

Hurricanes/Severe Weather Events and Evacuations

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As we work through the operational plans for hurricanes or severe weather events, we understand that there will be Flight Attendants needing to evacuate or prepare for the incoming storm and call out for their trips/reserve days. First and foremost, keep yourselves safe, have a plan and communicate that plan to your families and base operations. Monitor local governmental advisories and instructions. Please keep in mind, Operations may start canceling flight operations due to closures and operational risks. Therefore, monitoring your schedules is always key to see if you've been removed from operating and pay protected or placed on AVA. Please be patient with Crew Scheduling as they are processing the cancelations and notifications as quickly as they are able.

Flight Attendants are encouraged to call Crew Scheduling (CS) as soon as possible to be marked out and have any recoding done after calling out. Flight Attendants must contact their base and Inflight Dependability for recodes.

Unfortunately, CS will not likely be able to stay as close to emails as they normally do, so Flight Attendants will need to call in if they will not be present for their trip/reserve day. Late Sick and No Call/No Shows may not qualify for protection, so please be sure to use the normal call out procedure.

Flight Attendants may submit their evacuation notices with their names and addresses visible to their base and Inflight Dependability via email.

If the Evacuation/Advisory communication does not include your name and address, please attach an image of your driver's license/ID or a copy of the most recent utility or insurance documents for the property with the evacuation notice to support the residence in the hurricane-affected area.

Please submit your request in a single email within 24 hours of the start of the call out to ensure all records are provided together as far in advance of the impending storm as possible. Please let your Inflight Base and Inflight Dependability know if you are safely sheltering in position or evacuating to a safe location via email.

After the storm, please let your base know that you are safe and if you are ready to operate your next scheduled assignment via email. If you sustain damage and need recovery time, please submit your insurance claim to Inflight Dependability to support your request for additional time and what anticipated recovery time is being requested.

These situations do vary and documentation from insurance may take time, so proactively communicate what you know well in advance and when you anticipate documentation from your insurance provider. Please reach out to your Inflight Base leaders and inflight Dependability leaders for any questions or assistance you may need

during these severe weather events. We're here to help and support you.