

Physical Distancing Waiver Code Format

Request for Refund

Effective October 23rd through October 31st, Customers may request a refund as a result of the lift on middle seat restrictions if the requests meets the following criteria;

- Travel was booked before October 23rd, 2020
- Dates of travel are between December 1st, 2020 and April 11th, 2021
- **Refund must be completed by 11:59 CST on October 31st 2020**

Ticket Agents should enter the following refund command if the Passenger requests to cancel and refund their nonrefundable reservation:

Waiver Code: **PD1234120120**

Use "PD" to denote the refund is the result of the Physical Distancing Policy Change

Insert 4-digit flight number (lead with zero(s) as necessary)

Insert original flight date in Month-Day-Year format (i.e. 120120 for December 1st 2020)

One-Time Flight Change

Until further instruction, Customers may request a one-time flight change at no additional charge for travel on or after December 1st, 2020 if the request meets the following criteria;

- Customer received an email notification with instructions on how to rebook to a less full flight, if available

Ticket Agents should enter the following waiver code if the Passenger requests the one-time flight change;

Waiver Code: **WAIVEPD1234120120**

Use "WAIVEPD" to denote Physical Distancing one-time change

Insert 4-digit affected flight number (lead with zero(s) as necessary)

Insert affected date in Month-Day-Year format (i.e. 120120 for December 1st 2020)