

September 12, 2008



# **Update: Southwest Airlines Reports Service Disruptions in Corpus Christi; Harlingen; Houston; and Dallas in Response to Hurricane Ike**

## **Airline Offers Alternatives to Customers Affected by the Storm and Continues to Closely Monitor its Austin and San Antonio Operations**

DALLAS, Sept. 12 /PRNewswire-FirstCall/ -- Southwest Airlines suspended its operations to and from Corpus Christi International Airport, Houston Hobby Airport, and Valley International Airport in Harlingen on Friday, Sept. 12, as a result of the predicted severe weather from Hurricane Ike. Southwest Airlines also will suspend its Dallas Love Field operations from 10:30 a.m. CT to 5:00 p.m. CT on Saturday, Sept. 13 -- additional Dallas flights may be cancelled throughout the day depending on the changing weather conditions. The airline's ultimate plans to resume service to and from Corpus Christi, Harlingen, and Houston will depend upon the status of airport security personnel, facilities, and services after the storm passes. Currently, Southwest flights at Harlingen and Corpus Christi have been cancelled through close of business Saturday, Sept. 13, and Southwest flights at Houston Hobby have been cancelled through close of business Sunday, Sept. 14. Southwest is closely monitoring Hurricane Ike and will announce any additional changes to its operation as the storm progresses.

Southwest strongly encourages travelers to contact Southwest Reservations at (800) 435-9792 or look for updated travel advisories at <http://www.southwest.com> before checking in online for a flight or proceeding to the airport. Customers can also copy and paste the following link into a web browser for direct access to Southwest's travel advisory page: [www.southwest.com/content/travel\\_center/travel\\_advisory\\_0040.html?ref=wthr](http://www.southwest.com/content/travel_center/travel_advisory_0040.html?ref=wthr).

Southwest Airlines Customers holding reservations for travel to and from Austin, Corpus Christi, Dallas Love Field, Harlingen, Houston Hobby, or San Antonio from Noon Central Time on Wednesday, Sept. 10, through the close of business Monday, Sept. 15 may change their travel plans and rebook in their original class of service or travel standby (within 14 days of their original date of travel between the original city-pairs and in accordance with our accommodation procedures) without paying any additional charge.

Also, Customers holding reservations for a flight that is cancelled to and from Corpus Christi, Dallas Love, Harlingen, or Houston Hobby may request a refund for any unused ticket/travel itinerary.

Southwest Airlines is doing its best to take care of Customers' air travel needs and to keep Customers and Employees safe during the storm. The airline invites Customers to visit [southwest.com](http://southwest.com) to receive the latest information regarding a flight. Southwest also encourages Ticketless Travel Customers to visit the Travel Center on [southwest.com](http://southwest.com) to cancel, change, and/or rebook their flight reservations. All ticketed Customers may contact

Reservations (1-800-435-9792) for additional assistance. For specific airport information including number of daily departures and number of Employees, please visit <http://www.swamedia.com>.

SOURCE Southwest Airlines