

# 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 two round trips or four 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 lesiure flights count towards my qualifying flights requirements?**

Both business and lesiure 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!