



## SOUTHERN AIRWAYS POLICIES REGARDING COVID-19

*Airline announces the most customer-friendly stance in the industry*

March 14, 2020

**Pompano Beach, Florida** -- Southern Airways today announces the most customer-centric policy in the industry for flight changes needed as a result of Covid-19, the “novel Corona virus.” With the understanding that travel within the national air transportation network is a matter of critical importance to the health and safety of America’s citizens, all change fees, effective today, will be suspended through April 15<sup>th</sup> on all Southern flights, regardless of fare class or date purchased.\*

Even customers in the basic economy fare will be able to cancel and rebook flights for any published Southern Airways fare. *In addition, passengers may change the route of travel, the day of travel, or the passenger traveling.* “These are unprecedented times for our nation, our customers, and our employees,” said Stan Little, Chairman and CEO of Southern. “We are doing everything possible, within reason, to accommodate the needs of the American people and our team members.”

“First and foremost in this effort is the health and safety of everyone traveling. We are re-doubling our efforts to clean all surfaces between flights and to ensure that our customers travel in the safest environment possible. At Southern Airways, you will never fly with more than eight other passengers and two crew, so opportunities for exposure are extremely limited. Moreover, our flights do not exceed 10,000 feet in altitude, so pressurized air is never pumped into the cabin.”

Most of our hometowns have thus far proven very resilient to the virus in comparison to other areas of the country. So long as the government allows unrestricted domestic travel to continue, Southern Airways will serve the people of our 31 cities as we have done since 2013.

*\*Differences in fares will continue to apply.*