

Additional Schedule Modifications through April 13, 2020

Update on March 24, 2020:

As we continue to react to decreased Customer demand during this unprecedented time, Southwest now will cancel approximately 1,500 of our almost 4,000 daily flights until our previously revised schedule begins on April 14. The new changes will go into effect starting on Friday, March 27.

Update of March 20, 2020:

Recently, Southwest implemented a plan to reduce capacity by at least 20 percent for the time period from April 14 through June 5, 2020. That difficult decision was driven by the drop in travel demand in the wake of the ongoing coronavirus (COVID-19) outbreak.

On Friday, Southwest made the tough decision to further revise our schedule by cancelling approximately 1,000 of our almost 4,000 daily flights from Sunday, March 22, 2020 until the previously revised schedule begins on April 14, 2020. We sincerely regret any inconvenience to our Customers and our Employees.

During this unprecedented time, we will continually assess the real-time, market demand for Southwest's service with the goal of cancelling flights that have alternate flight or route options and that affect the fewest number of Customers. Additionally, we'll implement the cancellations on a rolling, multiple-day basis to provide Customers with advance notice of changes and alternate flight options.

International Service Changes

These cancellations also capture our decision to suspend service to all of our international destinations at the end of the operating day on Sunday, March 22, 2020. We've made this decision due to the number of governments restricting air travel across their borders, as well as guidance from the United States government, and we hope to resume normal operations to our international destinations on Monday, May 4, subject to change.

Here are ways we are supporting our Customers:

- The Southwest Team is targeting cancellations to routes that have multiple flights or options for alternate travel. Our primary goal is to keep our Customers and Crews moving safely to their destinations, as promised.
- We're also being strategic and matching the latest round of cancellations to flights with the least amount of bookings. In this way, we disrupt travel for the fewest Customers.
- If a flight is cancelled, Southwest will proactively notify affected Customers as soon as possible to alert them of the cancellation, so there is no need to contact Southwest.
- Finally, we are enacting our flexible accommodation policies for all cancelled flights to ease the inconvenience to our Customers. If a flight is cancelled, we'll offer these options to affected Customers:
 - If you would like to rebook, you may change your travel up to 60 days from your original flight date by visiting [Southwest.com/rebook](https://www.southwest.com/rebook). Flights that have seats available will display as "Available." Doing this online is your best option as call volumes are likely to be very high to reach a Southwest® Representative.
 - If you are unsure of your future travel plans, you do not need to take any action. Rest assured, the funds used to pay for this trip will be available for the Customer named on the ticket to use through June 30, 2021 (an extension from our previous time limit of one year from date of purchase). Customers simply use their original confirmation number as the way to access these funds in the future—similar to "store credit" at most retail establishments.

Local Market Information

Unfortunately, due to the daily fluctuations, we are unable to provide media cancelled flight totals by market. We thank you for understanding during this dynamic time, and we invite Customers to check their flight status at [Southwest.com](https://www.southwest.com) and to read the latest Travel Advisories for more details about change and cancelations policies.

Finally, the entire Southwest Team appreciates the ongoing patience and understanding as we all adjust to these evolving challenges. We are working diligently to minimize disruptions to travel, and the well-being of our Customers and Employees remains our main priority.

Please know that our desire to deliver Southwest Hospitality is as strong as ever, and we look forward to welcoming Customers onboard soon.

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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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