarding pass, and ensure that the child is available for early boarding. For the child's protection, we will not accommodate an UM on a flight that is under a possible delay, reroute, or cancellation advisory.
9. Unaccompanied Minors who arrive in sufficient time will be preboarded and introduced as such to a Flight Attendant.

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<sup>12</sup> Suggested airport arrival times can be obtained by visiting [http://www.southwest.com/travel\\_center/](http://www.southwest.com/travel_center/) or by calling 1 800 435-9792 and speaking with a Reservations Sales Agent.

10. Any person(s) meeting the child at his/her destination should be there to meet the flight and be prepared to offer positive proof of identity in order to receive the child. In order to pass through Security Checkpoint to meet the UM, the unticketed adult guardian must visit a Southwest Airlines Ticket Counter and obtain an "Escort Pass."
11. For the protection and wellbeing of UM travelers, any child who is not met upon arrival will remain in the custody of Southwest personnel.
12. Children not met within a reasonable amount of time will be returned to the point of origin after contact has been made with the sending party or entrusted to the custody of the appropriate local social services agency.
13. Standard policies for checked luggage and carryon bags are the same for Unaccompanied Minors as they are for all of our ticketed passengers; however, it is a good idea to pack carryon items lightly. A carryon bag should be of a size and weight that is manageable for the youngster.
14. Children twelve years of age and older are considered young adults, and travel under the same terms and conditions as do older adult passengers.

### **Customers with Disabilities**

Southwest Airlines welcomes members of the disability community, and we are very proud of our record of service to our Customers with disabilities. If you have a disability and are concerned about accommodations on Southwest Airlines, our Reservations Sales Agents are available 24 hours a day, seven days a week to answer your questions and help you prepare for your trip. Our Deaf and Hard of Hearing Customers can reach us through TTY at 1-800-533-1305. General information on Southwest Airlines and Travel Tips for Customers with Disabilities are also available at **southwest.com**, and information on the Air Carrier Access Act can be found at [www.dot.gov](http://www.dot.gov).

Specific questions about service in progress can be directed to our on-duty personnel (Complaints Resolution Official) during hours of operation at each airport we serve. In the meantime, here are some things you should know about travel on Southwest Airlines under the terms and conditions of federal regulations implementing the Air Carrier Access Act (14 CFR Part 382, Nondiscrimination on the Basis of Disability in Air Travel).

1. Southwest will not refuse to transport any individual on the basis of a disability, nor will we require a Customer with a disability to accept a service or condition that is not offered or available to other Customers, unless there is a specific safety-related regulation that requires us to do so.
2. We will transport wheelchairs and other assistance devices intended for the personal use of the Customer checking the item(s) at no charge and on a priority basis. We also offer assistance in enplaning, deplaning, and changing flights.
3. Onboard wheelchairs are available on every flight to provide cabin accessibility.
4. If you are traveling with a trained service animal, Southwest will allow your service animal to travel with you at no extra charge. Please ensure that your service animal is situated in an onboard area that will not

obstruct the exit-path of any other Customer. If you are not sure about where your animal should be situated, one of our Flight Attendants will happily assist you.

5. A Customer with a disability who has a specific seating need or needs assistance in boarding may preboard. Southwest Airlines policy federal safety regulations may prohibit a Customer with a disability from selecting an emergency exit seat. Our Flight Attendants will be happy to assist you in finding a suitable seat and convenient, approved onboard stowage space for any assistance device you bring onboard with you.
6. Southwest Airlines will accommodate at least one person's personal folding wheelchair in the aircraft cabin on a priority basis in accordance with Federal Aviation Regulations. All Southwest 737 aircraft are equipped with an aft stowage compartment specially designed to accommodate stowage of one standard folding wheelchair.
7. If your wheelchair has a spillable battery or if it must be disassembled<sup>13</sup> for transport, please note that we must be made aware of your travel plans at least 48 hours before your departure. This will ensure that the proper personnel and equipment are available to serve you in a timely and helpful manner. We suggest that you check in at least one hour prior to departure.
8. When you arrive at your destination, you have the option of receiving your checked wheelchair or other assistance device at or near the jetbridge or terminal entrance or you may elect to receive it in the baggage claim area. If you select the baggage claim area, we will help you get there.
9. If your disability is such that you require assistance from a specially trained individual, you should make arrangements for that individual to travel with you. Our Employees receive only the training that is essential for routine onboard emergencies.
10. Southwest Airlines is not equipped to transport or provide medical oxygen or other hazardous materials and/or contained gas—either in the passenger cabin or as cargo or baggage.
11. Our airplanes are not equipped to transport Customers who require stretchers, incubators, respirators, or other devices that may rely on the aircraft power supply.

### **Frequent Flyer Program**

#### **Rapid Rewards**

Southwest Airlines' frequent flyer program, Rapid Rewards, is open to Customers of all ages.<sup>14</sup> With Rapid Rewards, receiving free<sup>15</sup> Award Travel is easy. We count credits,

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<sup>13</sup> Assembly instructions should be attached to the wheelchair.

