

University of Michigan traveler,

## Take off with priority boarding<sup>1</sup> for auto check-in and an earlier boarding position on Southwest®.

Between 09/02 and 10/31/2024, visit the link below to enroll in Tier Experience before booking travel on Southwest to be eligible to receive promotional A-List status for 90 days.\*

\*Subject to restrictions. See Corporate Tier Experience Terms and Conditions for more details.

### Plus, extend your promotional status for an additional 12 months.\*

You'll be eligible to extend your promotional A-List status for an additional 12 months if you:

- book and complete three round trip qualifying flights or six one-way qualifying flights,<sup>2</sup> or
- earn 8,000 tier qualifying points from your qualifying flights booked and flown between your enrollment date for this promotion and the end of your 90-day promotional period.

\*Subject to restrictions. See Corporate Tier Experience Terms and Conditions for more details.

### A-List status benefits include:

- ✓ Priority boarding<sup>1</sup>
- ✓ Priority and Express Lane access<sup>3</sup>
- ✓ 25% earning bonus on qualifying flights<sup>2</sup>
- ✓ Same-day change and standby<sup>4</sup>
- ✓ Dedicated A-List Member phone line

[Register at Southwest.com/business-tier-experience](https://www.southwest.com/business-tier-experience)



<sup>1</sup>Boarding positions will be automatically reserved for you and the Passengers on your reservation 36 hours prior to the flight. You and Passengers on your reservation will still need to check in within 24 hours of scheduled departure to retrieve your boarding passes. Some restrictions apply. These restrictions include, but are not limited to, your reservation must be booked 36 hours prior to scheduled departure, and on group travel itineraries, priority boarding will only apply to A-List and A-List Preferred Members. <sup>2</sup>Qualifying flights include flights booked and flown through Southwest® and flights paid entirely with dollars, Southwest LUV Vouchers®, gift cards or flight credits, and with no portion of the purchase price paid for with Rapid Rewards® points or Rapid Rewards Business points. <sup>3</sup>Priority and Express Lanes, where available, are designed to speed our Business Select® and Anytime Customers, as well as A-List and A-List Preferred Members, through check-in and security lines. Priority Lane is at the Southwest® check-in counter, and Express Lane is at the security checkpoint. <sup>4</sup>Same-day change: On the day of travel, you can switch free of airline charges to another flight with space available departing on the same calendar day between the same origin airport and destination airport as your original flight. With the exception of A-List Preferred and A-List Members, Customers who purchase Wanna Get Away fares are not eligible for free same-day change. Same-day standby: You can list for same-day standby for an earlier flight via a Southwest Customer Service Agent at the airport or the Southwest app or mobile web. You will receive a message based on the contact preference selected during booking if you are cleared on the flight. For both same-day change and same-day standby, you must change your flight or request to be added to the same-day standby list at least 10 minutes prior to the scheduled departure of your original flight or the no-show policy will apply. If using the app or mobile web for standby, you must list your name 30 minutes ahead of scheduled departure. You will be required to pay any government taxes and fees associated with these itinerary changes but refunds will be provided. Your original boarding position is not guaranteed. Southwest Business Customers booked through travel agencies may need to see a Southwest agent at the airport for both a same-day change or standby listing. See Southwest.com/standby for more details.

All Rapid Rewards rules and regulations apply and can be found at [Southwest.com/rrterms](https://www.southwest.com/rrterms).

# Corporate Tier Experience: Frequently Asked Questions

## **What email address do I use to enroll?**

Please register for the promotion using your employer email address in order to be considered for approval.

## **Will I be able to use my promotional A-List status on personal trips?**

Promotional A-List status is tied to your Rapid Rewards<sup>®</sup> account number, so the status will be applied anytime you include your Rapid Rewards number in a booking and fly during the promotional period.

## **What happens if I do not complete three round trips or six one-way flights during my 90-day promotional period?**

Your promotional A-List status will expire after your 90-day promotional period if you do not meet the number of qualifying flights.

## **How long will it take me to be approved for the promotion?**

If you are eligible for the promotion and are using your correct Rapid Rewards account number as well as your employer email address, the approval process should happen automatically. If you are eligible for the promotion but you enter your email or Rapid Rewards number incorrectly, the process can take between 10-20 business days for approval.

## **What happens if I have a flight booked before I am approved for the promotion?**

Those flights will not count as qualifying flights. You must enroll in the promotion, be approved, and then book and fly your qualifying flights within the 90-day promotional period in order to be able to extend your promotional A-List status for an additional 12 months.

## **Do leisure flights count towards my qualifying flights requirements?**

Both business and leisure flights can count as qualifying flights for extending your promotional status.

## **Do flights booked with points count towards my qualifying flights requirements?**

No, only revenue flights will qualify. This includes flights paid entirely with dollars, Southwest<sup>®</sup> LUV Vouchers<sup>®</sup>, gift cards, or flight credits, and with no portion of the purchase price paid for with Rapid Rewards points.

## **Can my family/friends enroll in this promotion?**

No, this promotion is only open to employees of your organization.



## **Question still not answered?**

Reach out to your Southwest Account Manager to get additional clarification!