


Southwest Flight Cancelled?

Step-by-Step Guide to Rebooking or Refund


 **Cancellation Emergency Line: +1 (844) 565-1867** (Immediate Assistance!)

First 5 Minutes: Critical Actions

DO THIS IMMEDIATELY:

1. Don't Panic

- You have rights
- Southwest **MUST** help
- Solutions available

2. Call Southwest INSTANTLY  **+1 (844) 565-1867** (while also standing in airport line if there)

Why call immediately:


- Lines jam fast (hundreds calling)
- First callers get best rebooking options
- Seats fill up on alternative flights

3. Screenshot Everything

- Cancellation notification
- Flight status screen
- Time stamps
- Booking details

4. Decide Your Priority

- Get home ASAP? → Rebooking
- Get money back? → Refund
- Can't travel now? → Refund + rebook later

 **Act NOW: +1 (844) 565-1867**

Your Rights When Southwest Cancels

✓ Automatic Entitlements:

YOU get to choose:

1. **Full refund** to original payment (all ticket types)
2. **Free rebooking** on next available flight
3. **Rerouting** via different city
4. **Travel on different date** (no change fees)

Additional compensation (if Southwest's fault):

- Meal vouchers (3+ hour delay)
- Hotel (overnight delay)
- Ground transportation
- EU261 compensation (if from EU)

Important: These are YOUR RIGHTS, not favors

☎ **Exercise rights: Call +1 (844) 565-1867**

Rebooking: Step-by-Step Process

OPTION 1: Phone Rebooking (FASTEST)

☎ **Call +1 (844) 565-1867 immediately**

Step 1: When agent answers

- Give confirmation number
- Say: "My flight was cancelled, I need rebooking options"

Step 2: Agent shows alternatives

- Next available Southwest flight
- Partner airlines (if faster)
- Routes through different hubs

Step 3: Choose best option

- Fastest? Most direct? Preferred time?
- Agent books immediately

Step 4: Confirm details

- New flight numbers

- Departure times
- Gate info
- Seat assignments

Step 5: Get confirmation

- New confirmation number
- Email sent
- Boarding pass issued

Total time: 5-15 minutes

OPTION 2: Airport Counter Rebooking

If already at airport:

Step 1: Go to nearest Southwest counter (not your original gate)

Step 2: Skip regular line - look for "Flight Disruption" desk

Step 3: Agent rebooks you

Pros:

- Face-to-face help
- Can clarify complex situations

Cons:

- Long lines (everyone doing same)
- Limited computer access vs. phone agents

Better: Call **+1 (844) 565-1867** while in line (dual approach)

OPTION 3: Southwest App Rebooking

App: Open Southwest app → Notifications → "Flight Cancelled" → "Rebook"

Pros:

- Self-service fast
- Shows all options

Cons:

- May not show all inventory phone agents see
- Limited creative routing

Best use: Quick check, but call **+1 (844) 565-1867** for better options

Rebooking Strategies

Strategy 1: Get on ANY Flight First

Accept first available:

- Take ANY seat to your destination
- Even if bad time/connection
- You can change again later (free during irregular ops)

Then improve:

- Call **+1 (844) 565-1867** once booked
- Ask to move to better flight as space opens

Why: Secures your spot while others decide

Strategy 2: Request Different Route


If your route sold out:

- Ask for routing through different hub

Example:

- Original: NYC → LAX (direct)
- Cancelled and direct sold out
- Request: NYC → ATL → LAX

Free during cancellation (normally costs more)

 **Creative routing:** Call **+1 (844) 565-1867** - agents are experts

Strategy 3: Use Partner Airlines

Southwest partners:

- Virgin Atlantic
- Air France/KLM
- Korean Air
- Others (SkyTeam alliance)

If Southwest flights full:

- Ask agent to check partner availability
- Still free rebooking
- Same rights

 **Partner options:** Call +1 (844) 565-1867 to search all airlines


Strategy 4: Multi-City Routing

If really stuck:

- Fly to nearby city
- Rent car final leg
- Southwest may reimburse ground transport

