

# Traveling on a Southwest Airlines Guest Pass

## Know before you go

**Be flexible.** A Guest Pass is a nonrevenue, space available ticket, which means that you'll be traveling on a standby basis (not confirmed). You'll be cleared on the standby list only if a seat is available.

**The Guest Pass has five coupons.** The first two coupons are for your departure flight(s), the second two are for your return flight(s), and the fifth is your Passenger Receipt. Please do not separate these coupons from the Passenger Receipt copy; otherwise, you may be denied boarding. The Customer Service Agent will help you fill in and separate them at the Ticket Counter or Gate. If your itinerary requires connecting flight(s), you will use the transfer pass coupons (coupons 2 and 4). The Customer Service Agent will help you with this if needed. Additional transfer coupons can be obtained in your departure city when necessary.

**Start planning your trip.** Visit Southwest.com to view the schedule and determine which flight(s) you'd prefer to travel on. Have several backup plans in case your first choice doesn't work out. Keep in mind that you may not be cleared as a standby Passenger on your preferred flights during high peak travel times like Spring Break or the Super Bowl or during inclement weather situations.

**Tell us your plans.** Before heading to the airport, check flight availability and create a nonrevenue listing for your trip through the Employee who gave you the Guest Pass or by calling (866) FLY-SWNR (866-359-7967). Make sure that the name in the listing exactly matches your government-issued ID. You'll also need to provide your date of birth and gender to comply with TSA requirements. Don't forget to jot down your six-digit listing number (PNR) so that you can retrieve your security document, or cancel or change your listing.

**Have your PNR and government-issued photo ID handy.** Grab your Guest Pass and print your security doc-

ument by selecting "Check In Online" on the home page of Southwest.com before leaving for the airport (this is not a boarding pass, but it will get you through TSA Security). You'll need your valid government-issued photo ID, PNR, and Guest Pass to check in and add your name to the standby list when you arrive at the airport.

**Keep it simple.** If possible, bring a carryon and pack travel-size toiletries, rather than checking luggage (keep in mind that Southwest assumes no baggage liability for nonrevenue travelers).

**Dress to impress.** While Southwest's dress code is relaxed and casual, you will be expected to present a clean, well-groomed, and tasteful appearance.

## At the airport

**Time is of the essence.** Give yourself plenty of time to park, check in, and go through security. Most airports recommend that you arrive one-plus hours prior to your flight's scheduled departure time (allow more time during holidays and on peak times on Fridays, Sundays, and Mondays).

**Make it official.** Add your name to the standby list at the ticket counter or at the gate up to two hours prior to your flight's scheduled departure time. Nonrevenue Customers are cleared by priority type (Employees first, then Dependents, and then Guest Pass travelers) and checkin time, so the sooner you check in the better!

**Hand it over.** If you didn't add your name to the standby list at the Ticket Counter, present your Guest Pass to the Customer Service Agent once you arrive at the Gate and ask them to add your name to the nonrevenue standby list.

**Take a seat and relax.** Stay in the Gate Area, but don't hover. Standby Passengers are called starting 10 minutes prior to departure. If seats are available, your name will be called.

**You heard your name!** Approach the Gate Podium and the Agent will exchange your Guest Pass coupon for a Boarding Pass. Ensure that you have the return portion of your pass for your return flight (if applicable). Then, sit back, relax, and enjoy your flight! Since Southwest has an open-seating style, choose any available seat. However, always sit behind the wing and please do not sit in the premium seats (emergency exit row or bulkhead seats) unless those are the only available options.

**Your name wasn't called.** Wait until the flight has departed before speaking with the Agent about other flight options (or call 866-359-7967). **Also, be sure to retrieve your unused Guest Pass coupon if the Agent collected it from you and you weren't cleared on the standby list.**

## Helpful information

### Got questions?

Call the Employee from whom you received the pass or Southwest Nonrevenue Traveler's Number at (866) FLY-SWNR (866-359-7967).

### Helpful web addresses

To search flight options:  
[Southwest.com/flight](https://www.southwest.com/flight)

To review suggested airport arrival times by city:  
[Southwest.com/html/air/airport-information.html](https://www.southwest.com/html/air/airport-information.html)

To review Southwest policies on baggage, boarding, etc.:  
[Southwest.com/html/customer-service](https://www.southwest.com/html/customer-service)

## Additional information

Lost or stolen Guest Passes cannot be replaced. Guest Passes may not be sold for cash or cash equivalent. Failure to follow nonrevenue policies and requirements could result in your being denied boarding and a suspension of flight privileges or disciplinary action, up to and including termination for the Employee who gave you the Guest Pass.