



DEPARTMENT OF GENERAL SERVICES
STATEWIDE TRAVEL MANAGEMENT PROGRAM
TRAVEL BULLETIN

Travel Bulletin: # 13-04

Effective Date: May 10, 2013

Expiration Date: N/A

SUBJECT: Airline Announcements: Southwest Airlines Implements a New “No Show” Policy; Other Airlines Increase their Change Fees

REFERENCE: N/A

Purpose	<p>This Travel Bulletin announces the new No Show policy implemented by Southwest Airlines to help better predict future seat inventory and reduce the number of empty seats on flights; and the increase in change fees for United, US Airways, Delta and American.</p>
Southwest Airlines No Show Policy	<p>The No Show policy applies to nonrefundable (Wanna Get Away) fares that are not canceled or changed by the traveler prior to travel. If the traveler books a Wanna Get Away fare anywhere in his/her itinerary and that portion of the flight is not used and not canceled at least ten 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.</p> <p>The No Show policy will <i>not</i> impact travelers who simply cancel a Wanna Get Away fare at least 10 minutes prior to the scheduled departure; in this case, travelers may reuse their funds toward future travel on Southwest, without a change fee. Travelers who are traveling on a fully refundable itinerary (Anytime fares) will continue to cancel their reservation, as they have always done, and request a refund.</p>
Effective Dates for No Show Policy	<p>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.</p>
Other Airline Updates	<p>United, US Airways, Delta and American have raised their fee for changing non-refundable tickets by \$50 to \$200. This increase only applies to new ticket purchases.</p>
Contact Information	<p>For questions or additional information regarding this Travel Bulletin, contact:</p> <p>Kelly May, Travel Specialist (916) 376-3991 kelly.may@dgs.ca.gov</p>