

Guest Passes

Pass travel is a privilege that the Company offers Employees.

It's solely your responsibility to respect the privilege by adhering to the complete terms & conditions of the all nonrevenue travel, including the Nonrevenue Space Available Guest Pass.

The Nonrevenue Space Available Guest Pass allows the ability to share the Freedom to Travel with your friends and family on both Southwest Airlines as well as AirTran Airways on a space available basis. Like any privilege, there are consequences if the traveler and/or the Employee abuse the Guest Pass.

Below you will find what is acceptable/unacceptable when traveling on a Guest Pass. It is your responsibility that your Guest Pass traveler is in full understanding and compliance of all Guest Pass travel rules. Should you have additional questions pertaining to the Guest Pass, please refer to the detailed Guest Pass FAQ (also found on the Travel Tab).

Happy & Safe Travels



GENERAL INFORMATION

- ♥ A Guest Pass is a paper transferable nonrevenue space available pass (similar to a Buddy Pass).
- ♥ Guest Passes are a redemption option in the SWAG Shop. Once an Employee receives SWAG Points through one of Southwest's recognition and incentive programs, you can redeem your SWAG Points for a Guest Pass (just one of the many items you can redeem with your SWAG Points).
- ♥ In order to obtain a Guest Pass, you will need 2,667 SWAG Points to redeem for one roundtrip Guest Pass.
- ♥ Guest Passes are processed once per month, and should be delivered within 15 days after the close of the calendar month when you ordered the pass.
- ♥ Guest Passes cannot be sold in any fashion, which, includes reimbursement of taxes or imputed income to your paycheck.
- ♥ The Guest Pass is valid for "Space Available" (standby) travel only.
- ♥ The Guest Pass is valid for travel on either Southwest or AirTran operated flights. Your one-way origin and destination must be traveled on a single carrier. If combining travel on both Southwest and AirTran two passes are required.
- ♥ For a flight originating on Southwest and ending on AirTran (or vice versa), a traveler will require two roundtrip Guest Passes, one for each carrier. When the trip begins and ends on one carrier (Southwest or AirTran), a traveler can use one roundtrip Guest Pass.
- ♥ Unless traveling on a published, overnight flight, arrival at your Guest Pass traveler's final destination must be on the same day as departure from origin.
- ♥ If your Guest Pass traveler's itinerary involves more than one change of planes, an additional transfer pass must be obtained at the Ticket Counter or Customer Service Center prior to check in at the departure gate.
- ♥ Guest Pass travelers are subject to removal from a flight at any point in order to accommodate revenue Customers or pass riders with a higher priority. If asked to deplane or surrender their boarding pass, your Guest Pass traveler must cooperate by complying as quickly and discreetly as possible.
- ♥ Guest Pass travelers are expected to quietly comply with the instructions of working airline personnel and not detract from the service provided to our revenue Customers.



GENERAL INFORMATION

(CONTINUED...)

- ♥ When traveling on a Guest Pass to an international destination served by either Southwest or AirTran, international taxes will apply and payment will be collected at the airport. The exact amount of tax varies from country to country.
- ♥ Employees do not have to designate just one person to use a Guest Pass. Each Guest Pass may be given to a separate person. However, the Guest Pass is not valid for travel unless the Passenger Receipt and Flight Coupon are attached.
- ♥ The Guest Pass has no cash value; it cannot be sold, refunded, exchanged, extended, reissued, or used toward payment of other tickets.
- ♥ Lost, stolen, or destroyed Guest Passes will not be replaced.
- ♥ The Guest Pass is property of Southwest Airlines Co. and must be surrendered upon request.
- ♥ Guest Pass riders must assume all risks of damage to or loss of personal property, including checked baggage, and release the Company from any liability herein.
- ♥ Guest Pass riders cannot receive denied boarding compensation, reimbursement for interrupted trip expenses, or free delivery of delayed or misrouted checked baggage.

