

Rules and Regulations

1. You have received a one-time use Southwest flight e-pass that can be redeemed for travel on Southwest Airlines. By accepting and/or redeeming the Southwest flight e-pass(es), you acknowledge the content of these Southwest flight e-pass Rules and Regulations and agree to abide by them. Southwest Airlines reserves the right to change the Southwest flight e-pass Rules and Regulations at any time.
2. The Southwest flight e-pass will bear the date of issue and the date of expiration. Expiration dates will not be extended, and travel must be completed on or before the expiration date. Southwest flight e-passes are void after the expiration date printed on them.
3. The Southwest flight e-pass is valid for **one-way** travel on Southwest-operated, published, scheduled service in the United States, its territories and its possessions, including Puerto Rico. The Southwest flight e-pass is not valid on interline or codeshare service.
4. The Southwest flight e-pass is non-refundable and is not redeemable for cash or credit. The Southwest flight e-pass will not be replaced for any reason, including, without limitation, if lost, stolen, or fraudulently used. The Southwest flight e-pass is non-transferrable and cannot be sold to a third party. Sale, auction, or re-tendering of the Southwest flight e-pass for money or otherwise is strictly prohibited. The Southwest flight e-pass may not be used for promotional purposes unless previously approved by Southwest. Any suspected fraud, misrepresentation, misuse, abuse or violation of the Southwest flight e-pass Rules and Regulations may result in cancellation of the Southwest flight e-pass(es).
5. Each individual Southwest flight e-pass is valid for **one-way** travel. Two flight e-passes are required to book roundtrip travel.
6. The recipient of a Southwest flight e-pass is required to be nineteen (19) years of age or older and a legal U.S. resident. However, the recipient of a Southwest flight e-pass may arrange travel for another person if done without selling or bartering this Southwest flight e-pass.
7. Air transportation by Southwest Airlines Co. is subject to Southwest Airlines' Passenger Contract of Carriage ("Contract of Carriage"), the terms of which are herein incorporated by reference. Incorporated terms include but are not limited to:
 - a) Limits of liability for personal injury or death of Passengers.
 - b) Limits on liability for loss, damage to, or delayed delivery of passenger baggage, including fragile, perishable, and certain other irreplaceable and/or high value goods or contents, as specified in the Contract of Carriage. Baggage liability for covered items (except wheelchairs or other assistive devices as provided in 14 CFR §382.131) is limited to \$3,500 per fare paying Passenger unless excess valuation coverage is purchased.
 - c) Claims restrictions, including time periods in which a Passenger must file a claim or bring an action against Southwest for its acts or omissions or those of its agents.
 - d) Rights of Southwest to change terms of the Contract of Carriage.
 - e) Rules on reservations, check in time, refusal to carry, and smoking.
 - f) Rights of Southwest and limitations concerning delay or failure to perform service, including schedule changes, substitution of alternate air carrier or aircraft, and rerouting.
 - g) Overbooking: If a Passenger is denied boarding due to an oversale, has obtained his/her boarding pass and is present and available for boarding at the departure gate area at least ten minutes before scheduled departure, with few exceptions, such Passenger is entitled to compensation.

Passengers may inspect the full text of each incorporated term of the Contract of Carriage at Southwest's airport or city ticket counters, and Passengers have the right, upon request at any location where Southwest's tickets are sold, to receive free of charge by mail or other delivery service the full text of each such incorporated term. Passengers may also request and obtain a copy of the Contract of Carriage or send comments/concerns to Southwest Airlines Customer Relations Department, PO Box 36647, Dallas, TX 75235-1647 or online www.southwest.com/contact-us/contact-us.html.

Thank you for choosing Southwest Airlines; we look forward to seeing you onboard soon.

Congratulations! You are the recipient of two Southwest flight e-passesSM valid for **one-way** travel on Southwest operated, published, and scheduled service. Flight e-passes can be combined for roundtrip travel and are valid only in the United States, its territories and its possessions, including Puerto Rico.

Southwest flight e-passesSM :

| Flight e-pass | Trip Type | Travel Start Date | Travel Expiration Date |
|------------------|-----------|-------------------|------------------------|
| CH12345678912345 | one-way | 10/1/2015 | 10/1/2016 |
| CH12345678912345 | one-way | 10/1/2015 | 10/1/2016 |

Please keep this certificate for future reference.

It is important to remember the following:

- Each individual Southwest flight e-pass is valid for **one-way** travel.
- Two Southwest flight e-passes are needed to book roundtrip travel.
- Southwest flight e-passes cannot be exchanged, extended, or reissued.
- The actual date of travel may not occur after the expiration date.

Scheduling Your Trip

1. To make a reservation and redeem your Southwest flight e-pass, you must call a Southwest flight e-pass specialist at 1-877-551-1211. Our Southwest flight e-pass desk is open daily, from 7 a.m. – 10 p.m. (Central Standard Time), with exception of major holidays. Notify the Southwest flight e-pass specialist that you are traveling on a Southwest flight e-pass. Remember to write down your confirmation (record locator) number in order to check in on the day of travel. Southwest flight e-passes cannot be redeemed online.
2. If your travel needs change prior to your scheduled departure or during your travel, call the Southwest flight e-pass desk at 1-877-551-1211 to modify your reservation. You will need to provide the Southwest flight e-pass specialist your confirmation (record locator) number. You may also be asked to confirm your Southwest flight e-pass(es) numbers.
3. Beginning 24 hours prior to scheduled departure, Customers with eligible reservations may check in online and reserve a boarding group letter and number.

Day of Travel

1. Please arrive at the airport at least one hour before your flight's scheduled departure time. Some airports may recommend earlier arrival times, so you can check online at **Southwest.com** for the recommended time allowances for your specific departure airport. As always, allow yourself plenty of time to find parking and to check in for your flight.
2. Please bring your Southwest flight e-pass certificate with you for reference.
3. Sit back and enjoy your flight!