Customer Service Plan

Effective: 10/16/2026

The *Southwest Airlines Customer Service Plan (SWA CSP)* is issued by Southwest Airlines pursuant to 14 CFR § 259.5, and applies to flights operated by Southwest Airlines. The *CSP* reflects Southwest Airlines' dedication to high-quality Customer Service, but is not a contract and does not create any contractual obligations on the part of the Carrier. In addition, if there is any conflict between the language of the *SWA CSP* and the Southwest Airlines *Contract of Carriage*, the *Contract of Carriage* shall govern. Our Executive Vice President, Chief Customer & Brand Officer bears the ultimate responsibility for our compliance with the *SWA CSP*.

For detailed terms and conditions applicable to your transportation on Southwest, refer to the Southwest Airlines Contract of Carriage.

Welcome to Southwest Airlines.

1. Offering the lowest fare available

When you inquire about a fare over the phone with a Southwest Representative or at a Southwest ticket counter, we will quote you the price for the fare that you request, such as the lowest available fare.

When you make a reservation on our website or mobile app, we offer the lowest available fare.

For any of these channels, we will disclose that the lowest fare we offer to the general public might be available elsewhere if that is the case.

Try our low fare calendar at Southwest.com to quickly find our lowest fares.

2. Notifying Customers of known delays and cancellations (including those related to diversions) for flights within seven days of departure

If your flight experiences a delay of 30 minutes or more or is canceled, we use an automated system and will make reasonable efforts to notify you within 30 minutes after we become aware of such a flight status change. Unless you opt-out, you will be notified by email or text, depending on the selection made at the time the reservation was booked. At the airport, including the departure gate and Flight Information Display screens under our control, we will make reasonable efforts to notify Customers of the updated status of the flight within 30 minutes after we become aware of such flight status change. Flight status information is also available on our website and by speaking with a Customer Representative at 1-800-I-FLY-SWA (1-800-435-9792). For an international itinerary, if you do not provide contact information at the time of booking, you will not receive automated notifications. Flight statuses are subject to change. Customers are encouraged to plan their airport arrival based on the scheduled departure time.

For flight changes that occur more than seven days prior to the originally scheduled departure date, see Section 12 below.

3. Delivering baggage on time

We make reasonable efforts to load the items you entrust into our care onto the same plane you board and return them to you promptly at your destination. If delayed, we make reasonable efforts to return your luggage to you within 12 hours for domestic flights and within 15-30 hours for international flights.

If your luggage is delayed or lost for reasons outside of your control, you may file a mishandled baggage report at the airport and submit a claim for consideration of reimbursement of reasonable expenses you may have incurred. If you paid a baggage fee to Southwest and your checked bag was delayed 12 or more hours (for domestic itineraries) or 15 or more hours (for international itineraries) or was not recovered, we will refund the applicable fee(s) paid so long as you filed a mishandled baggage report.

See Southwest.com for more information on traveling with checked baggage.

4. Canceling your reservation(s) without penalty within 24 hours of booking

We allow you to cancel your unchanged reservation(s) without penalty within 24 hours of the initial booking for a full refund if the reservation is made one week or more prior to a flight's departure. The refund will then be processed to the form of payment of the ticket purchase.

You can cancel your reservation at Southwest.com.

5. When a refund is due, providing it promptly

Eligible refunds for tickets and optional travel fees are provided according to the original form of payment and the rules associated with that form of payment.

Refunds for eligible Southwest tickets and fees paid with a credit card will be credited back to the same credit card. When ticket or optional travel fee refunds are due pursuant to 14 CFR Part 260, we will make reasonable efforts to process credit card refunds within seven business days. Your credit card company may then take up to 10 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 billing statements.

Refunds for eligible Southwest tickets and fees paid with cash will be issued by check. When a ticket or optional travel fee refunds are due pursuant to 14 CFR Part 260, we will make reasonable efforts to process refunds by check within 20 calendar days.

Additional information on refunds is available at Southwest.com.

6. When applicable, disclosing that Customers are entitled to a refund when offering alternatives in lieu of refunds is consistent with the requirement in 14 CFR Part 260. Disclosing any material restrictions, conditions, or limitations on travel credits, vouchers, or other compensation offered, regardless of whether consumers are entitled to a refund as described in 14 CFR Parts 260 and 262.

If we offer alternative transportation or a Flight Credit or Transferable Flight Credit in lieu of a refund, and if the Customer is eligible for a refund, we will advise the Customer that they are eligible for a refund.

When we offer travel credits, vouchers, or other compensation, we will disclose any material restrictions, conditions, or limitations.

7. Providing, upon request, flight credits that can be transferred and do not expire for at least five years from the date of issuance to a Customer due to a serious communicable disease impacting travel as described in 14 CFR Part 262.

Customers must submit documentation as described in 14 CFR Part 262 that is acceptable to Southwest, disclosing the serious communicable disease. Customers who receive a nontransferable flight credit under this provision should contact Southwest for assistance with transferability. Our standard fare rules apply once a flight credit issued under this provision has been applied toward a new reservation.

8. Properly accommodating Customers with disabilities

Southwest Airlines will provide assistance to Customers with disabilities in accordance with the Air Carrier Access Act and the regulations implementing the Act under 14 CFR Part 382. Information regarding assistance provided is available:

- Southwest.com
- 1(800) I-FLY-SWA [1(800) 435-9792]
- TTY at 1(800) 533-1305
- From uniformed Southwest Customer Service Employees at the airport.