2013 Perfect Attendance Program Schedule & 2013 Guest Pass Schedule

Measurement Period*	Opt-In Deadline	Attendance Viewer on SWALife	Adjustment Period Ends	SWAG Points Granted	Guest Passes Ordered By	Guest Passes Delivered By
February	2/28, 11:00 p.m. CT	3/15	3/31	April 5, 2013	April 30, 2013	May 15, 2013
March	3/31, 11:00 p.m. CT	4/15	4/30	May 5, 2013	May 31, 2013	June 15, 2013
Special Launch Bonus & 1 st Quarter Attendance Bonus				May 5, 2013		
April	4/30, 11:00 p.m. CT	5/15	5/31	June 5, 2013	June 30, 2013	July 15, 2013
May	5/31, 11:00 p.m. CT	6/15	6/30	July 5, 2013	July 31, 2013	August 15, 2013
June	6/30, 11:00 p.m. CT	7/15	7/31	August 5, 2013	August 31, 2013	September 15, 2013
2 nd Quarter Attendance Bonus				August 5, 2013		
July	7/31, 11:00 p.m. CT	8/15	8/31	September 5, 2013	September 30, 2013	October 15, 2013
August	8/31, 11:00 p.m. CT	9/15	9/30	October 5, 2013	October 31, 2013	November 15, 2013
September	9/30, 11:00 p.m. CT	10/15	10/31	November 5, 2013	November 30, 2013	December 15, 2013
3 rd Quarter Attendance Bonus				November 5, 2013		
October	10/31, 11:00 p.m. CT	11/15	11/30	December 5, 2013	December 31, 2013	January 15, 2014
November	11/30, 11:00 p.m. CT	12/15	12/31	January 5, 2014	January 31, 2014	February 15, 2014
December	12/31, 11:00 p.m. CT	1/15	1/31	February 5, 2014	February 28, 2014	March 15, 2014
4 th Quarter Attendance Bonus				February 5, 2014		



MAKING A NONREVENUE LISTING



- ♥ When traveling on Southwest, the Employee should go to SWALife >Travel Tab >Fly SWA >Nonrev Listing Tools.
- ♥ When creating a Nonrevenue listing for your Guest Pass traveler, be prepared to provide their full legal name as it appears on their government-issued ID, date of birth, and gender to comply with TSA requirements.
- ♥ If absolutely necessary, your Guest Pass traveler can call the toll-free nonrevenue listing number. Call 1-866-FLY-SWNR (1-866-359-7967).
- ♥ Be certain that your Guest is provided a Nonrevenue Listing Record Locator.



- ♥ When traveling on AirTran, your Guest Pass traveler can call 1-800-AIRTRAN (1-800-247-8726).
- ♥ When making a Nonrevenue Listing, be certain that your Guest Pass traveler provides the ticket number on the paper Guest Pass.
- ♥ When creating a Nonrevenue Listing for your Guest Pass traveler, be prepared to provide their full legal name as it appears on their government-issued ID, date of birth, and gender to comply with TSA requirements.
- ♥ Be certain that your Guest is provided a Nonrevenue Listing Record Locator.

ATTIRE



Clean pants or walking shorts without holes, t-shirts that do not bear any offensive/inappropriate messaging or pictures, polo/button-down shirts, sweaters or jackets, tennis shoes, loafers, sandals, or flip-flops.



Tank/spaghetti strap/halter tops; outfits with offensive or sexually-oriented inscriptions or messages; low-cut, skimpy, revealing clothing, short shorts, short skirts, or gym shorts. Torn, ragged, slashed pants/shorts, exposed midriff, bare feet, beach or swimwear.



CHECK-IN/AT THE AIRPORT



- ♥ Guest Pass travelers must possess a Security Document before proceeding through security checkpoint. Security Documents for travel may be obtained with the Nonrevenue Listing Record Locator at www.southwest.com, a kiosk, a Skycap, or at the Southwest ticket counter on the day of travel.
- ♥ Guest Pass travelers can check in up to two hours prior to departure and no earlier.
- ♥ Guest Pass travelers can add their name to the standby list by checking in with the Customer Service Agent at the departure gate or ticket counter.
- ♥ If space is available, Guest Pass travelers will be called by a Customer Service Agent at the departure gate to obtain their boarding pass shortly before departure.



