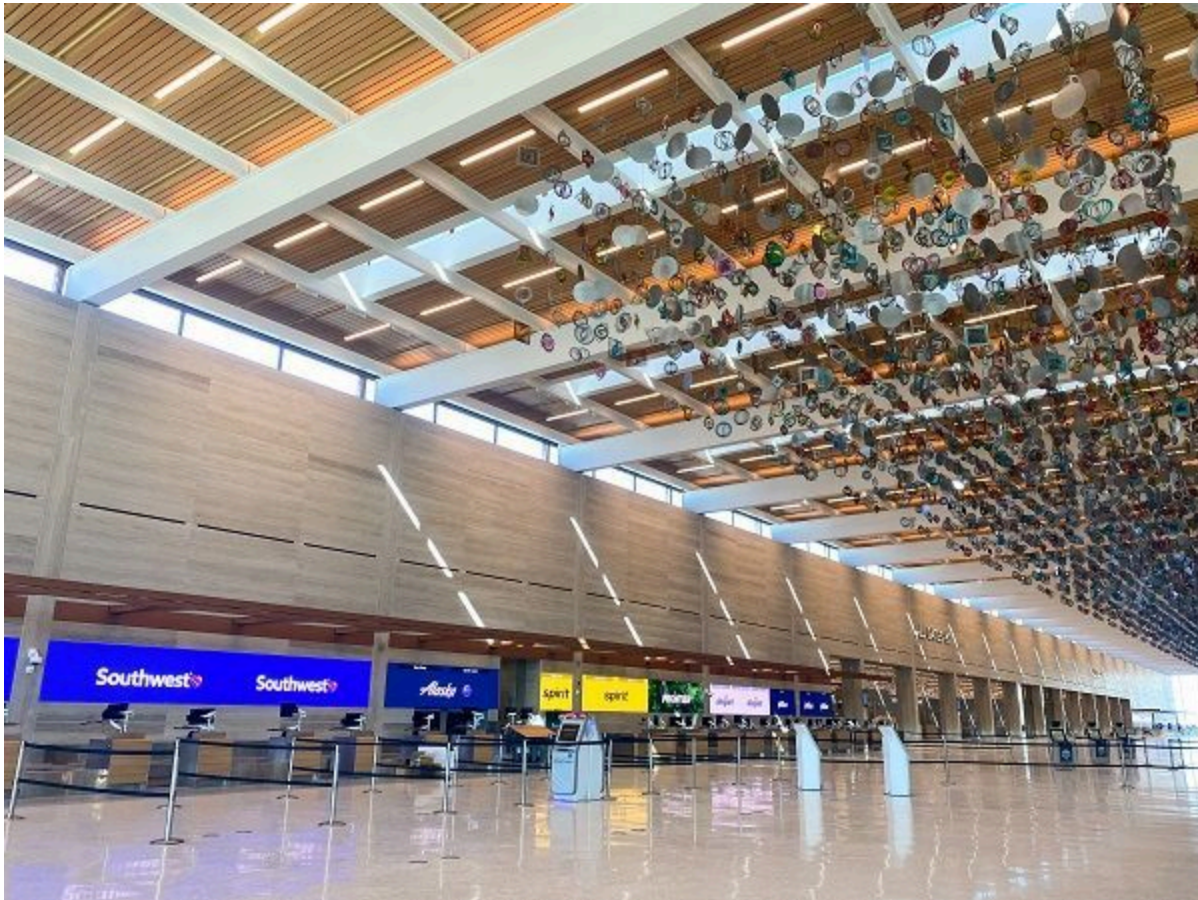


A New Travel Experience to Take Off In Kansas City

Stepping inside the new single terminal at the Kansas City International Airport (MCI), you immediately notice a new era of commercial aviation has landed in the “Heart of America.” Kansas City travelers will get the opportunity to experience America’s newest airport beginning on Feb. 28, 2023, when it officially opens to the public.

A Modern Experience

The state-of-the-art facility brings together a modern feel with the conveniences travelers demand from an airport today, as well as many improved spaces for Employees as part of our efforts to modernize where we work. Each piece of the project has been thoughtfully designed to improve efficiency, the overall Customer and Employee Experience, and bring Kansas City flair into the airport through its local restaurants and art displays celebrating the city’s heritage as an epicenter of jazz (and BBQ!). The new terminal also includes larger Employee areas, including training rooms, break rooms, and so much more that our Employees will greatly appreciate.



