



Cynthia M. Sneath

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August 24, 2015

Southwest Airlines
Customer Service
PO Box 36647-1CR
Dallas, TX 75235

Rapid Rewards Member ID: 20424950700

Dear Customer Service,

I am a Rapid Rewards Member who was recently affected by the tower outage in the Northeast. My two sons, elderly mother and I were scheduled to fly to Tampa from BWI on flight 1502 on 8.15.2015 at 2:15pm. The flight cancelled due to the tower outage and of course chaos ensued at the airport which was not easy to navigate with my mother in a wheel chair and kids in tow. We managed to get re-booked on the last flight of the day, flight 4551, and that flight cancelled as well. Southwest could not re-book us until Monday at the earliest so we booked the Monday flight and drove the 52 miles back home.

Monday we checked the flight status for flight 194 out of BWI before leaving the house and found that it was delayed. I called Southwest who confirmed the delay and said it was a mechanical issue with the plane. The delay would cause us to miss our connecting flight 2044 in Atlanta. The Customer Service rep was very helpful looking at all our options knowing we wanted to fly that day considering the circumstances. She suggested we fly out of an alternate airport (Ronald Reagan Washington Int Airport) which would put us on the plane we would have connected to in Atlanta, flight 2044. In other words, we would not have to change planes and could still fly on Monday. But time was very limited and only (5) seats were left. We made the decision to book and left the house immediately since we now had to drive 97 miles to get to this airport.

When we arrived at the airport the only available parking left was in Terminal A which is their premier parking. Time was so tight so I had no choice but to park in that lot. I had only budgeted \$8 per day for BWI economy parking since that was our original itinerary. Washington charged \$25 per day (their cheapest rate for the lot that was full is \$15/day just for comparison). My receipt, which is attached for reference, was paid at \$175.00.

I am a single Mom who had to bear the costs for our family vacation. My elderly mother is on a fixed income and is not able to assist. I was hoping Southwest would consider helping cover some of the extra costs attributed to the travel ordeal we experienced. Having been re-booked a third time and after losing two days of our only family vacation, I simply had no time to properly research the parking situation at the alternate airport. With lost time, extra fuel and excess paring fees, it was a hardship all the way around triggered by cancellations and exacerbated by the delay. I would truly appreciate any consideration you give to my request. If you need additional information, please do not hesitate to contact me via any means listed above.

Respectfully,

Cynthia M. Sneath

RE: Confirmation Numbers associated with our travel:

H8NCPS - Cancelled. Repurchased on HBK2TY

HDMC3R - Cancelled, rebooked, cancelled, rebooked, cancelled rebooked to final flight 2044

HBK2TY - Cancelled and refunded (should have rebooked, but we didn't realize.

HK8Z5P - Final flight 2044