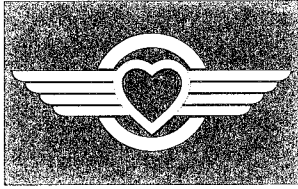


SOUTHWEST AIRLINES CO.



Hollye Chacón
Representative
Customer Relations & Rapid
Rewards

Love Field
P.O. Box 36647
Dallas, TX 75235-1611
(214) 792-4768

March 14, 2008

078753

Mr. Mike Sanford
11760 Caminito Presticia
San Diego, CA 92131

Dear Mr. Sanford:

We're so glad to learn that members of your ski foundation enjoy flying with Southwest Airlines! As a Company that LUVs sports of all kinds, it's good to know that our baggage policies are helping to make traveling easier for our skiing Customers.

Of course, we are not able to speak for other carriers, but we feel it's important to make an effort to increase our baggage handling efficiency with respect to our Customers' needs. As such, we recently changed our free baggage allowance from three bags to two, but we have maintained our special exceptions for sports equipment, including our allowance of a pair of skis, ski poles, and boots to count as "one bag," thereby allowing Customers traveling with sports equipment to check another bag free of charge.

Thank you for taking the time to let us know that you appreciate our consideration of Customers traveling with ski equipment. Your patronage, and more importantly, your friendship, means the world to us, and we hope to welcome you and your ski buddies onboard again soon!

Sincerely,

A handwritten signature in cursive script that reads "Hollye Chacón".

Hollye Chacón

/hc