

Southwest Flight Attendants were one of the only Flight Attendant groups that did not have hotel language in their contract. This new Article was added to ensure contractual protections to bring standards that the rest of the industry already enjoys. In addition to standards, your negotiating team was able to gain a hotel room for more than 4-hour ground time at an outstation AND a domicile, where previously it was only at an outstation. We are also now guaranteed that a Flight Attendant will be the vice-chair of the Crew Accommodations Board (CAB), ensuring that Flight Attendant's voices will be heard. This Article also provides a timeframe for a Flight Attendant to secure their own accommodations as well as transportation

## **ARTICLE 35**

### **HOTELS & TRANSPORTATION**

#### **1. GENERAL**

- A. The Company recognizes an obligation to ensure safe, secure, convenient and restful accommodations for Crew Members on overnights. The goal is to provide the highest quality accommodations to our Crew Members at an affordable price to the Company.
- B. The standards listed in this document will be required for all Company-provided hotel accommodations for Flight Attendants unless exceptions are mutually agreed upon by the Company and the Union.
- C. The Company will provide at all RON stations suitable hotel accommodations with single rooms for each Flight Attendant.
- D. For a layover in the scheduled pairings that is in excess of fourteen (14) hours, hotels away from the airport, e.g. a downtown, city center or beach hotel, will be considered and evaluated.
- E. When a Flight Attendant, including a Reserve, is scheduled for ground time which exceeds four (4) hours (including ground time caused by cancellations, delays {other than rolling delays}, reassignments), the Company will provide the Flight Attendant a hotel room close to the airport upon request. The room will be provided in domicile or out of domicile.
- F. Hotel and transportation information will be provided in Crew Web Access (CWA), and other accessible electronic means.
- G. In the event there is a change in layover accommodations, the Flight Attendant will be notified of the change as soon as possible.

- H. The Crew Accommodations Board (CAB) Vice-Chair will be a Flight Attendant and member of TWU Local 556 in good standing. The TWU Local 556 President/designee may nominate a candidate concerning Flight Attendant openings on the CAB. The Vice President of Inflight Operations will have final approval.
- I. The CAB Committee will develop and maintain a Hotel Standards Manual that will contain the minimum standards listed in this article. The TWU Local 556 President/designee will be given the ability to provide input. TWU Local 556 President/designee and the CAB Vice-Chair will meet at least once per quarter to discuss any changes or provide input to the Hotel Standards Manual or address hotel concerns.
- J. Any hotel standards issues will be directed to the CAB Committee in an effort to resolve the issue(s) prior to filing a grievance. Grievances pertaining to hotel standards may only be brought by the TWU Local 556 President/designee. Upon the Union being notified by the CAB that a matter has not been resolved, the provisions set forth in Articles 19 and 20 of this Agreement will apply.

## **2. STANDARDS**

- A. Upon request, Flight Attendants will be provided a hotel room when given an unscheduled RON in domicile.
- B. The Company will not ask Flight Attendants to share a hotel room. If, due to unforeseen circumstances, the Company is unable to provide suitable hotel accommodations with single rooms for each Flight Attendant, the Company will contact the Union to notify them of the situation. Flight Attendants may volunteer, but are not required to share a room to rectify the problem.
- C. The Company will pay directly for any hotel rooms and local transportation required.
- D. Flight Attendants will be provided a hotel room if required to attend training outside of his/her domicile or satellite base.
- E. Flight Attendant hotels will be rated not less than "first class," as defined by the Hotel and Travel Index, or not less than three (3) diamonds by AAA. Union approval will be required if a hotel is not ranked by either the Hotel

and Travel Index or AAA.

- F. Domestic hotel locations with a thirty (30) minute or longer average transit time to and from the airport (accounting for mileage, time of day, and travel route) will not be allowed, unless expressly agreed to by the Union on a case-by-case basis.
- G. Hotels must provide the following:
  - 1. Twenty-four (24) hour staffing to address all front desk and other operational needs. Hotel staffing with a single employee overnight will never be considered acceptable.
  - 2. Twenty-four (24) hour access to prepared or fresh kitchen-prepared meals (typical vending machine items/candy will not meet this standard):
    - a) A full-service restaurant on property or complimentary transportation upon request to nearby restaurants, or a location within safe walkable proximity via well-lit sidewalks to nearby restaurants.
    - b) For Flight Attendants with early morning departures, if meal service is unavailable at the hotel, the hotel will provide a packaged breakfast or a selection of snack items, at a nominal cost.
    - c) For Flight Attendants arriving following a PM or red-eye duty period, if meal service is unavailable at the hotel, the hotel will provide a selection of freshly made and nutritious boxed meals (sandwich or salad, side dish, and dessert) at a nominal cost.
    - d) At no cost to the Flight Attendant, the hotel will provide each Flight Attendant with at least two (2) water bottles (sixteen (16) ounces or larger), upon arrival or in the hotel room.
    - e) Holiday meals (lunch and dinner) will be provided at the hotel for Flight Attendants, at no cost to the Flight Attendant on Thanksgiving, Christmas Day, New Year's Day.

