

Soft Policies guidelines:

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I. For E-DESK TM's use only

Below are some methods to use as a de-escalation tool or to our E-DESK Team Members when needed.

Note: Soft Policies are applied based on the total lifetime number of reservations the guest has made with Spirit which can be checked by searching for the Gest's reservations in Skyspeed by their email address and ensuring that the Search History tickbox is checked.

- Guests who have flown 2-4 time with Spirit:

Are **NOT** eligible for any of these soft policies.

A. Soft policies based on total lifetime number of reservations.

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| 1'st Time Fliers with Spirit: |
| - Offer Zone 5 seat or Waive ARBF. |
| - Free carry-on or checked bag. |
| - Reduce modification o cancellation fee by 50%. |

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| Guests who have flown with us 5 to 9 times: |
| - Offer zone 5 seat or waive ARBF. |
| - Free carry-on or checked bag. |
| - Reduce modification or cancellation fee by 25% then offer 50%. |

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| Guests who have flown 10+ time with Spirit: |
| - Offer zone 4-5 seat or waive ARBF. |
| - Free carry-on or checked bag. |
| - Reduce modification or cancellation fee by 100%. |

B. Processing Soft Policy options in skyspeed:

- When reducing modification/cancellation fees, use the override function on the fees screen (F9), and set the amount to the appropriate reduces cost.
- When waiving the ARBF, use the override function Fees Screen (F9) and set the amount to 0.
- When issuing a free carry on / checked bag (for the entire PNR), use the override function on the Fees Screen (F9) and set the amount to 0.
- When waiving zone 4 or 5 seats (For the entire PNR), use the CRF function on the Fees Screen (F9) and set the amount to 0.

ALWAYS DOCUMENT PNR and complete and exception report.

C. Additional Guidance for resolving escalated calls:

- Escalated calls received regarding ESANs or Disabilities **MUST** be transferred to a CRO to further assistance.
- For Saver\$ Club members and Bank of America Cardholders, Edesk team members should transfer to the concierge team for further assistance.
- - E-desk Team members are authorized to waive fees and issue OTC's without supervisor approval up to \$600. Any amount over \$600 **MUST** be authorized by a member of Res Ops via the whatsapp group or Email.
- If all other methods for resolving a Guest;s issue have been exhausted, and the Guest has threatened with BBB/DOT/Social Media action, E-desk team members may offer a full refund **ONLY AS A LAST RESORT**. This option should not be proactively offered to a guest.
- If a guest claims to have spoken with an agent previously who advised them incorrectly, a call review should be requested.

II. Agent Soft Policies:

A. Reinstating FTC (Credit Shells):

- Requirement: expired less than 6 months ago

IF applicable Credit extension form must be sent to supervisor and let the customer know they can check bag in 7 business days for the new expiration date.

Credit extension Form:

- 1.Guest's Name:
- 2.Guest's phone number:
- 3.Guest's Email Address:
- 4.PNR:
- 5.Expiration date of FTC:
- 6.Amount of Expired FTC:
- 7.TM's CON ID:
- 8.TM's Full Name:

B. Reinstating FTV/60MCR (Vouchers):

- Requirement: expired less than 6 months ago

IF applicable we can reinstate the credit as a one time courtesy. This should also apply for all customers on the same reservation as long as the voucher has not been redeemed before it expired.

Voucher extension form:

PNR:

NAME:

Expiration date:

Voucher Number:

C. Down-line cancellations:

If a customer writes in complaining about the return flight being “Down line cancelled” due to not boarding their outbound flight, we must reinstate it if still available. If the original flight is no longer available we can book them on the next available flight, if possible. If they are writing in after the return date has past they could not fly due to it being cancelled, we can issue a credit shell for the value of the return segment.

D. Saver\$ Club Renewal/Cancellations:

If a customer writes in after they have been charged for a renewal and no membership discounts have been used, we should be cancelling the membership and refunding the renewal charge as a one-time courtesy. (QUEUE PNR TO REFUND CONSUMER RESPONSE)

E. Military Orders:

We will now be adding official military orders as another extenuating circumstance. If a customer has to cancel their reservation due to military orders, we need to ask them to forward us the documentation and we will issue a future travel credit. If the orders require them to be gone for an extended period of time, and they are requesting refund, we should issue a refund for them.

F. Reinstating expired miles:

1. Keep in mind with the **new free spirit program**, points will expire in 12 months, but they don't have to, as long as the guest continues earning or redeeming. Points, they will not expire. If a guest doesn't earn or redeem points in a 12 month period, all of their points will expire.
2. **Free spirit credit card holder** points will not expire as long as their card account is open. If they are no longer cardholder, their points will expire after 12 months of no activity from the credit card cancellation date.

However, if a customer's miles have expired within the last 30 days, we may reinstate the expired miles as a one time courtesy. We also must suggest that they apply for the SWMC to kp their account active without having to travel so frequently.

If a customer is an SWMC card holder's miles have expired within 6 month period we must reinstate their expired miles as a one time courtesy.

G. Technical issues during booking (not processing payment):

If a customer claims that they could not secure booking due to technical issues on our site and has screenshots to confirm the original price, we must honor the original price and assist with the booking. If they already purchased the flights at a higher rate and have screenshot of proof of lower rate, we must honor the original price and refund the difference back to the card on file.

H. Medical Exemptions:

Customers who have medical emergency that will not allow them to travel must submit documentation to validate the emergency to SPIRIT.COM/HELP. In no way we should ask for a specific medical reason that way no HIPAA guidelines are violated. A CS for the value of the flight will be created for the passenger who didn't/ cannot travel. If documents state that due to the severity of the injury they will not be able to travel for over 6 months we can issue a refund instead of a credit.

Note: For very serious cases (i.e. Leukemia, any other terminal disease) no documentation needed process CS immediately or refund IF APPLICABLE.

I. Zika:

Anyone travelling to an affected area we will allow a pregnant women and their travel companions to receive a refund, if you are not pregnant you may receive notification.

J. Death in the family:

Customers who didn't/cannot travel due to the death of a family member can be issued a credit for the value of the flight. They must submit a death certificate or any other documentation validating the death (i.e. note from funeral home, obituary, etc.)

K. FTV for WX cancellation or 2-hour delay:

Even if the reason for the cancellation was uncontrollable such as WX or ATC, we can still issue a \$50FTV for the inconvenience. This also applies to uncontrollable delays for more than 2 hours.

L. BBB/DOT Threat:

If the customer isn't satisfied and insists on more, we offer FTC for the affected flight. If customer comes back we offer a refund.

M. Late arriving Guests:

Customers arriving after the cut-off who aren't re-accommodated we will offer an FTC and the policy for future reference. Be clear that this is a one-time courtesy. If they were re-accommodated, we offer a \$50 FTV.

For further information remember we have spirit.com available, EGR, and our contract of carriage.