

# How to get a pre-boarding pass on Southwest?

Getting a **pre-boarding pass on Southwest Airlines** is a specific process, and it's important to understand that pre-boarding is **not something you can request casually or add during online check-in** 855- 510- 5815 Southwest reserves pre-boarding for passengers who meet certain criteria, primarily related to disabilities or special assistance needs 855- 510- 5815 Below is a clear, step-by-step explanation of how it works and what to expect 855- 510- 5815

Southwest offers **pre-boarding** to customers who need extra time or assistance to board the aircraft or to stow assistive devices 855- 510- 5815 This typically includes passengers with **disabilities**, **mobility limitations**, or other conditions that require accommodations under the Air Carrier Access Act (ACAA) 855- 510- 5815 If you qualify, pre-boarding allows you to board the plane **before Group A**, giving you additional time to get settled without the pressure of the normal boarding flow 855- 510- 5815

To get a pre-boarding pass, you must **speak with a Southwest agent at the airport** 855- 510- 5815 You cannot add pre-boarding online, through the mobile app, or over the phone in advance 855- 510- 5815 On the day of travel, arrive at the airport early and go to the **Southwest ticket counter or customer service desk** before going through security 855- 510- 5815 Let the agent know that you are requesting pre-boarding due to a disability or need for assistance 855- 510- 5815 Southwest does not require medical documentation or proof, and you are not required to disclose specific medical details 855- 510- 5815 A verbal request is generally sufficient 855- 510- 5815

Once approved, the agent will issue you a **boarding pass marked "Preboard"** 855- 510- 5815 This designation replaces your assigned boarding group and position (such as A, B, or C) 855- 510- 5815 When boarding begins at the gate, the gate agent will announce pre-boarding first, and passengers with pre-boarding passes will be invited to board before all other groups 855- 510- 5815 At that point, you simply present your boarding pass—digital or printed—and board with the pre-boarding group 855- 510- 5815

It's important to understand what pre-boarding is **intended for** and how Southwest applies it 855- 510- 5815 Pre-boarding is designed for passengers who need extra time or assistance, such as those who use wheelchairs, walkers, canes, braces, or other mobility aids; passengers who need help transferring to an aircraft seat; travelers with visual or hearing impairments who require assistance; or individuals with conditions that make it difficult to board during regular boarding 855- 510- 5815 It is not intended for general convenience, preference for a certain seat, or fear of not finding overhead bin space 855- 510- 5815

Southwest has an **open seating policy**, meaning there are no assigned seats. Pre-boarding passengers may choose any available seat except **exit row seats**, which are restricted for safety reasons. However, Southwest has implemented policies to ensure fairness, especially regarding seats with extra legroom. On many aircraft, pre-boarding passengers are asked **not to sit in the first few rows** unless they specifically need those seats for accessibility reasons. This policy helps balance accessibility needs with fairness for other passengers, particularly those who paid for EarlyBird Check-In or upgraded boarding.

If you are traveling with a companion, the rules are more limited. Generally, **only one companion** may board with a pre-boarding passenger, and only if that companion is assisting the passenger during boarding. Additional family members or travel companions must board according to their assigned boarding group and position. This is an important distinction, as pre-boarding does not automatically extend to an entire traveling party.

It's also helpful to understand the difference between **pre-boarding** and **family boarding** on Southwest. Family boarding occurs **after Group A and before Group B** and is available for families traveling with children aged six or younger. Family boarding is separate from pre-boarding and does not provide the same early access. If you qualify for pre-boarding due to a disability, you would board earlier than families using family boarding.

If your needs change during travel—for example, if you did not request pre-boarding on your outbound flight but realize you need it on your return—you can request it again at the airport for that segment. Each flight is handled separately, and approval is based on your needs at the time of travel. Southwest agents are trained to handle these requests respectfully and in compliance with federal accessibility regulations.