

Southwest[®] 

Business

Southwest Airlines Traveler Benefits

March 2022

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Southwest Airlines: Who we Are

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Southwest Airlines: Who We Are



Began service in 1971 with SAT being an inaugural city

First 10 cities served were all intra-Texas

Choose your seat on a Boeing



(never a regional jet)



Fees Don't Fly on Us



Largest US domestic carrier by Passengers per day

Added 18 new markets since 2020; now serving over 120 destinations

Smiles are free! 😊
We're ranked #1
by the DOT for Customer Satisfaction!



Southwest Airlines®
world-class Hospitality

¹Weight and size restrictions apply
²Difference in fare may apply

Southwest

Promise 

In the Airport



**Face coverings
required to board**



**Electrostatic disinfectant and
anti-microbial spray used in
terminal common use areas,
forming a 30 day shield**



**Hand sanitizer
available through
the airport**



**Plexiglas installed at ticket, gate,
and baggage service counters**



**Airport signage and floor markings
to encourage physical distancing**

Southwest Promise Onboard Experience



Face coverings required to be worn during the duration of the flight



Cabin air refreshed every 2-3 minutes. HEPA filters onboard remove 99.97% of airborne particles



Electrostatic spray applied on every onboard surface; kills viruses on contact and creates a 30 day shield

www.southwest.com/promise

Our inherent value

	Business Select®	Anytime	Wanna Get Away®
 x2 Two free checked bags ¹	✓	✓	✓
 No change fees ²	✓	✓	✓
 Reusable funds ³	✓	✓	✓
 EarlyBird Check-In®	N/A	\$	\$
 Refundable	✓	✓	
 Priority boarding ⁴	✓		
 Fly By® priority lane ⁴	✓		
 Complimentary premium drink	✓		
 Rapid Rewards® earning formula ⁵	12X Fare Refundable	10X Fare Refundable	6X Fare

Fully refundable fares

Business Select and Anytime fares are fully refundable. And all fares, even our lowest, are reusable.

Strengthening San Antonio, Keeping Fares Low



— Weekend Only Service

Mkt Airline	Org	Pax Share	Fare
	SAT	38%	\$123
	SAT	28%	\$168
	SAT	15%	\$188
	SAT	12%	\$178

Southwest Airlines & UT System Partnership

Negotiated Discounts

- Eligible on Business Select, Anytime, and Wanna Get Away fares (excluding promotional fares)
- **Discounts only available by booking online through Concur or UT approved travel agencies**

ORIG	DEST	Business Select	Anytime	Wanna Get Away
Proprietary & Confidential				

Tier Experience Promotion

- Promotion designed to reward travelers for creating a Concur profile. Details on the next slide.

Unused Funds Preservation

- Offered flexibilities to preserve travel credits into 2022

Tier Experience Promotion

Southwest® is proud to partner with UT San Antonio to give your travelers an A-List Experience!

Register via the link below between now and 5/31/2022 to receive promotional A-List status on Southwest Airlines® for 90 days.¹

You can extend A-List status for an additional **12 months** if you:

- a) Book and complete two round trip qualifying flights or four one-way qualifying flights, **or**
- b) Earn 5,333 tier qualifying points from your qualifying flights booked and flown between your enrollment date for this promotion and the end of your 90 day promotional period.¹

 **To register for this offer⁴, visit Southwest.com/businessstierexperience.**

Not a Rapid Rewards Member? Go to Southwest.com/enroll to create a free account.

¹Your school's partnership with Southwest Airlines may make you eligible for promotional Rapid Rewards® A-List status for 90 days. Between 4/1/2022 and 5/31/2022, follow the steps on the page linked above to find out if you qualify for this promotion. If you qualify for promotional A-List status, to extend this promotional A-List status for an additional 12 months, between 4/1/2022 and 5/31/2022 (as determined by Southwest) and the end of your 90 day promotional period you must either (1) book and complete two round trip qualifying flights or four one-way qualifying flights, or (2) earn 5,333 Tier qualifying points from your qualifying flights booked and flown between your enrollment date for this promotion and end of your 90 day promotional period. All Rapid Rewards rules and regulations apply and can be found at Southwest.com/rrterms. See terms and conditions for full details.

²Boarding positions will be automatically reserved for you and the Passengers on your reservation 36 hours prior to the flight. You and Passengers on your reservation will still need to check in within 24 hours of scheduled departure to retrieve your boarding passes. Some restrictions apply. These restrictions include, but are not limited to, your reservation must be booked 36 hours prior to scheduled departure, and on Group Travel itineraries, priority boarding will only apply to A-List and A-List Preferred Members.

³For a complete list of available Fly By® locations, visit Southwest.com/flyby.
⁴A-List and A-List Preferred Members will have same-day standby benefits free of airline charges, but will be required to pay any additional government taxes and fees associated with changes in their itinerary. On the day of travel, please see a Customer Service Agent at the airport for this benefit and for information regarding any additional government taxes and fees. This benefit is not available at Southwest® kiosks. This benefit will be provided for A-List and A-List Preferred Members traveling prior to the original scheduled departure, between the same city pairs, on the original date of travel, where a seat is available. On flights that do not meet these qualifications, A-List and A-List Preferred Members will receive priority standby and will be required to pay the difference in fare and any additional government taxes and fees if a seat becomes available. A-List Preferred Members will be prioritized ahead of A-List Members. If an A-List or A-List Preferred Member is traveling on a multiple-Passenger reservation, same-day standby and priority standby will not be provided for non-A-List or non-A-List Preferred Members in the same reservation. For A-List and A-List Preferred Members who have also qualified for a Companion Pass®, A-List and A-List Preferred benefits are not available to the Companion unless the Companion is also an A-List or A-List Preferred Member.

Rapid Rewards & Tier Benefits

Rapid Rewards

Simple & Rewarding

- ∞ Our points don't expire
- ⊘ No blackout dates
- 🪑 Unlimited reward seats
- ★ Freddie Awards' Program of the Year for the past four years*

A-List status

- ✓ Priority Boarding¹
- ✓ Priority Check-In and Security Lane Access²
- ✓ 25% Earning Bonus
- ✓ Dedicated A-List Member Phone Line
- ✓ Same-Day Standby³

*Since 2001, Southwest Airlines® has won more Freddies than any airline in the world. Southwest Airlines Rapid Rewards has won Program of the Year for four years from 2016-2019.

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³All Rapid Rewards terms and conditions apply



Q&A