Example:

- Can't get to Charleston (CHS)
- Fly to Charlotte (CLT)
- Southwest provides rental car/gas to Charleston

 **Creative solutions:** Call +1 (844) 565-1867 supervisor

Refund: Step-by-Step Process

When to Choose Refund:

- ☒ Can't travel on alternative dates
 - ☒ New flight times don't work
 - ☒ Want money back to book different airline
 - ☒ Prefer to drive/not travel
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How to Request Refund:

METHOD 1: Phone (Instant)

 **Call +1 (844) 565-1867**

Say: "My flight was cancelled. I'd like a full refund instead of rebooking."

Agent:

- Confirms cancellation reason
- Processes refund immediately
- Provides refund confirmation number
- States timeline (7-20 days)

Total time: 5-10 minutes

METHOD 2: Online

Steps:

1. Southwest.com → My Trips
2. Enter confirmation number
3. Select cancelled flight
4. Click "Request Refund"
5. Confirm refund amount
6. Submit

Timeline: 7-20 business days

METHOD 3: Airport Counter

If at airport:

- Request refund from agent
 - Get written confirmation
 - Confirmation number emailed
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Compensation Beyond Refund/Rebooking



Meal Vouchers

When provided:

- Delay 3+ hours during meal times
- At airport with food options

Value: \$12-25

How to get:

- Ask gate agent
- Call **+1 (844) 565-1867**

- Keep receipts if purchasing yourself (may reimburse)
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Hotel Accommodation

When provided:

- Overnight delay
- **If Southwest's fault** (mechanical, crew, etc.)
- NOT for weather (usually)

What's covered:

- Hotel room
- Transport to/from hotel

How to get:

- Gate agent provides voucher
 - If they don't, call **+1 (844) 565-1867**
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EU261 Compensation

If flying from EU/UK:

Compensation amounts:

- Under 1,500km: €250 (~\$275)
- 1,500-3,500km: €400 (~\$440)
- Over 3,500km: €600 (~\$660)

When eligible:

- Arrive 3+ hours late at destination
- Not "extraordinary circumstances"

How to claim: 📞 Call **+1 (844) 565-1867** or file claim at Southwest.com

What if No Alternative Flights Available?

Scenario: All Flights Sold Out

Options Southwest **MUST** offer:

1. Waitlist Priority

- Top of standby list for next flights
- Often clear within hours

2. Upgrade to Available Cabin

- If only First Class available
- Southwest must provide at no extra cost

3. Different Airport

- Fly to nearby airport
- Southwest provides ground transport

4. Next Day Flight

- Hotel provided (if Southwest's fault)
- Meals covered
- Confirmed seat next day

5. Full Refund

- If none of above work for you

 **All options exhausted?** Call **+1 (844) 565-1867** supervisor


Special Situations

Connecting Flight Missed

If first flight delayed → missed connection:

Southwest's responsibility:

- Rebook on next available
- Hotel if overnight
- All at no cost

 **Missed connection:** Call **+1 (844) 565-1867** from connection airport

International Flight Cancelled

Additional considerations:

- Visa timing issues

- Hotel in foreign country
- Higher compensation (EU rules)
- Embassy assistance if stranded

Southwest obligations:

- Rebook or refund
 - Hotel/meals if overnight
 - Clear communication
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 **Group Travel (10+ passengers)**

Challenges:

- Keeping group together
- Finding enough seats

Solutions:

- Contact group desk: **+1 (844) 565-1867**
 - May split group if necessary
 - Southwest tries to accommodate
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 **Award Ticket Cancelled**

Your rights:

- Rebook on next award availability
- OR miles redeposited FREE (no \$150 fee)
- Cash taxes refunded

Advantage: Cancellation penalty waived!