Airlines

install kiosks inside the spacious ticketing hall within Kansas City International Airport's new ticketing hall. Source Clark | Weitz | Clarkson. Enhancing the Southwest Journey

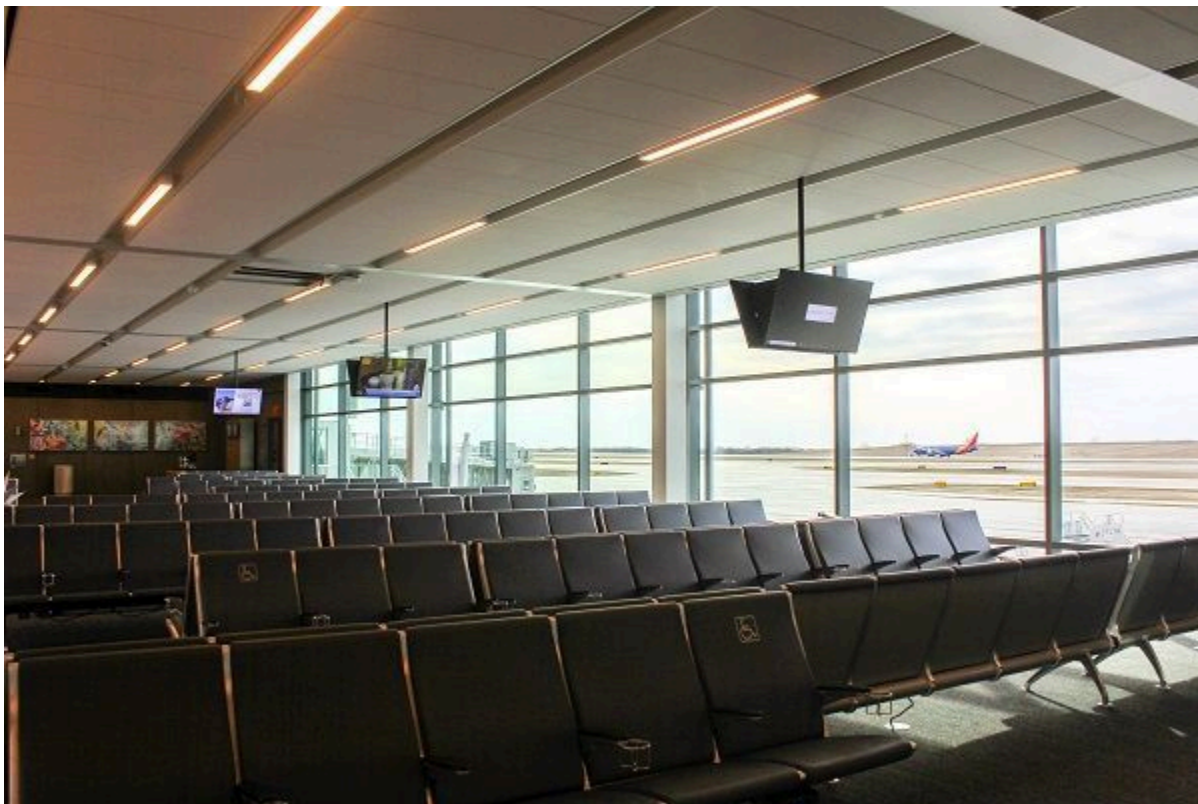
Southwest Customers will notice a few minor changes in the ticketing hall when the terminal opens its doors at the end of the month. Our Customer Experience Team has been hard-at-work thinking through refreshing the overall journey Customers take while checking bags and getting questions answered before going through the security checkpoint. This aligns with several initiatives Southwest is working on to modernize, upgrade, and innovate how we approach “the Turn” (the time between the aircraft arriving and departing), which will help improve interactions with Customers.

Kansas City will be the first airport in our network to display the newly designed signage aimed at making the check-in process smoother and easier to understand through a simple two-step process. When Customers arrive, they'll see a sign that reads: “1. Start Here.” This is where you'll check in on our kiosks and print your bag tags. Next, you'll be directed to the next station: “2. Bag

Drop.” That’s it! Once you’ve dropped your bags and have your boarding passes in hand, proceed through the security checkpoint, enjoy the Kansas City Airport, and head to your gate before boarding begins so you can get your favorite seat.

Our Customer Experience Team has also refreshed a few other areas, including launching the “Priority” lane, previously known as “Fly By Priority.” And after working with Customers for nearly two years, they’ve rebranded the full-service area to become the new “Help Desk,” where Customers can get answers to their day-of-travel questions.

One thing that is not changing is our commitment to delivering world-class Hospitality!



Kansas City’s

new terminal features expanded gate areas featuring power ports, large windows overlooking runways, local art, and easy access to concessions and restrooms. Source Clark | Weitz | Clarkson Our Kansas City Team has been hard at work for many years getting ready for the move from the current terminal—they have literally been a part of building the future of Southwest. Our Kansas City Teammates look forward to welcoming you to our new home in a few weeks.

Once the terminal opens, let us know what you think about the new space in the comments.