

Southwest Airlines Further Bolsters The Southwest Promise with Updated Face Covering Policy

Southwest continues to bolster our [Southwest Promise](#) to support the well-being and comfort of our Employees and Customers. Our [revised face covering policy](#) has been in place since July 27, and, based upon feedback and observations, Southwest is now adding a few clarifications regarding what will be accepted as a face covering.

Acceptable Forms of Face Coverings: Effective August 8

In accordance with current CDC guidance, a well-secured cloth or mask that fits snugly against the face, covers an individual's nose and mouth, and is secured under the chin will be accepted. These are a few examples of face coverings that will not be accepted:

- Face coverings with holes in the covering, including those with exhaust valves or those made solely of materials like mesh or lace fabrics
- Face coverings that cannot be secured under the chin, including bandanas and face shields
- Face shields may be worn in addition to face coverings but not in place of face coverings or masks.
- Neck gaiters (also called multi-bands) may be worn as face coverings so long as they cover the nose and mouth and are secured under the chin.

As with our current policy, Southwest will continue offering face masks at our airport locations for any Customer that forgets to bring a face covering.

To complement our face covering policy, Southwest also performs enhanced overnight cleanings of all aircraft surfaces, cleans high-touch surfaces before each flight, utilizes HEPA air filters to ensure a fresh exchange of cabin air every few minutes, and applies an electrostatic disinfectant and an anti-microbial spray to every surface of the aircraft, killing viruses on contact and forming an anti-microbial coating, or shield, for 30 days.

As always, Southwest will monitor Customer and Employee feedback as we adapt to the new normal in air travel.

ABOUT SOUTHWEST AIRLINES CO.

[Southwest Airlines Co.](#) operates one of the world's most admired and awarded airlines, offering its one-of-a-kind value and Hospitality at 121 airports across 12 countries. Southwest took flight in 1971 to democratize the sky through friendly, reliable, and low-cost air travel and now carries more air travelers flying nonstop within the United States than any other airline¹. By empowering its more than 72,000² People to deliver unparalleled Hospitality, the maverick airline cherishes a passionate loyalty among more than 134 million Customers carried in 2025. Southwest leverages a unique legacy and mission to serve communities around the world including harnessing the power of its People and Purpose to put communities at the Heart of its success. Learn more by visiting [Southwest.com/citizenship](#).

1. Based on U.S. Dept. of Transportation quarterly Airline Origin & Destination Survey as of Q4 2025
2. Fulltime-equivalent active Employees as of Dec. 31, 2025

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