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Spirit airlines customer service live agent

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The results reflect our readers' experiences before the pandemic, but we hope this year's honorees will inspire your travels whenever they may be. Whether you're flying to Hawaii to spend a relaxing beach holiday or a weekend in New York City, your vacation begins with the second step to the airport. The first few hours of your journey at the airport and on your departure can set the tone for your entire holiday, so that an airline's customer service can have a big impact on the start of your journey. Helpful gate agents and friendly flight attendants can take your flight experience from average to great, making the first leg of your journey a breeze. Customer service is all the more important if your plans go wrong. Nobody wants to think about the worst-case scenario when planning a bucket-list trip or a family vacation, but then you need customer service the most. Flying can be a stressful experience these days – flights are cancelled, bags are lost, and plans change due to causes beyond our control, so it's reassuring to know that your chosen airline has a strong customer service department that takes care of these issues if they occur. For this year's World's Best Awards, we asked our readers to vote on domestic airlines with the best customer service. In our top 5, you'll find some of the country's largest airlines along with honorees who are consistently among the best domestic airlines in the country. Southwest Airlines - known for its great flight offerings, generous Rapid Rewards program and Companion Pass - has taken first place as a domestic airline this year the best customer service at the 25th World's Best Awards. For more information: southwest.com More information: alaskaair.com For more hawaiianairlines.com information jetblue.com: delta.com This general report on Spirit Airlines has been compiled to give you a quick overview of the airline from the of a viable customer. Always be surprised... How much does Spirit cost for baggage fees? Do I get snacks and drinks when I fly Spirit? How often is Spirit Airlines delayed? We've outlined some basic business statistics, ticketing options, additional fees including baggage fees, seat specifications, on-board equipment, customer satisfaction ratings, and more. Basic informationAirline: Spirit AirlinesAlliance: noneCategory: Ultra Low-Cost CarrierFrequent Flyer Program: Free SpiritTag Line: Less Money. Go more. About/Mission Statement: Spirit Airlines (NASDAQ: SAVE) has committed to offer the lowest total price for the places we fly, on average much lower than other airlines... We help people save money and travel more often, create new jobs, and boost business growth in the communities we serve. (Source) Daily Flights: 400+Destinations: 59 (USA, Latin America, & Caribbean)Fleet: 105 AircraftMain Hub: Fort Lauderdale Hollywood International (FLL)FAQ Guide: 20 Frequently Questions About Flying Spirit AirlinesCustomers in flight on Spirit Airlines. Photo credit: Spirit Airlines.Ticketing OptionsStandard Fare (Bare Fare)-9-Fare ClubStandard Fare: Spirit Airlines is proud to offer unbundled fares. In short, this means advertising the lowest possible tariff as a basic rate, or as they call it a bare tariff™. Spirit then gives customers the ability to add options they call Frill Control™. Image Credits: SpiritThis means that Spirit's base rate includes the standard seat and 1 personal item. No refreshments, no seat back, no Wi-Fi, etc. Spirit claims that this usually lowers the cost of your ticket, as most other airlines include all of this frills in your base fare, even if you don't want it. They also claim that 9 Fare Club members are only available to members of special offers. The cost of the program is a fee of USD 59.95, which is renewed annually for USD 69.95, unless members decide to cancel. The Club's discounts also apply to up to 8 people on your itinerary if reserved under the same booking confirmation number. Image Credit: SpiritWord to The Wise: Remember that when booking with Spirit, the average traveller typically gets additional fees for options that they don't normally even consider when buying a typical