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The Ultimate Resource for  
Today's Connected Traveler.



## Southwest Airlines Recovers from Holiday Meltdown

After a week of significant cancellations and delays for Southwest Airlines, in which it reduced its flights to one-third of its normal schedule, the carrier on Dec. 30 had returned to normal operations.

For affected Southwest passengers who had flights canceled between Dec. 24 and Jan. 2, the carrier has issued refund guidelines.

**CTM will reach out to all disrupted travelers  
to process refunds.**

*CEO Bob Jordan issued an apology -*  
We are sending our heartfelt apologies for any inconveniences you or your travelers are experiencing this week. We know we've let down so many during the holidays and we sincerely apologize. In light of the travel disruptions, we understand that many Customers may wish to rebook. Please know Customers traveling through January 2, 2023 are able to rebook in the original class of service or travel standby (within 30 days of their original date of travel between the original city-pairs and in accordance with our accommodation procedures) without paying additional charges.

We have some real work to do in making this right. For now, I want you to know that we're committed to that.

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