

Notice of your rights for flights departing the European Union in the event of a flight delay, cancellation, or denied boarding

The rights below apply when all of the following are true:

- You have a confirmed reservation on a flight operated by Southwest Airlines®.
- You connected to Southwest Airlines from the European Union (or a European Community Member State) on a ticket purchased under an interline agreement between Southwest® and a partner carrier.
- You secure a boarding pass and are present and available for boarding in the flight's boarding gate area at least ten (10) minutes before the scheduled departure time.
- As described below, your Southwest flight is canceled or delayed, you are denied boarding due to an oversale, or you are involuntarily downgraded to a seat in a lower class of service.

Flight delay

In the event that your flight is delayed by four (4) hours or more from its scheduled departure time, you are entitled to the benefits defined under subsections A and C of the Description of your rights section of this Notice.

In the event that your flight is delayed by five (5) hours or more from its scheduled departure time, you are entitled to the benefits defined under subsections A, B, and C of the Description of your rights section of this Notice.

However, please note that you may not be entitled to compensation under subsection A in any case in which a delay is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.

Flight cancellation

If your flight is canceled, you are entitled to the benefits defined under subsections A, B, and C of the Description of your rights section of this Notice.

However, Southwest Airlines is not obliged to pay you the flight compensation described in subsection A if:

1. You are informed of the cancellation of your flight at least two (2) weeks before the scheduled time of departure; or
2. You are informed of the cancellation between two (2) weeks and seven (7) days before the scheduled time of departure and you are offered re-routing, allowing you to depart no more than two (2) hours before the scheduled time of departure and to reach your final destination less than four (4) hours after the scheduled time of arrival; or
3. You are informed of the cancellation less than seven (7) days before the scheduled time of departure and you are offered re-routing, allowing you to depart no more than one (1) hour before the scheduled time of departure and to reach your final destination less than two (2) hours after the scheduled time of arrival.

In addition, please note that you may not be entitled to compensation under subsection A if the cancellation of the flight is caused by extraordinary circumstances which could not have been avoided if all reasonable measures had been taken.

Seat downgrades

If we are unable to seat you in the boarding class for which you purchased your ticket, you are entitled to a reimbursement amount equal to 75% of the price of the ticket.

Denied boarding (for reasons such as an oversale or an aircraft downgrade)

If you are involuntarily denied boarding, you will be entitled to the rights defined under subsections A, B, and C in the Description of your rights section of this Notice. If you volunteer, you will be entitled to the rights defined under subsection B.

Description of your rights

A. Right to compensation

1. If your flight is canceled or delayed by four (4) or more hours or you are involuntarily denied boarding, you may be entitled to receive compensation equivalent to €600. If, however, we offer you re-routing on an alternative flight that will arrive within four (4) hours of the arrival time of the flight on which you were originally booked, your compensation can be reduced to the equivalent of €300.
2. An operating air carrier shall not be obliged to pay compensation if it can prove that the cancellation or delay was caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.
3. We will pay any compensation due under this section by bank check or, with your agreement, by Southwest LUV® Voucher.

B. Right to reimbursement or re-routing

1. If your flight is canceled, you are denied boarding, or your flight is delayed by five (5) hours or more, you are entitled to choose between:
 - a. Reimbursement, within seven (7) days, of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight no longer serves any purpose in relation to your original travel plan and, if applicable, a return flight to the first point of departure at the earliest opportunity, by bank check or, with your agreement, by Southwest LUV Voucher; or
 - b. Re-routing under comparable transport conditions to your final destination at the earliest opportunity or at a later date at your convenience, subject to the availability of seats. If we offer you a flight to an airport other than that for which the booking was made (in case the town, city, or region is served by several airports), we will pay the cost of transferring you from that alternative airport either to that for which the booking was made or to another close-by destination agreed with you.

C. Right to care

If you are denied boarding involuntarily, your flight is canceled, or your flight is delayed by four (4) or more hours beyond its scheduled time of departure, you are entitled to the following amenities:

1. If your expected departure time of your new flight (if any) is the same day as the departure date of the originally ticketed flight: meals and refreshments in a reasonable relation to the waiting time, and two (2) phone calls or email messages.
2. Where a stay of one (1) or more nights becomes necessary, or where a stay additional to that intended by the Passenger becomes necessary, you are entitled to the items listed above plus hotel accommodation and transport between the airport and the hotel.
3. For persons with reduced mobility (or any person(s) accompanying them), and unaccompanied children, the air carrier must provide meals and refreshments in a reasonable relation to the waiting time, and two (2) phone calls or email messages, even if the delay is shorter than 4 hours.

We may limit or decline the amenities described in this subsection if provision of such care would itself cause further delay.

Other rights not prejudiced

The foregoing rights apply without prejudice to any additional rights that you may have to further compensation. Compensation described in this Notice may be deducted from such additional compensation.

To submit a claim for compensation, please visit [Southwest.com](https://southwest.com)[®].

Southwest Airlines

P.O. Box 36647-1CR

Dallas, Texas 75235

United States of America

NATIONAL ENFORCEMENT BODY

Each EU member state has designated a body responsible for the enforcement of the compensation and assistance rules as outlined in this Notice. Contact details can be found at https://transport.ec.europa.eu/transport-themes/passenger-rights/national-enforcement-bodies-neb_en