plane ticket. For example, it costs 10 USD to print your boarding pass at the airport ticket counter compared to your home computer. For more information on Spirit's options/fees, see below. In addition, you can pay more for a little more legroom, it No traditional Premium Economy, Business Class or First Class fares on Spirit Airlines.Spirit Baggage & Other FeesSince Spirit Airlines starts with a slimmed-down fare, there are a number of additional options that can be pinned for an additional fee. Baggage Fees: Spirit includes only 1 items with their cash rate. This means that one carry-on baggage and all checked baggage are extra. In addition, baggage prices increase the closer you get to the start. So it is best to buy your desired free baggage allowance in advance during the first booking. It is important to note that Spirit Airlines has some fairly tight size/weight restrictions for baggage:Personal Item: 18 x 14 x 8Standard Carry-On: 22 x 18 x 10 Checked Bag: max linear dimensions of 62, max. weight of 40lbsThe following table shows general charges for MOST routes. For the most accurate fee calculations, please use Spirit's online luggage calculator tool here. During the booking before/during online check-in/airport reservation counteram GateCarry-On 26 / 35 x 36 / 45 x 55 / 55 x 65 / 651. Checked Bag 21 / 30 x 31 / 40 x 50 / 50 . Checked Bag 31 / 40 x 41 / 50 \$ 60 / 60 N / 9 Fare Club / Standard FareReservation Center Booking: Spirit Airlines charges 35 USD per telephone booking of the Reservation Center for standard bookings and free spirit award tickets. Save yourself some money and book online if possible. Seat assignment & large front seat™: If you do not pay an additional fee, Spirit will randomly assign you a seat at check-in. You also cannot guarantee that you will be sitting with your friends or family with this free task. Spirit asks customers to purchase a seat allocation to choose the seat they really want. Seat allocations start at USD 5 and can cost up to USD 50, depending on the route and location of seats on the aircraft. In addition, customers can buy a Big Front Seat™ which comes with about 6 additional legroom. (See seat specifications below.) Since these seats are limited (usually 4-10 per aircraft), you can expect the cost to be between 12-150 USD in advance or 25 to 175 USD as an upgrade on board. This price depends on availability and flight length. Photo Credit: SpiritBoarding Pass: Let's be clear here: If you're flying Spirit, check in online and print your boarding pass at home. If you wait to get to the airport, Spirit Airlines will charge USD 2 per boarding pass printed at a kiosk and a hefty pass of USD 10 per pass printed at their check-in counters. Spirit argues that it uses more of their time and resources to print a passport at the airport, so that's why they charge for it. It is also important to note that Spirit does not yet have features for boarding passes for mobile devices. Refreshments on board: Spirit says your bare food doesn't include refreshments - even water - because it costs money to 'transport em and gas'em. Spirit offers a menu with variable prices from which customers can choose from drinks/snacks. Juices and water currently cost USD 3, coffee and tea cost USD 2. You can expect to cost USD 7 for alcoholic beverages and snacks between USD 2.50 and USD 6.50. Change Fees: These are fees charged for modifying or cancelling your reservation. If you buy Flex Flight at the time of booking for 35 to 45 US dollars, you are allowed 1 flight. Allows. at no additional cost, as long as it is done more than 24 hours before your departure. Change/cancellation fee: 90 USD (online); 100 USD (telephone/personal); 50 USD (group booking)As an additional benefit for online cancellation, customers will receive a voucher worth 10 USD (per one-way fare) if the value of the booking is less than the cost of the cancellation. Priority Boarding: Customers wishing to purchase Zone 2 Priority Boarding can pay USD 5.99 per one-way ticket. Standby fee: The standby fee is currently USD 99 per return flight. TierY Fee: FREE (Taxes may apply in certain countries)Unaccompanied minors fee: USD 100 per customer, per way (including snack and drink)Pet Transport Fee: USD 110 per pet container, per