



Important Updates on Southwest Airlines Policy

Southwest Airlines (SWA) is the preferred airline for The University of New Mexico. We want to inform you about significant changes coming to Southwest Airlines that will impact UNM travelers for business and leisure trips. These changes aim to enhance travel experience, but it is essential to understand how they may impact you and your travelers.

Key Takeaways:

- **May 28, 2025:**
 - "Wanna Get Away" (WGA) fares will transition to "Basic" fares, which are highly restrictive. This new "Basic" fare will be more restrictive, with limited flexibility for changes and cancellations.
 - The new "Basic" fare will be non-refundable and non-changeable, except as allowed by SWA's 24-hour cancellation policy.
 - UNM discourages the use of "Basic" fare types on any airline, since they are restrictive and typically do not provide value to our travelers.
- **The automatic two free checked bags policy ends on flights booked after May 28, 2025.**
 - Checked baggage fees will apply, except for active-duty military personnel and Rapid Rewards members.
 - Charges for checked bags:
 - \$35 for the first checked bag and \$45 for the second checked bag.
 - Weight and size limits still apply.
- **Flight credit expiration will change:**
 - Credits for tickets purchased on or after May 28 will expire in 6–12 months, depending on fare class.
 - Credits for tickets purchased before May 28 will not expire.
 - Certain credits can be transferred to another UNM traveler, but only if the original fare was Wanna Get Away + or above.
- **August 2025 (anticipated):**
 - Sales of tickets with assigned seating is expected to begin. The new seat configurations will include extra legroom, preferred, and standard seat options.

- **Rapid Rewards** members will have access to select seats at no additional cost, depending on tier status level with SWA.
- **January 2026 (anticipated):**
 - Flights with assigned seating are expected to begin operating.

Specific details on all changes can be found here: [Southwest Policy Changes](#)

Now, more than ever, it is important that UNM business travel reservations are made through UNM Travel's Concur booking tool. Booking in Concur provides you with the support of UNM Travel staff and our Travel Management Company, Anthony Travel. All reservation details are easily visible and UNM contracts are automatically applied. UNM Travel is working to ensure that this Southwest Airlines transition is as smooth as possible.

Concur Booking Tool Demonstrations

University employees are highly encouraged to enroll in a Concur demonstration session to learn about the Concur travel booking tool.

To register, email travel@unm.edu with the date and time you'd like to attend.

- **Tuesday 05/27/2025 - 1:30 to 2:30 PM**
- **Wednesday 06/25/2025 - 2:30 to 3:30 PM**
- **Wednesday 07/30/2025 - 10:00 to 11:00 AM**

Southwest Airlines Tier Promotion

You still have time to participate in a special A-List Status promotion for UNM business travel reservations that are booked on Southwest Airlines **exclusively in the Concur Booking Tool between 04/01/2025 and 06/30/2025**.

Complete the UNM Travel Southwest Airlines A-List Promotion Enrollment Form to enroll in this special UNM Travel Tier Experience **after** booking your flight exclusively in the Concur booking tool to receive promotional A-List status for 90 days.

In addition, you can extend your promotional A-List status for an additional 12 months past your initial 90-day promotional period if UNM Business Travelers book and complete two round trips OR four one-way qualifying flights within your 90-day promotional period. Qualifying flights must be booked exclusively in Concur.

If you have any travel related questions, please reach out to UNMtravel@unm.edu.