Determining Why Flight Cancelled

Southwest's Fault (Better Compensation):


- Aircraft mechanical issues
- Crew scheduling problems
- Operational decisions
- IT system failures

You get: Meals, hotel, full compensation

Not Southwest's Fault (Limited Compensation):

- Severe weather
- Air traffic control
- Airport closures
- Acts of God

You get: Refund or rebooking only (usually no hotel/meals)

 **What's the reason?** Call **+1 (844) 565-1867** - agent must disclose

Timeline: How Long Until You're Rebooked?

Typical Timelines:

Same-day rebooking:

- 2-8 hours later (common)
- Next available flight

Next-day rebooking:

- 12-24 hours later
- Hotel provided if Southwest's fault

Multi-day delay:

- Rare but happens (major weather events)
- Hotel each night
- Daily meal allowances

Average: Most passengers rebooked within 6 hours

What to Do While Waiting

Productive Actions:

1. Monitor Flight Status

- Your rebooked flight might also have issues
- Stay alert to changes

2. Set Up Alerts

- Southwest app notifications
- Email/SMS updates

3. Explore Other Options

- Check other airlines' availability
- Southwest may book you on competitor if needed

4. Document Everything

- Photos of delay boards
- Receipts for purchases
- Agent names and promises

5. Stay Near Gate Area

- Standby opportunities
- Earlier flights may open up

 **Bored waiting?** Call **+1 (844) 565-1867** to check for earlier options

Common Rebooking Mistakes

Mistake 1: Waiting at Gate

Problem: Gate agents overwhelmed

Solution: Call **+1 (844) 565-1867** immediately (faster)

Mistake 2: Accepting First Offer Without Asking

Problem: May be better options

Solution: Ask "What are ALL available options?"

Mistake 3: Not Asking for Compensation

Problem: Assuming you get nothing

Solution: Request meals/hotel explicitly

Mistake 4: Leaving Airport Without Hotel Voucher

Problem: Can't get it later easily

Solution: Get voucher before leaving or call **+1 (844) 565-1867**

✗ Mistake 5: Not Getting Written Confirmation

Problem: Verbal promises forgotten

Solution: Email/SMS confirmation for everything

Checklist: When Flight Cancelled

Immediate (0-15 minutes):

- Screenshot cancellation notice
- Call **+1 (844) 565-1867** ASAP
- Stand in airport line simultaneously
- Decide: refund or rebooking?

While Rebooking (15-60 minutes):

- Ask for ALL flight options
- Request partner airlines if Southwest full
- Ask about meal vouchers (if 3+ hours)
- Request hotel voucher (if overnight)
- Get new confirmation number
- Verify seat assignments

After Rebooking:

- Confirm via email received
- Set alerts for new flight
- Keep all receipts (may need reimbursement)
- Note agent name who helped

If Choosing Refund:

- Request refund explicitly
 - Get refund confirmation number
 - Confirm refund amount
 - Note processing timeline (7-20 days)
 - Keep cancellation documentation
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FAQ: Flight Cancelled

Q: How quickly must Southwest rebook me?

A: On next available flight. If none today, next day with hotel.

Q: Can I demand First Class if only seats available?

A: Yes! Southwest must accommodate at no extra charge.

Q: What if I don't want the rebooking they offer?

A: Request full refund instead. Your right.

Q: Will Basic Economy get refund if Southwest cancels?

A: YES! All ticket types get full refund when Southwest cancels.


Q: Can I rebook on a competitor airline?

A: Sometimes. Ask **+1 (844) 565-1867** - Southwest may purchase ticket on other airline for you.









FLIGHT JUST CANCELLED?

Don't wait—act immediately:

 **Call +1 (844) 565-1867 NOW and say:**

"My flight [number] was just cancelled. I need [rebooking/refund] urgently."





Agent will:  Pull up your reservation instantly

-  Show ALL available alternatives
-  Book best option immediately
-  Issue meal/hotel vouchers if applicable
-  Process refund if preferred
-  Provide full confirmation

Call now = Best options available

Wait = Stuck with whatever's left

Southwest Cancellation Emergency: +1 (844) 565-1867

-  Immediate rebooking
-  Fast refund processing
-  Hotel/meal authorization
-  Partner airline access

Call the moment you see "CANCELLED"!