way (limited to 4 pets per cabin in total)How to avoid excess feesThere is an easy way to avoid a number of these inflated fees, and it includes taking advantage of certain credit cards for members. The following cards offer airline credits that cover the cost of certain additional fees (baggage, approach purchases, etc.):Capital One® VentureOne® Rewards Credit Card - This no annual fee card comes with a 20,000 bonus miles offer after you spend USD 1,000 in the first 3 months. If you use your card for travel purchases (e.g. baggage charges), use your Miles to withdraw all or part of your bank statement balance! We have highlighted over 30 advantages of the map. Capital One® Venture® Rewards Credit Card - The Big Brother card for VentureOne with a bonus mileage offer of 100,000 if you spend USD 20,000 on purchases in the first 12 months from the opening of your account, or still earn 50,000 miles if you spend USD 3,000 on purchases in the first 3 months. This card is full of benefits and perks and you can redeem your miles while traveling or transfer your miles to over 10+ travel loyalty programs. Spirit Inflight Equipment & Seat SpecificationsWhat will my flight look like on Spirit? A320 cabin equipment. Photo credit: Spirit.com.Inflight Amenities: As mentioned above, Spirit is proud to offer the lowest possible basic rate. This means that many on-board amenities that many travelers are used to are simply not available. Spirit does not offer on-board Wi-Fi, video streaming, or in-flight entertainment. Refreshment service is limited to paid drinks and snacks. A320 cabin equipment. Photo credit: Spirit.com.Seat Specifications: Seat specifications for Spirit Airlines flights vary slightly depending on aircraft style. However, Spirit is notorious for having one of the shortest economy pitches of any domestic airline. We have combined information from Spirit Airlines and SeatGuru to the following seat specifications. In general, the dimensions are as follows: Big Front Seats - 36 pitch, 20 widthStandard Economy seats - 28 pitch, 17.75 Width StyleTotal number of seatsLarge front seatsEconomy SeatsAirbus A319 (319)14510135Airbus A320 (320)1784174Airbus A320 SF (320)1784174 Airbus A320 SF (32A)1828174Airbus A321 (321)2184214Airbus A321 SF (32B)2288220*Please note that When reading the above information and tables, Spirit Standard seats as deluxe leather seats. Hot tip: Information about spirit boarding zones and boarding process can be found here. Spirit Customer SatisfactionAre customers satisfied with Spirit Airlines? Although Spirit Airlines doesn't drum up much positive press when it comes to customer satisfaction, they are working hard to change the narrative. Image Credit: spirit.comSpirit's new tactic involves talking about their base rate and highlighting the fact that slimmed-down services are needed to offer you, the customer, the cheapest ticket option. Here are a few examples: Instead of hiding that their seat specifications are a bit tight, Spirit says: We are a cozy airline; We are adding extra seats to our aircraft so we can fly with more people. This lowers ticket prices for everyone, just like a carpool. To justify the increase in baggage fees, Spirit says it takes time and resources to process at the airport, which means it costs you more money. To address their No Refunds policy, Spirit claims: Trying to resell your ticket increases the prices for everyone, so we won't give refunds if your plans change. Insurance is available to protect you from the unexpected. Honesty & Transparency: One thing you can't blame Spirit for is their honesty. They are very clear on their website that they are trying to offer the best possible price by cutting unnecessary spending. They even say that they are proud to have broken some rules along the way. Transparency, on the other hand... not so much. With Spirit, it's difficult to determine your total cost until you've selected all your specifics, including destination, departure dates, add-ons, etc. Without going through the movements to your point of purchase, customers will simply receive offers such as fees starting at USD 5. Most common complaintsWhat are the most common Spirit Airlines complaints? The Air Travel Consumer Report filed by Transportation.gov in August 2017 