- ♥ Guest Pass travelers must possess a Security Document before proceeding through security checkpoint. Security Documents for travel may be obtained with the Nonrevenue Listing Record Locator at any AirTran ticket counter or kiosk the day of travel.
- ♥ Check in to place Guest Pass travelers on the standby list occurs at the time of listing.
- ♥ If space is available, Guest Pass travelers will be called by a Customer Service Agent at the departure gate to obtain their boarding pass

BOARDING PRIORITY



- ♥ A Guest Pass traveler being accompanied by a Southwest Employee will assume a "B" travel priority when traveling on Southwest operated flights. If traveling without the Southwest Employee, the Guest Pass traveler will travel at a "D" priority.
- ♥ A Guest Pass traveler associated with AirTran traveling on Southwest will assume a "C" priority if accompanied by the AirTran Employee. If traveling without the AirTran Employee, the Guest Pass traveler will assume a "D" travel priority. ***



- ♥ A Guest Pass traveler being accompanied by an AirTran Employee will assume a "4" travel priority when traveling on AirTran operated flights. If traveling without the AirTran Employee, they will assume a "5A" travel priority.
- ♥ A Guest Pass traveler associated with Southwest traveling on AirTran will assume a "4V" travel priority if accompanied by the Southwest Employee. If traveling without the Southwest Employee, the Guest Pass traveler will assume a "5A" travel priority.

*** Please note the May distribution of Guest Passes reflect the incorrect boarding priority code if the Guest Pass traveler is using the pass without the Employee. The correct boarding priority is D. It will be corrected in the next print cycle.



TICKET STOCK

- ♥ Guest Passes will be printed on red colored ticket stock with two coupons, two transfer passes, and a passenger receipt.
- ♥ Each Guest Pass will be printed with the Employee's name and Employee number. The "passenger name," "from," and "to" fields will be left blank.
- ♥ Guest Passes are valid for one year from the date of issue.
- ♥ Lost, stolen, or expired Guest Passes will not be reissued.
- ♥ The Passenger Receipt must be attached to the Guest Pass in order to remain valid. If it's not attached, you will be denied boarding.

TRADES/EXCHANGES

- ♥ Guest Passes may be traded or exchanged for services or products, though Employees are strongly encouraged to use caution in all such decisions.
- ♥ Employees are strictly prohibited from collecting cash payment for Guest Passes which were "gifted", traded, or exchanged; which, includes collecting tax.
- ♥ When trading a Guest Pass with another Employee, you no longer need to cross through your name. Rather, you will need to complete the section in the lower left-hand corner on the front of the Guest Pass which asks for the name of the Employee to whom the pass was traded as well as the Employee number.



PASS ABUSE

- ♥ The confirmed sale of or confirmed attempted sale of a Guest Pass will result in action up to and including termination of employment. Examples of an attempted sale include, but are not limited to, Guest Passes posted in classified ads or online via auction sites, blogs, or social networks.
- ♥ Confirmed reservations for space available travel are never permitted. If a reservation has been made, the Guest Pass may not be used and will be confiscated by the Customer Service Agent; and the traveler will be required to purchase a ticket to continue travel.
- ♥ Intoxication on airport property or onboard the aircraft is prohibited and such abuse will result in denied boarding of your Guest Pass traveler and the most recent Employee associated as the “owner” of the pass may receive disciplinary action, up to and including termination.
- ♥ Abuse of pass policies may be contrary to Federal Law and/or Company regulations. Violations of Guest Pass travelers are cause for disciplinary action, up to and including termination, against the Employee most recently associated as the “owner” of the Guest Pass.
- ♥ Upon request of the Customer Service Agent, the Guest Pass must be surrendered.
- ♥ Not following the terms & conditions of the Guest Passes may result in revocation or suspension of pass privileges, termination of employment, and civil penalties or fines.

