

SOUTHWEST AIRLINE NOTICE OF CHANGE - Effective January 28, 2011

Effective January 28, 2011, Southwest Airlines will no longer let you change a name and reuse credit left over from a cancelled ticket to another employee or non-employee. The cancelled ticket or any leftover credit from previous cancelled reservations will belong to the person that the ticket was issued to. That person still has the use of the credit for one year from the date of issue.

Urgent:

If you still have reserved funds from a cancelled ticket that was purchased for a prospective employee, speaker or an employee who will not be traveling in the near future, you need to **use it by January 27, 2011** toward another traveler's ticket (non-employee or employee).

Future Consideration:

For non-employees (i.e., prospective employee/speaker), you may want to consider purchasing a refundable ticket. Or you may ask the prospective employee or speaker to pay for their airfare ticket and then request reimbursement thru the Travel System. Then, if they cancel the trip, they will be able to use it for any personal trip and HSC will not lose the funds for the non-refundable/non-reusable ticket.