

Southwest Temporarily Scaling Back Hawaii Service Beginning April 5

As a mandatory 14-day self-quarantine protocol begins today for all Customers arriving in the Hawaiian Islands, we anticipated demand for our service to the islands would continue to fall sharply. We've been preparing a temporary flight schedule that supports both the realities of this vastly diminished marketplace for visitors while underscoring our commitment to the communities of Hawaii with a plan to continue providing interisland service for business, medical, and other essential travel.

Beginning April 5, Southwest will compress our Hawaii operation to offer two roundtrips daily between Oakland and Honolulu, and thin our interisland operation to offer twice-daily roundtrip service between Honolulu and airports across neighbor islands. Exceptionally, Honolulu-Kahului will operate three times daily in each direction. This change is intended to be temporary and nimble.

Customers affected by any changes to booked travel will be reaccommodated through our established protocols and offered additional flexibility in our published policies. Our flight schedule on Southwest.com and elsewhere already reflects these changes effective April 14 through May 2, with the soon-to-cancel flights April 5-13 already unavailable for booking. We have teams already looking at the May and June schedules, as well, with the steadfast goal of giving our Customers as much notice as possible to changes that affect them.

Given the foundational size of our operation in the East Bay, we chose Oakland as the enduring gateway to facilitate connecting traffic seeking access between the mainland and the islands for essential travel. Crew and aircraft departing Oakland will continue to enable our interisland operation.

We recently celebrated our first anniversary of serving Hawaii and we intend a long-term relationship between Southwest and the islands. We also intend to keep our commitment to our Customers across the islands who need a predictable and vital connection in a time of so much uncertainty.

[Southwest Airlines Co.](https://www.southwest.com) operates one of the world's most admired and awarded airlines, offering its one-of-a-kind value and Hospitality at 120 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 airline(fn. 1). By empowering its more than 73,000(fn. 2) 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](https://www.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 March 31, 2026

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