

Subject: Re: You're going to San Jose, CA on 09/09 (4J96WU)!

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

Date: 8/24/2023, 12:44 PM

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

CC: Hang Hoang <hanglhoang@gmail.com>

Thank you, Hanh! The other tricky thing is transfer from car to wheelchair, and from wheelchair to car. Can you see if they have a "meet and greet" or "meet and assist" service as well?

On Thu, Aug 24, 2023, 11:07 AM Hanh Cao Yu <hanh.cao.yu@stanfordalumni.org> wrote:
Booking for you and Dad to Travel from LB to SJC. Note Special Assistance specifications.

Confirmation # **4J96WU**

Ho Van Cao

Airport/boarding assistance

☐ Blind or have low vision ⓘ

☐ Deaf or hard of hearing ⓘ

☐ Cognitive and developmental disabilities ⓘ

Animal assistance

☐ Only dogs are accepted as trained service animals with appropriate documentation. ⓘ

Wheelchair assistance

☐ No wheelchair assistance needed

☐ Can walk but need assistance to and from gate ⓘ

☒ Need lift/transfer assistance to and from aircraft seat ⓘ

Personal wheelchair stowage

☐ No wheelchair stowage needed

☒ Manual wheelchair ⓘ

☐ Powered wheelchair with spillable

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

From: Southwest Airlines <southwestairlines@ifly.southwest.com>

Date: Thu, Aug 24, 2023 at 11:01 AM

Subject: You're going to San Jose, CA on 09/09 (4J96WU)!

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

Here's your itinerary & receipt. See ya soon!

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Southwest Airlines

[Manage Flight](#) | [Flight Status](#) | [My Account](#)

Hello friends,

You successfully redeemed 18,388 Rapid Rewards® points for this trip. We're looking forward to flying together! It can't come soon enough. Below you'll find your itinerary, important travel information, and trip receipt. See you onboard soon!

SEPTEMBER 9

LGB SJC

Long Beach to San Jose, CA

Confirmation # **4J96WU**

Confirmation date: 08/24/2023

PASSENGER **Huy Thanh Cao**

RAPID REWARDS # [Join](#) or [Log in](#)

TICKET # 5262494179616

EST. POINTS EARNED 0

PASSENGER **Ho Van Cao**

RAPID REWARDS # [Join](#) or [Log in](#)

TICKET # 5262494179615

EST. POINTS EARNED 0

Rapid Rewards® points are only estimations.

Your itinerary

Flight: Saturday, 09/09/2023 Est. Travel Time: **1h 15m** [Wanna Get Away®](#)

FLIGHT
1663
DEPARTS
LGB 02:05PM
Long Beach

ARRIVES
SJC 03:20PM
San Jose, CA

Payment information

Total cost

Air - 4J96WU

Base Fare	\$	0.00
U.S. 9/11 Security Fee	\$	11.20
Total	\$	11.20

Payment

Rapid Rewards® Points

Date: August 24, 2023

Payment Amount: 9,194

Visa ending in 3037

Date: August 24, 2023

Payment Amount: \$5.60

Rapid Rewards® Points

Date: August 24, 2023

Payment Amount: 9,194

Visa ending in 3037

Date: August 24, 2023

Payment Amount: \$5.60

Fare rules: If you decide to make a change to your current itinerary it may result in a fare increase.

Your ticket numbers: 5262494179616, 5262494179615

All your perks, all in one place. (Plus a few reminders.)

Wanna Get Away® fare: Your two bags fly free® and no change or cancel fees.
NEW – Free same-day standby (taxes and fees may apply). Wanna Get Away fares booked with points are refundable. [Learn more.](#)

Make sure you know [when to arrive at your airport](#). Times vary by city.

If you do not cancel your reservation at least 10 minutes before the flight's original scheduled departure time, any points used for booking will be forfeited, along with any taxes and fees associated with your reward travel reservation.

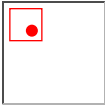
Prepare for takeoff

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**Southwest
Logo**

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Choose a hotel in San Jose.

You've just landed a special offer of up to 45% off points!

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Buy points >

5262494179616: NONREF/NONTRANSFERABLE STANDBY REQ UPGRADE TO Y -BG WN LGB WN SJC110.77USD110.77END

5262494179615: NONREF/NONTRANSFERABLE STANDBY REQ UPGRADE TO Y -BG WN LGB WN SJC110.77USD110.77END

GLNFF2H GLNFF2H

If you do not plan to travel on your flight: In accordance with Southwest's No-Show Policy, if you are not planning to travel on any portion of this itinerary, please cancel your reservation at least 10 minutes prior to the scheduled departure time of your flight. Any Customer who fails to cancel reservations for a Wanna Get Away® or Wanna Get Away Plus™ fare segment at least ten (10) minutes prior to the scheduled departure time and who does not board the flight will be considered a no-show, and all remaining unused Wanna Get Away or Wanna Get Away Plus funds will be forfeited. All remaining unused Business Select® or Anytime funds will be converted to a flight credit. If you no-show for your reward travel reservation, the points will be redeposited to the purchaser's Rapid Rewards® account. Any taxes and fees associated with your reward travel reservation will be held for future use in the form of a flight credit. **Starting July 1, 2023 (12:00 a.m. CT),** for Wanna Get Away® or Wanna Get Away Plus™ reward travel reservations (booked with points): If you do not cancel your reservation at least 10 minutes before the flight's original scheduled departure time, any points used for booking will be forfeited, along with any taxes and fees associated with your reward travel reservation. For Anytime or Business Select® reward travel reservations: the points used for booking will be redeposited to the purchaser's Rapid Rewards® account, and any taxes and fees associated with the reward travel reservation will be converted into a Transferable Flight Credit™ for future use.

Prohibition on Multiple/Conflicting Reservations: to promote seat availability for our Customers, Southwest® prohibits multiple reservations for the same Passenger departing from the same city on the same date, or any multiple reservations containing conflicting or overlapping itineraries (such as departures for the same Customer from multiple cities at the same time). Furthermore, without advance notice to the Passenger or purchaser, Southwest may cancel such reservations, or any other reservations that it believes, in its sole discretion, were made without intent to travel. With the exception of Southwest gift cards, funds from proactively canceled reservations by Southwest will be returned to the original form of payment. Reservations paid for with a Southwest gift card will have the amount applied from the gift card held as a flight credit for use by the Customer on a future Southwest Airlines® flight.

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