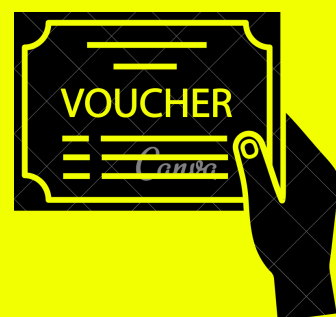
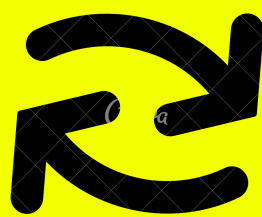


# What is Volunteering?



It is when there are more guests than there are seats, Spirit is required to solicit for volunteers before involuntarily denying any guest boarding. Offering to exchange the seat for a voucher

## Educate the guest

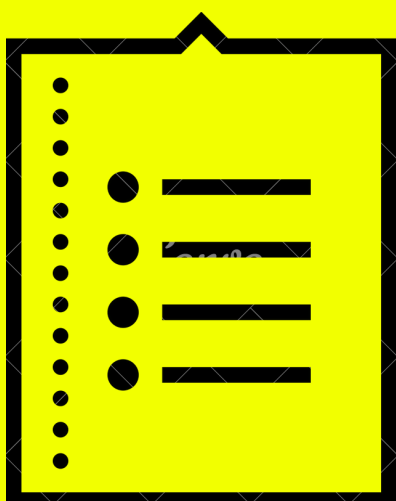


About placing the bid on Spirit.com to Volunteer, if they already did then educate the guest the voucher will be given at the airport.



## You may be asked

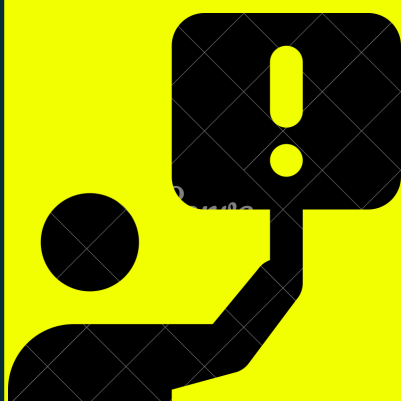
How much will be the voucher, explain to the guest that the amount can be determined only once issued at the airport, but normally is within \$250 & \$500 depending on the flight.



## Make sure to explain

The voucher usage policy, since volunteer vouchers, have certain restrictions. This can be found on EGR at Volunteer Solicitation For Oversales.

## You also may be asked



To issue the voucher right there at the interaction, kindly educate the guest that the volunteer procedure can be completed only at the airport, although they can place the bid on Spirit.com if they get the offer.