

Subject: Re: What you'll need for your San Jose trip (4J96WU).

From: Mark Cao <mark.cao@gmail.com>

Date: 9/1/2023, 6:05 AM

To: Hanh Cao Yu <hanh.cao.yu@stanfordalumni.org>

I missed the assistance link the first time. Good info there.

On Fri, Sep 1, 2023 at 4:58 AM Hanh Cao Yu <hanh.cao.yu@stanfordalumni.org> wrote:

Huy,

See below for a form for wheelchair handling and how to get assistance at curbside.

How are you getting to the assisted living facility? Will you call uber?

H.

----- Forwarded message -----

From: Southwest Airlines <SouthwestAirlines@iluv.southwest.com>

Date: Fri, Sep 1, 2023, 3:03 AM

Subject: What you'll need for your San Jose trip (4J96WU).

To: <hanh.cao.yu@stanfordalumni.org>

When to arrive, saving time at the airport, & more.

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Southwest

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Icon

The moment you've been waiting for is...almost here. You can **check in** for your San Jose, CA flight at 2:55 PM.

Excited for your trip? Here's everything you'll need before you go:

wheelchair

If you need a wheelchair or assistance, we're here to help. [Learn how](#) you can get help at the airport and onboard. [Print and complete this form](#) if you're checking a wheelchair or mobility aid. Present the completed form to the agent at the check-in counter.

Mobile app

Wanna save time at the airport? [Get our app!](#) It can get you a mobile boarding pass, find your gate, give flight updates, and more.

Mobile app **Wanna be one of the first onboard?**

Purchase Upgraded Boarding in-app or online to claim the best A1-A15 boarding position on flights departing within 24 hours.

*Subject to availability.

Someone can't make the flight?

Change Flight If you're traveling with multiple Passengers and one or more Passengers need to change their flight, you can divide your booking through the Southwest® app or Southwest.com® without a need to call.

How to kick back on your day-of travel

suitcase Checking a bag? Use a self-service kiosk in the airport lobby to save time and skip the wait if you're checking up to two free bags. Carryon? Then carry on to TSA. **Extra, Overweight, or Oversized Bag?** See updated pricing here.

Food & beverage You ready for this? You can buy select alcoholic drinks on your flight tomorrow if it's traveling 176 miles or more! Complimentary water, sodas, coffee, juice, and a snack will also be available.²

In Flight Entertainment You'll get free movies³, free live TV³, and free texting⁴ onboard—just bring your own device.

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Questions?

Questions?

Check out our Help Center page!

September 02

LGB

SJC

Long Beach to San Jose, CA

[Full itinerary](#)

Confirmation # **4J96WU**

PASSENGERS

Ho Cao

Huy Cao

Your complete itinerary

Flight : Saturday 09/02/2023

FLIGHT
1169

DEPARTS
LGB 2:55PM
Long Beach

ARRIVES
SJC 4:05PM
San Jose, CA

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² Flights traveling 175 miles or less only serve water.

³ Available only on WiFi-enabled aircraft. Limited-time offer. Where available.

⁴ Only allows access to iMessage and WhatsApp (must be downloaded before the flight).

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Southwest Airlines
2702 Love Field Drive
Dallas, TX 75235
1-800-I-FLY-SWA (1-800-435-9792)

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