<sup>14</sup> Rapid Rewards rules and regulations apply. Please call 1-800-445-5764 for details.

<sup>15</sup> The Award we issue for roundtrip travel is free. The U.S. Government on the other hand imposes a September 11<sup>th</sup> Security Fee of up to \$10 roundtrip and asks that we collect it for

not long miles. It takes only eight roundtrips or 16 one-ways within a consecutive, 24-month period on Southwest to receive a roundtrip Award. And by using any of our Rapid Rewards Preferred Partners, you can obtain your Award even faster. Visit [http://www.southwest.com/rapid\\_rewards/about\\_rr.html](http://www.southwest.com/rapid_rewards/about_rr.html) to learn about all the ways you can get your Award faster. The Award is valid for one roundtrip (or two one-way trips) to any published city Southwest Airlines serves in the continental United States. Southwest Airlines Contract of Carriage rules apply. Award travel must take place on published service, if available, between origin and destination. And, your Award can be transferred (but not altered, sold, purchased, brokered, or bartered) to anyone you wish!

### **Awards are Automatic and Ticketless!**

Receiving and using your free<sup>16</sup> roundtrip Award is hassle-free! It is not necessary to ask for your Award, write or call us, or wait for a frequent flyer seat to become available. Once 16 credits are accumulated in your Rapid Rewards account, we simply credit your account with your free<sup>16</sup> roundtrip Award and mail or e-mail a notification letter with the Award Certificate number to your designated account address. As soon as the Award is deposited in your account it is ready to use.<sup>17</sup> (For your protection, address changes must be received in writing or through your password-protected online Rapid Rewards account.)

### **Awards Go Anywhere We Go!**

Southwest Airlines serves a multitude of cities across the United States, coast to coast and border to border. And, Rapid Rewards Members can use their free<sup>17</sup> Awards to travel between any two published points on our system (other than routings involving a flight segment operated by another airline under a codeshare agreement with Southwest). This means that, even if you receive your free<sup>17</sup> Award by flying between two cities that are not very far apart, you can use your Award to travel coast to coast and border to border on Southwest Airlines.

### **Seat Availability**

We don't believe in making it difficult to use your frequent flyer Awards, so we don't limit the number of frequent flyer reservations we accept. In fact, with our limited number of blackout dates,<sup>18</sup> on an annual basis 97 percent of our seat inventory is available for Award travel, and you can make reservations online at **southwest.com** with Ticketless Awards or phone us anytime for reservations. We even provide a special reservations telephone number (1-800-248-4377) just for Rapid Rewards Members.

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them. Therefore, when you make reservations, you will need to pay the U. S. Government-imposed September 11<sup>th</sup> Security Fee of up to \$10 roundtrip.

<sup>16</sup> The Award we issue for roundtrip travel is free. The U.S. Government on the other hand imposes a September 11<sup>th</sup> Security Fee of up to \$10 roundtrip and asks that we collect it for them. Therefore, when you make reservations, you will need to pay the U.S. Government-imposed September 11<sup>th</sup> Security Fee of up to \$10 roundtrip.

<sup>17</sup> A Rapid Rewards Award is valid for one roundtrip to any published city Southwest Airlines serves within the continental United States (other than routings involving a flight segment operated by another airline under a codeshare agreement with Southwest). Southwest Airlines Contract of Carriage rules apply. Award travel must take place on Southwest Airlines scheduled service. An Award is valid for 12 months from its date of issue, has no cash value, and cannot be sold, refunded, or replaced if lost, destroyed, or stolen.

<sup>18</sup> A "blackout date" is a day or flight on which seats can be reserved only by or for fare-paying Customers and cannot be reserved for Award use.

Note: Awards issued on or after February 10, 2006 will have no systemwide blackout dates, but will be subject to capacity controls. That means seats will not be available on all flights on all days for Members traveling on an Award. It may be particularly difficult to secure a seat when traveling around holidays such as Memorial Day, the 4<sup>th</sup> of July, Labor Day, Thanksgiving, and Christmas as well as peak travel periods.

### **Keeping Track of Your Credits**

As a Rapid Rewards Member, your flight activity is automatically updated within 14 days of your flight. Simply provide your Rapid Rewards membership number at the time you are making reservations online at **southwest.com** or over the phone with one of our Reservations Sales Agent, or you may give your membership number to the Customer Service Agent when you check in for your flight. Each Rapid Rewards credit is active in your personal account for two years from the date the credit is earned. You can view your Rapid Rewards account at your convenience through the password-protected area on **southwest.com**. There, you can also verify your account status, change your account information, and designate your first Companion (if applicable).

### **Other Perks**

Complimentary cocktail coupons, toll-free Rapid Rewards Membership Services, and a special toll-free reservations telephone number are just a few of the incentives we provide for our frequent flyers. Rapid Rewards Members can also take advantage of special offers and earn Rapid Rewards credit from our Preferred Partners. Visit [http://www.southwest.com/rapid\\_rewards/](http://www.southwest.com/rapid_rewards/) and checkout our Rapid Report for the latest Preferred Partner listings, which include car rentals, hotels, and financial and telecommunications services. And while you're there, sign up to receive free Rapid Rewards e-mail updates that provide you with news and information on Southwest Airlines and Rapid Rewards, including exclusive Rapid Rewards promotional offers.

