

Meet P.A.W.S.

Southwest welcomes four-legged passengers onboard.

I have two dogs (both rescues) called Polly Louise and Samuel Adams, the latter named for the patriot and one of my favorite beers. They are awesome dogs, and I am just one of the many Southwest Employees who have a passion for pets. We even have a group here at Southwest Headquarters called SWA Animal LUVers who raise money and volunteer at various animal rescue organizations around town. In fact, it isn't strange to see pet adoption fairs on our front lawn every once in a while!

So, you have a real pet-loving Company at Southwest, including our CEO Gary Kelly, who wrote an ode to his dog, Chile, in this month's issue (see Gary's Greeting, page 10). As someone who treats her dogs like kids, I

was excited that Southwest recently began the P.A.W.S. program (Pets Are Welcome on Southwest), allowing small cats and dogs to travel in the cabin, in a carrier that fits under the seat, for a pet fare of \$75 each way.

Polly and Sam are too big to fly with me, but I know how much our pet-loving Customers will love being able to take their small friends on trips over the long holidays, or on visits to their non-furry family. Southwest still will not carry animals in the cargo hold: Our quick turnaround times won't allow us to properly care for larger animals, which is why we're allowing only a limited number of small pets in the cabin in a carrier.

For those who are concerned about flying fur and pet allergies, our Flight Attendants—as they do now when Customers bring assist and support animals in the cabin—will work to make sure those with allergies sit in different parts of the cabin from the pets. Also, the pets onboard will not be allowed out of their carriers, which must remain stowed under the seat throughout the flight. We want the pets that fly on Southwest to be comfortable, so the carriers must be well-ventilated and leakproof, and the pet must be able to move and turn around comfortably while inside the carrier.

With our new efficient boarding process, we realized our operations could support a limited number of pets in the cabin, and we are pleased that Fluffy and Fido are now welcome onboard. For more information on P.A.W.S., visit southwest.com/pets. Also, check out Southwest's Travel Guide for pet-friendly hotels.

So even though you won't see me onboard with Polly and Sam, I look forward to seeing you onboard Southwest with your furry friends!

Marilee McInnis

PUBLIC RELATIONS MANAGER

