GUEST PASS INSTRUCTIONS

Congratulations on receiving a Guest Pass (GP) from an Alaska Airlines or Horizon Air employee. With this pass you’ll be able to sample our award-winning service when you travel to a destination served by Alaska or Horizon. Your travel will be on a standby, space available basis and, although use of this pass is not free, it provides travel at an exceptional discount not available to the general public.

Before you begin your travel, please take a few minutes to familiarize yourself with the information below, explaining what you’ll need to know before using your certificate. Your certificate can be used to purchase a one way standby ticket until March 31st, of the following year. Travel is valid only on Alaska Airlines and Horizon Air or PenAir (DUT only) and SkyWest doing business as Alaska Airlines or a combination if required for travel to one destination.

TICKET PURCHASE INFORMATION

- On the Guest Pass Certificate click on www.alaskaair.com/planbook. The guest pass (GP) code will transfer automatically to Alaskaair.com. If you don’t use the link on the GP Certificate, you’ll need to enter the GP Discount Code in the Discount Code box on alaskaair.com.
- The number in the Adult/Children boxes must be the same as the GP Certificate Example: ECGP2 XQCH044826, the number 2 must be in the Adult/Children box. The GP code cannot be used for more than one purchase. All passengers must be listed at one time. **Your discount code is valid for only one purchase, no matter how many guests are included. Although you can purchase travel up to 30 days from today, we recommend that you wait until it’s as close to your departure date as possible since the load factor may change.**
- Once issued, your ticket is valid for travel up to 90 days from the original issue date.
- Each Guest Pass authorization is for one-way, space available travel and may include one stopover as long as it falls within the natural routing of the itinerary.
- Review the instructions on your GP certificate on how to use the GP Discount Code on alaskaair.com.

LISTING FOR YOUR DESIRED FLIGHT

- If you have more than one passenger on your guest pass, you MUST include all traveler names at one time. You will not be able to go back and use the same certificate number once you have purchased any guest pass tickets.
- When you purchase your GP ticket on alaskaair.com, you are also “listing” for your desired flight. Please note this is not a confirmed reservation. Passengers holding a confirmed reservation cannot travel standby on a Guest Pass if seats become available at flight time.
- You are unable to purchase and list for a flight that is already sold out. You will not see a full flight as an option in the Available Flight display.
- If you would like a stopover on your trip, then you must select “multi city” instead of one way. That will allow you to select city pairs for different days.
- Travel to Mexico, Hawaii and other popular vacation destinations should be avoided during peak travel periods such as Spring Break, Thanksgiving and Christmas when the likelihood of being accommodated on flights is limited by very heavy volumes of confirmed passenger travel.
- We suggest selecting non stop flights whenever possible due to the possibility of getting bumped en-route.
CHANGING YOUR LISTING/TICKET

- Refunding a GP ticket constitutes use of the original Guest Pass certificate and the Discount Code cannot be used again.
- Any itinerary changes (e.g. flight number, origin or destination) must be completed at alaskaair.com prior to arriving at the airport.
- Wholly unused, itineraries may be changed online within 30 days of your travel date. However, all travel must be completed within 90 days of the original ticketing date.
- If your travel date has passed by more than 7 days and you want to make a change, you must have your e-ticket number to reissue or refund the guest pass online.
- When you cannot make a change to your itinerary on Alaskanair.com call the non-rev line at 1-877-677-2566 daily from 5:00 a.m. – Midnight (PT), prior to your scheduled departure to change your itinerary. Our Reservation Agents are very busy. Please be prepared with all of your ticketing information (record locator and e-ticket number) when calling.
- Partially used tickets cannot be exchanged.
- If your desired flight shows a “Poor” indicator in the Load column, click the “Change Reservation” link to look for another flight option. Here you have the option to change your listing to another flight.
- Routing changes may require an additional payment if there is a fare and/or tax difference for the new routing. Please keep your e-ticket number after a reissue is processed.
- If you decide not to travel and would like a refund, wholly unused tickets can be refunded on alaskaair.com within 90 days of the original ticket purchase date. If you do not have an active standby reservation, you will need to have your e-ticket number. Please contact the employee that gave you the guest pass certificate for the e-ticket number if you no longer have it.

Once a Guest Pass ticket is ticketed and/or refunded, the GP Discount Code is no longer valid.

CHECK-IN FOR THE FLIGHT

- You can check-in online up to 24 hours prior to departure using Web Check-In at alaskaair.com or on the day of your flight you can use a kiosk at the airport. Additional documentation is required for entry into international countries - please see the International Information section below.
- Free baggage allowance is limited to two checked bags, one carry-on bag and one personal item per ticketed passenger. Carry-on bags must fit under the seat. Checked baggage is on a space available status, and accepted with the same limitations that apply to confirmed passengers. Name and identification is required on and inside all baggage.

AT THE AIRPORT

- Standby travelers must be checked in and available to board at the designated boarding gate at least 40 minutes before posted departure for all flights. Failure to do so may cause the gate agent to bypass your name when assigning seats.
- Although every effort will be made to accommodate you on your choice of flights, please understand that our confirmed passengers have priority over standby passengers. Please accept our apologies if we are unable to board you on your desired flight. If you choose to stand by for a later flight, please advise the gate agent so they can activate you on the standby list for the next available Alaska Airlines or Horizon Air flight.
- First Class upgrades are not allowed when traveling on a guest pass.
- In rare instances after boarding, a GP passenger may be asked to deplane to provide a seat for a confirmed passenger or for a standby passenger with a higher boarding priority. If asked to leave the aircraft, please do so quickly and without comment. GP passengers who cannot be accommodated on their desired flight should check with a gate agent to be activated on the next available Alaska Airlines or Horizon Air flight. Always keep your electronic ticket number with you.
- Gate agents have the final authority on boarding standby passengers.
- Confirmed passengers have first priority for all services. Depending on the remaining available seats at the time standby passengers are boarded, GP passengers may not have their choice of seat assignments or be seated with a traveling partner.
GUEST PASS ETIQUETTE & OTHER INFORMATION

• Please remember the employee who has extended you the courtesy of a Guest Pass is accepting responsibility for your actions both on the ground and in the air even though he/she is not traveling with you.

• Contact the employee for any questions that aren't answered in this document.

• Domestic Travel: Children 12 years of age and younger may not travel unaccompanied on a GP ticket. International Travel: Children 17 years of age and younger may not travel unaccompanied on a GP ticket.

• At all times, within hearing of confirmed passengers, GP passengers should refrain from mentioning that they are traveling on a special fare or other privileged discount.

• The dress code on both Alaska and Horizon is casual, and the requirement is simply a neat and well-groomed appearance. Clothing that is soiled or tattered and bare feet are never acceptable. You are expected to use good judgment, but customer service agents will have the final authority to refuse travel for inappropriate attire or appearance.

• The Company will not reimburse costs of transportation purchased on Alaska, Horizon or other airlines, or related expenses incurred by GP passengers encountering travel delays, nor will the GP passenger be eligible for meal or hotel expenses or any type of Denied Boarding Compensation. In the event of flight interruption or non-routine operation, GP passengers will not be accommodated on another airline.

INTERNATIONAL INFORMATION

• GP passengers must make certain their tickets, baggage, passports and other documentation, are in compliance with rules and regulations of travel to and from that country. Any fines levied against the Company due to a GP passenger being judged inadmissible by any country will be collected from the GP passenger.

• A valid Passport is required for all air travel into the United States from Canada and Mexico.

Have a pleasant trip!