In the event that a Customer with a disability elects not to travel as a result of a carrier-imposed change in the Customer's itinerary that results in any of the following, Southwest Airlines will refund the unused fare of the Customer with the disability and any individual(s) in the same reservation as the Customer with a disability who does not want to continue travel without the Customer with a disability:

- The Customer with a disability is downgraded to a lower class of service, which results in one or more accessibility features needed by the Customer becoming unavailable.
- The Customer with a disability is scheduled to travel through one or more connecting airports that are different from the original itinerary.
- The Customer with a disability is scheduled to travel on a substitute aircraft on which one or more accessibility features available on the original aircraft needed by the individual is unavailable.

9. Meeting Customer needs during lengthy tarmac delays

Onboard delays are situations we always try to avoid. However, we have adopted the Southwest Airlines Tarmac Contingency Plan for situations when weather, gate-space limitations, visibility, airport conditions, mechanical problems, ATC requirements, or other uncontrollable circumstances cause a long onboard delay prior to takeoff or upon landing.

10. Handling "bumped" Passengers with fairness and consistency in the case of oversales, as required by 14 CFR Part 250

There may be instances where the number of Customers holding reservations exceeds the available seating capacity, resulting in an oversale. Southwest may attempt to take proactive steps to avoid an oversale situation. In the event of an oversale at the airport, our Customer Service Agents will ask Customers booked on the flight if they are willing to volunteer to take a later flight, typically in exchange for a voucher.

If we do not receive enough volunteers to accommodate all Customers who have purchased travel and have met our check-in requirements, we have to involuntarily deny boarding to Customers in accordance with our boarding priorities. If you are involuntarily denied boarding, you will be given a written *Notice of Denied Boarding* to help understand our policies, compensation, and travel alternatives. You will generally be entitled to compensation and transportation on the next available Southwest flight. See Southwest.com for additional information.

11. Disclosing refund policies, cancellation policies, frequent flyer rules, aircraft seating configuration, and lavatory availability

Information about our refund policies, cancellation policies, frequent flyer rules, aircraft-seating configuration, and lavatory availability is available over the phone with a Southwest Representative or by following the links to Southwest.com below:

- Refunds
- Cancellation of confirmed reservations
- Rapid Rewards Frequent Flyer Program
- Our Airplanes

12. Notifying Customers in a timely manner of changes in travel itineraries (more than seven days from departure)

We sell flights several months in advance, and at times, we may adjust our schedules. We will notify you as far in advance as practicable of any change to your itinerary, including routing, departure time, and/or arrival time. We will attempt to notify you within 48 hours of our becoming aware of the change.

You will have the option to select the revised itinerary, or, in the case of significant involuntary flight changes identified in 14 CFR Part 260, you may choose an alternate flight/date within a 14-day parameter of your original travel or cancel your trip without penalty and receive a refund in accordance with our *Contract of Carriage*.

For changes within seven days of departure, refer to Section 2 above.

13. Ensuring responsiveness to Customer complaints

Compliments, complaints, or questions about service? Email, call, or write to us. Written complaints will receive an acknowledgment in writing indicating receipt of the complaint within 30 days of receipt. You will also receive a substantive response no later than 60 days after our receipt of your complaint. Contact information is available at Southwest.com.

14. Identifying the services we offer to help mitigate inconveniences of Customers traveling on confirmed reservations during irregular operations

Southwest intends to operate flights as scheduled; however, there are situations that arise based on either uncontrollable and/or controllable circumstances that may cause a flight to be significantly delayed and/or canceled. The services described here do not apply to changes in travel itineraries referenced in Section 12.

For flight delays of three (3) hours or longer **that are within our control** or Southwest-initiated cancellations **that are within our control** (e.g., mechanical problems, aircraft swap), we will rebook you on the next available Southwest flight(s) with seats available to your ticketed destination at no additional cost. During flight delays **that are within our control** of three (3) or more hours and/or Southwest-initiated cancellations **that are within our control** that result in a wait of three (3) or more hours for a flight at the airport, we will provide a meal voucher upon request at the airport for participating vendors within the airport or, if participating vendors and/or vouchers are not available, we will honor reasonable requests for reimbursement for meals purchased during such irregular operations. Additionally, we may provide complimentary snacks and beverages for Customers.

If Southwest flight accommodations departing on the same day to your intended destination or applicable co-terminal city are not available following a flight delay or Southwest-initiated cancellation **that is within our control** (e.g., mechanical problems, aircraft swap), resulting in an unscheduled overnight delay or stay when your itinerary did not originally include an overnight layover, we will arrange lodging accommodations upon request if available, or will honor reasonable requests for reimbursement for lodging accommodations (provided you do not reside locally). If the lodging accommodation we arrange does not provide shuttle service to/from the airport, we will offer a voucher upon request or honor reasonable requests for reimbursement for ground transportation.

Effective for travel beginning April 30, 2024, for significant flight delays or Southwest-initiated cancellations **that are within our control**, you may be eligible for a fully transferable Southwest LUV Voucher (of at least $75) if the following conditions are met:

- Southwest canceled and/or delayed your flight within seven days of the scheduled departure; and
- You arrived at your final destination three or more hours after the scheduled arrival time; and
- You submit a request for the Southwest LUV Voucher via Southwest.com/DelayForm no later than one (1) year after the flight in question.

If Southwest has already issued a voucher for a Customer for the same delay or cancellation, that satisfies Southwest's commitment to issue the voucher, and an additional voucher will not be provided.

For flight delays of three (3) hours or more or Southwest-initiated cancellations that are not within our control (e.g., weather, Air Traffic Control, safety/security-related events, FAA-required crew duty limitations, infrastructure/utility problems), we will rebook you on the next available Southwest flight(s) with seats available to the Customer's ticketed destination at no additional cost.