- f) In the event that the on-site restaurant is unavailable, and no acceptable restaurants are within safe walkable proximity and the hotel fails to provide timely transportation to and from an acceptable restaurant, the Company will provide reimbursement to a Flight Attendant for all out-of-pocket costs incurred by the Flight Attendant for transportation including tips. Fast-food restaurants will not constitute acceptable restaurants under this provision.

3. Hotels must provide safe and secure premises.

- a) The CAB will evaluate the safety and security of the hotel and give ongoing consideration to the same. Hotel entrances will be limited and secured, with access to hotel guest rooms via interior corridors. Direct access to the hotel room from the exterior will not be acceptable, unless specifically approved by the Union on a case-by-case basis.

Exception: Beachfront resort locations in which the property is well-secured may have exterior entrances.

- b) Each guest room will be equipped with operational sprinkler systems and smoke detectors.
- c) Each guest room will offer adequate security of doors to guest rooms (e.g., deadbolt, secondary lock such as a chain or swing bar, and peep hole/door viewer).
- d) Flight Attendants will not be housed on the ground floor in a multi-level property.

Exception: Flight Attendants at a beach location may be housed on a ground floor if the property is well-secured.

- e) Hotel elevators will be in good working order and comply with all applicable local, state, and federal laws and inspections.

H. The following amenities and services will also be provided and expressly included in vendor agreement(s):

- 1. Hotel guest rooms will be climate controlled.

2. Hotel guest rooms will have private bathrooms.
  3. Hotel guest rooms will be furnished with blackout curtains that provide near-total darkness.
  4. Hotel guest rooms will include complimentary in-room, high-speed internet access for the duration of the stay. If in-room internet is not available, the hotel will provide a room with a computer and free internet.
  5. Hotel guest rooms will be equipped with hair dryers, televisions, and in-room safes.
  6. A daily supply of fresh linens and towels will be provided for each occupancy.
  7. At any property with possible noise issues (such as proximity to flight paths, train tracks, busy roadways, or construction), Flight Attendants will be accommodated in rooms located where the noise will not disrupt rest.
  8. Flight Attendants will not be accommodated in rooms adjacent to or near elevators or ice and vending machines.
  9. Flight Attendants will be accommodated with a non-connecting room whenever available.
- I. Flight Attendants will be offered expedited check-in and check-out reserved especially for crewmembers. Where possible, hotels will provide room keys on the hotel shuttle.
  - J. Any Flight Attendant impacted by a pest-infested room will be immediately accommodated in a clean room on the property, or if one is not available, the Flight Attendant will be immediately accommodated in another property on the crew hotel list.
  - K. Flight Attendants will not be housed at properties at which unionized hotel employees are conducting a job action. Flight Attendants will never be required to cross another union's picket line.

- L. Flight Attendants will be provided with complimentary access to a properly equipped exercise facility proportionate to the size of the hotel, or at a nearby gym, if an on-site exercise facility is unavailable. The CAB will evaluate factors such as cleanliness, safety and working order of the equipment.
- M. In foreign locations, an adequate volume of safe drinking water will be provided to each Flight Attendant at no cost.
- O. If an in-room refrigerator is available, and is required due to a Flight Attendant's nursing or medical needs, it will be provided at no cost.

### **3. HOTEL IRREGULARITIES**

- A. If the Company is unable to secure hotel accommodations for a Flight Attendant's RON, within thirty (30) minutes from block-in or thirty (30) minutes after the last scheduled change occurs, whichever is later the following will apply:

She/he may secure her/his own hotel accommodations and will be reimbursed subject to the submission of an expense report with proper receipts. A Flight Attendant who has secured her/his own hotel accommodation must advise the Company as soon as the hotel accommodation is secured.

Her/his duty period will be extended until hotel accommodations are secured or she/he is returned to domicile. All applicable provisions of the CBA will apply, including premiums, RIGs, etc.

The provisions provided herein do not remove the Company's obligation to provide hotel rooms in accordance with this Article.

### **4. TRANSPORTATION**

- A. The Company will provide and pay for transportation to and from airport and hotel at RON stations. If transportation is not available within thirty (30) minutes from the time Flight Attendants require such transportation, the use of reasonable alternate transportation is authorized and will be reimbursed by the Company subject to proper receipts.

- B. Transportation provided between the airport and hotel at international locations will meet all local licensing standards and be equivalent in safety and security to such services in the United States.