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STATE OF NEVADA  
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April 30, 2013

MEMORANDUM

To: All State Agencies, the Nevada System of Higher Education, the Court System, the Legislative Counsel Bureau and all Political Subdivisions within the State of Nevada

From: Greg Smith, Administrator

Subject: Southwest Air ~ No Show Policy

Southwest Airlines is implementing a *No Show* policy that applies to “Wanna Get Away” and “DING!” fares that are not canceled by travelers prior to travel. If your traveler has booked a “Wanna Get Away” or “DING!” fare anywhere in his/her itinerary and that portion of the flight is not used and not canceled at least ten-(10) minutes prior to scheduled departure, all funds on the unused portion of the reservation will be lost, and the remaining itinerary will be canceled by Southwest.

The new policy applies to Wanna Get Away and DING! reservations, which encompass all nonrefundable fares, excluding military fares, senior fares, or travel during certain irregular operations, including severe weather conditions. Rapid Rewards points, Companion travel, and Reward seats are not impacted by this policy.

The No Show policy will go into effect for fares booked on or after **Friday, May 10, 2013**, for travel on or after **Friday, September 13, 2013**. Southwest will protect those travelers who purchased fares before the implementation date and/or are traveling before the effective date, allowing time to communicate the new policy.

The No Show policy will not impact your travelers who simply cancel a “Wanna Get Away” or “DING!” fare prior to scheduled departure; in this case, your travelers may reuse their funds toward future travel on Southwest, without a change fee, as they have always done. Your travelers who are traveling on a fully refundable itinerary that does not contain a “Wanna Get Away” or “DING!” fare will continue to have the option of either requesting a refund or holding funds for future travel.

We know that state travelers schedules often change on short-notice, but please be mindful of these upcoming changes to protect and maximize your travel funds.

If you have questions regarding this Southwest Air change or other SWA policies, please contact Jeff Haag, Government Relations Manager, Southwest Airlines, 1-866-569-5793.

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