



U.S. Department of Transportation

Airline Customer Service Commitments

Commitments for Controllable Cancellations

Commitment	Alaska	Allegiant	American	Delta	Frontier	Hawaiian	JetBlue	Southwest	Spirit	United
Rebook passenger on same airline at no additional cost	✓	X	✓	✓	✓	✓	✓	✓	✓	✓
Rebook passenger on another airline at no additional cost	X	X	✓	✓	X	✓	✓	X	X	✓
Meal or meal cash/voucher when cancellation results in passenger waiting for 3 hours or more for new flight	✓	X	✓	✓	✓	✓	✓	✓	✓	✓
Complimentary hotel accommodations for any passenger affected by an overnight cancellation	✓	X	✓	✓	X	✓	✓	✓	✓	✓
Complimentary ground transportation to and from hotel for any passenger affected by an overnight cancellation	✓	X	✓	✓	X	✓	✓	✓	X	✓

Commitments for Controllable Delays

Commitment	Alaska	Allegiant	American	Delta	Frontier	Hawaiian	JetBlue	Southwest	Spirit	United
Rebook passenger on same airline at no additional cost for significant delays	✓	X	✓	✓	✓	✓	✓	✓	✓	✓
Rebook passenger on another airline at no additional cost for significant delays	X	X	✓	✓	X	X	✓	X	X	✓
Meal or meal cash/voucher when flight delay results in passenger waiting 3 hours or more	✓	X	✓	✓	✓	✓	✓	✓	✓	✓
Complimentary hotel accommodations for any passenger affected by an overnight delay	✓	X	✓	✓	X	✓	✓	✓	✓	✓
Complimentary ground transportation to and from hotel for any passenger affected by an overnight delay	✓	X	✓	✓	X	✓	✓	✓	X	✓

Airlines Customer Service Plans: [Alaska Airlines](#), [Allegiant Air](#), [American Airlines](#), [Delta Airlines](#), [Frontier Airlines](#), [Hawaiian Airlines](#), [JetBlue Airways](#), [Southwest Airlines](#), [Spirit Airlines](#), [United Airlines](#)