

**Southwest[®] flight e-passSM
domestic certificate (MTGP)**



Southwest Airlines Medical Transportation Grant Program

Southwest flight e-pass certificate

At Southwest Airlines, we are passionate about connecting People to what's important in their lives. We hope that in addition to connecting you to the medical treatment you need, this complimentary air travel will reduce the financial burden that oftentimes comes with serious illness. Please note, your complimentary Southwest Airlines flight e-pass(es) are valid for travel on Southwest-operated, published, scheduled service only in the United States, its territories and possessions, including Puerto Rico.

Southwest flight e-passesSM:

Flight e-pass	Trip Type	Travel Start Date	Travel Expiration Date
	one-way		
	one-way		

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.
- An additional flight e-pass is required for any segment of travel that is not on a published route on **Southwest.com**.
- Southwest flight e-passes cannot be exchanged, extended, or reissued.
- Rapid Rewards[®] Companion Pass travel may not be added to e-pass reservations.
- 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**. 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 online. 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 or cancel 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.
 4. Travel Tips
 - a. Baggage: Southwest allows two (2) checked pieces of baggage per ticketed Customer. Size and weight limitations apply. Each piece of baggage in excess of the free baggage allowance specified above that is not in excess of 62 inches (length + width + height) and 50 lbs. or less will be accepted for a charge of \$75 per item one-way. Excess baggage which is also overweight or oversized will be charged excess baggage plus the applicable oversize or overweight charge.
 - b. Southwest is not equipped to transport or provide medical oxygen or other hazardous materials and/or contained gas, either in the passenger cabin or as cargo or baggage.
 - c. Southwest will refuse to transport persons requiring the following medical equipment or services, which either are not authorized or cannot be accommodated on our airplanes: medical oxygen for use onboard the aircraft except FAA-approved and Southwest accepted portable oxygen concentrators (POC's), incubators, medical devices requiring electrical power from the aircraft, or travel on a stretcher.
- For full details on baggage policy or special luggage like medical oxygen or portable oxygen concentrators, visit www.southwest.com >Customer Service >Baggage Policies >Medications and Medical Oxygen.

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. Failure of a Passenger to obtain a boarding pass and be present, available, and appropriate for boarding in the flight's boarding gate area at least ten minutes before the scheduled departure may result in cancellation of the Passenger's reservation without notice at the carrier's sole discretion. For additional information, refer to Southwest Airlines Contract of Carriage at **Southwest.com**.
2. Please bring your Southwest flight e-pass certificate with you for reference.
3. Sit back and enjoy your flight!

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 at www.southwest.com/contact-us/contact-us.html.

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