



FRIENDLY TRAVEL GUIDE FOR OUR TRAVELING FRIENDS

A FEW TIPS TO KEEP IN MIND

KNOW BEFORE YOU GO

These helpful tips detail Spirit's expectations for appearance and conduct so you can enjoy your non-revenue travel the most! Please take the time to review before your flight.

Be Flexible

You're flying standby, which means you may not get on your first flight choice. Spirit's flights are often fully booked, so it helps to have flexible travel plans and avoid using the Buddy Pass on any important travel dates. We can't guarantee timely departure or arrival.

Be a Good Traveler

Spirit encourages all of our customers to be on their best behavior — especially you. Below we've outlined a few guidelines to keep in mind. If you have more questions about travel etiquette, ask your friend at Spirit before your flight!

TRAVEL GUIDELINES

- PASSES ARE ONLY FOR PERSONAL LEISURE TRAVEL
- TRAVEL IS STANDBY AND SEATING IS NEVER CONFIRMED
- NOT ELIGIBLE FOR INCONVENIENCE CUSTOMER AMENITIES IF FLIGHT IS CANCELED OR DELAYED
- NEVER LIST STANDBY ON A FLIGHT FOR WHICH YOU HOLD A CONFIRMED RESERVATION

Your Spirit friend is your primary contact for assistance with your flight (availability, changes, refunds, etc.) but keep in mind, Spirit's gate agents may assist you on day of departure.

Dress Smart. Dress Comfortable.

Spirit has a relaxed dress code. It's simple really — if you wouldn't wear it to work or to visit your grandma, then don't wear it when flying with Spirit. Have respect for our other passengers — keep it cool, casual and comfortable.

Keep It Real

When flying on Spirit we ask that you represent yourself and your Spirit buddy well. Be respectful to our other customers — don't ruin anyone's day. Keep in mind, if you violate any Spirit policy you may subject your Spirit buddy to serious consequences, and your eligibility to travel with us in the future may be permanently revoked.

CHECKIN' IN

There are several ways to check in for your flight. Check-in deadlines apply to standby customers as well. You'll find a list of deadlines at spirit.com under "Help."

Check In from Home

You can check in from your home computer up to 24 hours before departure. You may check the availability of your flight and standby during check-in and while at the gate on spirit.com under "CHECK-IN."

Self-Service Kiosk

At the kiosk, enter your confirmation number (found on your itinerary), enter your name or swipe a valid credit card to access your listing. Your credit card is used only to find your listing — no charge is assessed.

ON YOUR WAY

After you receive a Seat Request Card, make your way to the gate and hang tight until we can clear you for departure (usually with 20 minutes before departure).

Bags

Spirit loves taking care of our buddies, so you're permitted one carry-on and one checked bag (up to 40 lbs.) at no charge! Just keep them under our size and weight limits, and it'll be all good.

As a standby traveler there's always the chance your bag doesn't get to the same destination as you. There are various reasons for this to occur — none of them being anyone's fault. Stuff happens.

If your bags are lost, Spirit will do everything to find your bags in a timely manner. Please note, Spirit does not offer complimentary delivery of lost baggage for Buddy Pass travelers. We will hold it for you or forward it to the nearest airport for pickup there.

Your Seat

Once all confirmed customers have been assigned their seats, you will receive a seat assignment if space is available.

Remain in the gate area within one hour of departure and listen for a gate agent to call your name

Agents will do their utmost to provide you with the best remaining seat

Agents will try to seat families together, but on full flights this is not always possible

Once on board, if a flight attendant asks you to change seats, please do so graciously and without comment

HOW WAS YOUR FLIGHT?

Our team works hard at giving standby and Buddy Pass travelers a great experience. You are our buddy, after all. Sometimes you might feel your situation wasn't handled appropriately, but please remember there's always a time and place for resolution — the following are never appropriate.

An argument at the airport, over the phone or on board an aircraft

Posting negative comments regarding a Buddy Pass travel experience on social media sites, blogs or forums

Final Note

Direct any concerns to your Spirit buddy only after your travel — never to other customers or the media.

WE HOPE YOU ENJOY YOUR TRIP! THANKS FOR BEING OUR BUDDY.

