Southwest Airlines

Highlights of Plans in Place

May 28, 2020
Southwest Promise
Flyers indicate numerous changes to their expectations around travel, and Southwest continues to evolve the Experience to address their concerns

**SANITIZE**
Customers want assurance that planes and airports are sanitized

**SPACE**
Knowing there will be space available onboard lowers Customer anxiety

**SERVE**
Airport and onboard amenities have changed, but Hospitality expectations remain

**SCREEN**
Customers express concern over the health of other passengers and Employees
Sanitize
Customers want assurance that planes and airports are sanitized

Masks

Hand Sanitizer

Electrostatic Spray
Space
Knowing there will be space available onboard lowers anxiety

Queueing

Boarding

Seating
Serve
Airport and onboard amenities have changed, but our commitment to Hospitality remains

Inflight Service

Flexibility

Hospitality
Recap