### **Frequent, Frequent Flyers—Companions Travel**

A Rapid Rewards Member who completes 100 flight segments (50 roundtrips) on Southwest Airlines within one year (12 months) earns one Rapid Rewards Companion Pass. This pass enables the Member to designate one travel partner who can fly with the Member as often as (s)he wishes—for one full year. The companion flies free<sup>19</sup>, regardless of whether the Member buys a ticket or travels on a free<sup>20</sup> Award.

### **Commitment with Codeshare Airlines**

Southwest Airlines currently has a codeshare agreement with ATA Airlines (ATA). We have ensured that ATA has implemented policies and procedures that are comparable to Southwest Airlines on all codeshare flights.

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<sup>19</sup> The Award we issue for roundtrip travel is free. The government on the other hand imposes a September 11<sup>th</sup> Security Fee of up to \$10 roundtrip and asks that we collect it for them. Therefore, when you make reservations, you will need to pay the government-imposed September 11<sup>th</sup> Security Fee of up to \$10 roundtrip.

## **How To Contact Southwest Airlines**

### **A Quick Reference**

#### **Customer Relations**

Compliments, complaints, questions about service? Please write to us so we can offer a detailed, documented reply. Inquiries about service should include date(s) of travel, flight number(s), city-pair(s), and names of persons traveling. Send your written inquiry to:

Jim Ruppel  
Vice President Customer Relations and Rapid Rewards  
P.O. Box 36647  
Dallas, TX 75235-1647  
214-792-4223 during business hours

#### **Rapid Rewards**

For questions about our frequent flyer program or your Rapid Rewards account, call:

1-800-445-5764 for Member Services  
1-800-248-4377 for Flight Reservations or General Account Information

#### **Refunds Department**

To request a refund, please mail your unused ticket(s) to:  
P.O. Box 36649  
Dallas, Texas 75235-1649

#### **24-Hour Telephone Reservations Center**

Call us for flight times, availability, reservations, or with questions about the service we provide and the cities we serve. We are available 24 hours a day.

Toll-free: .....	1-800-I-FLY-SWA (that's 1-800-435-9792)
En Espanol.....	1-800-VAMONOS (1-800-826-6667)
Border Cities in Mexico...	001-800-435-9792
TTY Service.....	1-800-533-1305

**[southwest.com](http://www.southwest.com)**

Visit us at our web site, [www.southwest.com](http://www.southwest.com) to check flight times, availability, and fares; book air, hotel, car, and cruise reservations; subscribe to Click 'n Save® E-Mail Updates and receive free e-mails alerting you to Southwest Airlines lowest fare specials, promotions, fare sales, and other exciting new information; check a flight's status for that day; cancel previously booked reservations; sign up for Rapid Rewards; view your Rapid Rewards Account; and many other exciting features.

#### **Cargo—Air Freight Service**

Check your local directory or call us toll-free at 1-800-533-1222  
For quick access to service and rate information visit <http://www.swacargo.com/>.

#### **Baggage Claims**

If you believe your checked luggage has been lost, delayed, or damaged, you must report it at the airport within four (4) hours of your arrival. If we are unable to retrieve, locate, or repair your article(s) at that city, we will assist you through the claims process.

Central Lost & Found	214-792-5598 during business hours
Central Baggage Service	214-792-7900 during business hours



**Career Opportunities**

Submit your resume online at <http://www.southwest.com/careers/>

Flight Attendant Job Hotline 214-792-4838

Pilot Job Hotline 214-792-5088

General Employment 214-792-4803

**Corporate Headquarters**

Southwest Airlines Co.

2702 Love Field Drive

P.O. Box 36611

Dallas, Texas 75235-1611

214-792-4000 during business hours

**Again, the mission of Southwest Airlines is dedication to the highest quality of Customer Service delivered with a sense of warmth, friendliness, individual pride, and Company Spirit.** And, the information in this document is intended to show you that, regardless of the circumstances that may arise during your flight, we have already thought about your safety, your wellbeing, your pocketbook, and your expectations. You see, we are here not only to get you from point "A" to point "B," we are here to help when things aren't going quite right for you or for us.

To further emphasize our promise to you, our valued Customer, Southwest Airlines is proud to incorporate its voluntary Customer Service Commitment in its official Contract of Carriage.

Hopefully, the information in this document will answer some of the most common questions and concerns about air travel on Southwest Airlines. If you have a question, concern, complaint, or compliment about our transportation service, and if our Reservations Sales Agents cannot provide the assistance you need, please write to the address below. We will get an answer to you within 60 days.

Vice President, Customer Relations and Rapid Rewards  
Southwest Airlines Co.  
P.O. Box 36647  
Dallas, Texas 75235-1647

*Our Company President, Colleen C. Barrett, bears the ultimate responsibility for our compliance with this Customer Service Commitment.*



**[www.southwest.com](http://www.southwest.com)**®

**1-800-I-FLY-SWA**®