

Southwest Airlines Customer Service Plan—English Version

Effective: 07/19/2023

The *Southwest Airlines Customer Service Plan (CSP)* is issued by Southwest Airlines pursuant to 14 CFR § 259.5. 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 CSP and the Southwest Airlines *Contract of Carriage*, the *Contract of Carriage* shall govern. Our Senior Vice President Marketing & Customer Experience bears the ultimate responsibility for our compliance with the 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

Tickets may be purchased directly from Southwest on our website, through the Southwest mobile app, over the phone with a Southwest Representative, or at a Southwest ticket counter. When you inquire about a fare or making a reservation, we offer the lowest available fare for which you qualify.

Try our low fare calendar at [Southwest.com](#) to quickly find our lowest fares.

2. Notifying Customers of known delays, cancelations, and diversions (for flights within seven days of departure)

If your flight experiences a delay of 30 minutes or more, is canceled, or is diverted, we use an automated system to notify you within 30 minutes of our being made aware of such flight status change. Unless you opt out, you will be notified by email, voice, or text, depending on the selection made at the time the reservation was booked (voice notification is not available for international reservations). At the airport, including the departure gate and Flight Information Display screens under our control, we will make every reasonable effort to notify you of the updated status of your flight within 30 minutes of our being made aware of such flight status change. For an international itinerary, if you do not provide contact information at the time of booking, you will not receive automated notifications.

For changes to a flight that is more than seven days from departure, see [Section 10](#) below.

3. Delivering baggage on time

We make every reasonable effort 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 every reasonable effort to return your luggage to you within 24 hours.

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. Southwest does not charge fees for the first and second checked bags (provided they are not oversize or overweight). If you paid a baggage fee to Southwest and your checked bag was delayed and not recovered, we refund the applicable fee(s) paid.

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. 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 are provided according to the ticket's original form of payment and rules associated with that form of payment.

Refunds for eligible Southwest tickets purchased with a credit card will be credited back to the same credit card. Our Refunds Department processes credit card refunds within seven business days from the date we receive the request. 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 purchased with cash will be issued by check no later than 20 business days after we receive your request.

Additional information on refunds is available at [Southwest.com](#).

6. Properly accommodating Customers with disabilities and Unaccompanied Customers under 18 years of age Customers with disabilities

Southwest Airlines will provide assistance to Customer with disabilities, including during lengthy tarmac delays, 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](https://www.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.

Unaccompanied Customers under 18 years of age

Children from the ages of five through 11 years traveling without an accompanying Customer who is age 12 or older **must** travel using Unaccompanied Minor (UM) service on Southwest. For information about UM service, see [Southwest.com](https://www.southwest.com).

Young Travelers (YTs) from the ages of 12 through 17 traveling without an accompanying adult (18+ years of age) must be of sufficient maturity and capability to travel alone. For more information about YTs, see [Southwest.com](https://www.southwest.com).

7. Meeting Customer needs during tarmac delays

Onboard delays are situations we always try to avoid. However, we have adopted the [Southwest Airlines Tarmac Delay 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.

8. Handling “bumped” Passengers with fairness and consistency

Southwest does not typically overbook flights; however, there may be instances where the number of Customers holding reservations exceeds the available seating capacity resulting in an oversale. In these situations, our Customer Service Agents will ask those who have checked in and received a boarding pass if they are willing to volunteer to take a later flight.

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. 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](https://www.southwest.com) for additional information.

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

Information about our 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:

- [Cancellation of confirmed reservations](#)
- [Rapid Rewards Frequent Flyer Program](#)
- [Our Airplanes](#)

10. 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, if the itinerary change is significant, 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 upon request in accordance with our *Contract of Carriage*.

For changes within seven days of departure, refer to [Section 2](#) above.

11. Ensuring responsiveness to Customer complaints

Compliments, complaints, or questions about service? Email, call, or write to us. Written complaints will receive an acknowledgement 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](https://www.southwest.com).

12. Identifying the services we offer to help mitigate Customer inconveniences 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.

For significant flight delays 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. If you choose not to travel due to a significant delay and/or cancellation, Southwest will issue a refund of the unused portion of your Southwest ticket upon request in accordance with our *Contract of Carriage*.

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, 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.

For significant flight delays 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. If you choose not to travel due to a significant delay and/or cancellation, Southwest will issue a refund of the unused portion of your Southwest ticket upon request in accordance with our *Contract of Carriage*.

Although we do not offer complimentary lodging accommodations for significant flight delays or Southwest-initiated cancellations that are not in our control, we will seek to arrange a discount off of a lodging accommodation near the airport.