

1-866-407-6190 Southwest Airlines Chicago Office

Southwest Airlines does not operate a standalone, public-facing city ticket office branded specifically as the “**Chicago Office.**” Instead, Southwest Airlines provides official customer service and operational support across the Chicago metropolitan area through its airport locations and centralized customer service channels.

This page explains how passengers in Chicago can contact Southwest Airlines, where to receive in-person assistance, and which services are available.

Southwest Airlines Chicago – Office & Service Locations

Southwest Airlines’ Chicago-area operations are primarily handled at the airport where the airline maintains one of its largest hubs, supported by nationwide customer support teams.

Primary Chicago–Area Airport Served by Southwest Airlines

- **Chicago Midway International Airport (MDW)** – Major Southwest Airlines hub
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Southwest Airlines at Chicago Midway International Airport (MDW)

Chicago Midway International Airport is one of Southwest Airlines’ most important hubs, with a very high number of daily departures and arrivals. It serves as the main base for Southwest Airlines operations in the Chicago region.

Airport Address

5700 S Cicero Ave
Chicago, IL 60638, United States

Airport Contact (General)

 +1-773-838-0600

Terminal Information

Southwest Airlines operates primarily from **Concourse B**, where passengers can find ticket counters, self-service kiosks, and customer service desks.

Services Available at MDW

- Flight check-in and boarding pass issuance
 - Ticket purchases and same-day flight changes
 - Baggage services (lost, delayed, or damaged luggage)
 - Open seating and boarding group assistance
 - Special service requests and accessibility support
 - Rapid Rewards® loyalty program assistance
 - Travel-day customer service and rebooking support
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Southwest Airlines Services Beyond the Airport

In addition to airport-based assistance, Southwest Airlines provides Chicago passengers with access to phone-based and online customer service for complete travel support.

Southwest Airlines Customer Service – Chicago & Nationwide Support

For reservations, itinerary changes, cancellations, refunds, or general inquiries, passengers can contact Southwest Airlines through official support channels:

Southwest Airlines Customer Service (U.S.):

 +1-800-435-9792

Official Website:

 <https://www.southwest.com>

Using the official website, passengers can:

- Book or modify flights
 - Check flight status and schedules
 - Complete online or mobile check-in
 - Manage reservations and rebook travel
 - Access travel alerts and customer support resources
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Where to Get Help

Location	Main Purpose
Chicago Midway Airport (MDW)	Full Southwest hub services, check-in, baggage, ticketing
Southwest Airlines Phone Support	Reservations, changes, refunds, cancellations
Official Website (southwest.com)	Booking management, flight status, online assistance

Quick Summary – Southwest Airlines Chicago Office

- **Primary Chicago Hub:** Chicago Midway International Airport (MDW)
- **City Ticket Office:** Not available (airport-based support only)
- **Customer Service Phone:** +1-800-435-9792
- **Official Website:** <https://www.southwest.com>
- **Services Provided:** Ticketing, check-in, baggage help, flight changes, special assistance

Southwest Airlines' Chicago operations are centered at Midway Airport, making it the most reliable location for in-person assistance and travel-day support for passengers flying with Southwest Airlines.