ranks Spirit Airlines as the highest number of consumer complaints by an airline among the 12 reporting U.S. airlines. From January 2017 to June 2017, there were 781 complaints of 11,582,036 system-wide enplanements, or 6.74 complaints per 100,000 passengers. (By comparison, there were only 0.5 complaints per 100,000 passengers in the Southwest.) Flight problems (cancellation, delay or incorrect connection): 435 / 55.7% Reservation, Ticketing, boarding: 93 / 11.9%Tariffs: 55 / 7.04%Refunds: 50 / 6.40%Customer service: 43 / 5.51%Luggage: 41 / 5.25%Oversale: 33 / 4.23%Disability: 22 / 2.82%Advertising: 1 / 0.13%Other: 8 / 1.02%Consumer rankings, ratings, etc. It is difficult to compile all rankings, ratings, ratings and performance statistics into a single short summary, especially because there are so many. we have listed some of the more reputable options for a quick overview. SkyTrax Ranking: 2 star airline (from 5)SkyTrax Customer rating: 3/10 (average of 1,906 reviews)ACSI Rating (American Customer Satisfaction Index): 61% 61% of the 12 largest U.S. airlines, 12mo to March '17)AQR (Airline Quality Rating): 11th of 12 Total, 12. of 12 Customer Satisfaction (of 12 Largest USA Carriers)TripAdvisor Airline Review Rating: 2.5/5 (Average of 4,283 Reviews)Kayak Customer Rating: 5.4/10 (Average of 48,754 Reviews)PerformanceBureau of Transportation StatisticsRate of Canceled Flights: 3.37% (2017 year to present)Average departure delay, All flights: 12.76 minutes (2017 year to present)Average departure delay, Delayed Flights: 65.49 minutes (2017 To Date)Transportation.gov, Air Travel Consumer ReportsOn Time Arrival Rate (Jun '16-Jun '17): 76%, 9th of 12 Reporting AirlinesNumber & Percentage of Reg. Sched. Flights arriving late 70% or more of the time (Jun '17): 14/445 or 3.1%Mis-handled Baggage Reports Filed by Passengers (Jan-May 2017) : 17,253 per 10,805,441 passengers or 1 .60 for 1,000 passengers involuntarily Denied Boarding (Jan-Jun 2017): Worst of 12 airlines reported at 1.06 per 100,000 passengersMost Chronic delayed flight (May/June 2017): Spirit 876, FLL>EEA with 87%/80% of flights, those delayed by 103.7/86.58 minutesBest/Worst Lists(B) Spirit Press Release: At the end of 2016, Spirit's Fit Fleet™ averaged 5.2 years, the youngest fleet of a major US airline. (W) The Points Guy Best & Worst Airlines: 10th out of 10 (i.e. the worst of the 10 largest U.S. airlines, report 2017) (W) WalletHub 2017's Best Airlines: 11th out of 12 (i.e. the second worst of 10 largest U.S. airlines & 2 regional airlines)In Favor of Spirit AirlinesWhile the Spirit Airlines conversation usually trends towards the negative side, there are a number of reviews that support Spirit Airlines. Image Credit: Spirit.comPeople who speak positively about Spirit seem to be the ones who know exactly what they want from a cheap flight: to get from point A to point B, and that's it. They expect a slimmed-down experience, and they expect some surprise fees during the booking process. They know where to pay for and when, and where and what time they have to fly to secure some seriously cheap fares. You can find people like The Points Guy (whose report lists Spirit as the worst of the 10 largest US airlines) who tell you why I flew Spirit Airlines and Kinda Liked It. LifeHacker teaches you How to Fly Spirit Without Losing Your Mind and noted that the prices, as much as they hate the airline itself, are great. An employee of the Huffington Post wrote a post explaining why I continue to fly Spirit Airlines, despite all the reasons people think I shouldn't. So... there are a few brave souls out there who publicly vouch for Spirit Final ThoughtsAll overall, there are a number of factors that consistently land Spirit in the proverbial hot seat when it comes to customer satisfaction. Ticketing options are limited, additional fees are in abundance, seat specifications are tight, and approach amenities are certainly missing. Not to mention that the general consensus on flying spirit spirit is not. However, if you are looking for a particularly cheap fare, you have nothing against a bare bone flight experience, and are not too worried about possible complaining biccups, by all means... Book a Spirit Airlines flight!

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