

1-866-829-1086 Southwest Airlines Chicago Office

Southwest Airlines – Chicago Office & Airport Counters

Chicago Office (Corporate/Local Office)

Southwest Airlines has a local office presence in Chicago that passengers and visitors may contact for general inquiries:

Address: 5333 S Laramie Ave #100, Chicago, IL 60638, USA

Phone: 1-866-829-1086 (general Southwest customer support)

Email: southwestmediasales@wnco.com (or customerservice@southwestvacations.com in some listings)

Hours: Reported as 24 hours daily (though staff availability may vary)

This office serves as a contact point for reservations and general customer service, though many travelers handle reservations and changes directly via the airline website or airport counters.

Airport Locations (Primary Contact for Passengers)

Chicago O'Hare International Airport (ORD)

- Airport Ticket Counter Address:
Chicago O'Hare International Airport, 10000 W Balmoral Ave, Chicago, IL 60666, USA
- Airport Contact Number: +1 800-832-6352 (ORD general info)
- Southwest Check-In & Customer Support: Southwest operates ticket counters at ORD where airline staff assist with check-in, boarding passes, baggage services, flight status updates, and other passenger needs.

Chicago Midway International Airport (MDW)

Southwest is a major carrier at Midway Airport, operating most of its Chicago flights from Terminal A here. While a specific "office" address in MDW isn't listed separately, full passenger services are available at the Southwest counter inside the terminal — check-in, reservations assistance, and baggage help.

Contact & Support

- Southwest General Customer Service: 1-800-435-9792 (U.S.) — for reservations, flight changes, and other travel help.
- Official Website: <https://www.southwest.com> — where you can book flights, check in online, change reservations, view baggage policies, and see real-time flight status.

Tip: For many routine tasks (flight changes, mobile boarding passes, flight status), using the Southwest app or official website before arriving at the airport is usually faster than going through an office.

Services You Can Expect at Chicago Southwest Counters

At the airport ticket counters (ORD & MDW), Southwest staff can help with:

Flight Check-In & Boarding

- Print boarding passes and assist with self-service kiosks if needed.

Baggage Services

- Handle checked baggage, lost & found inquiries, and explain Southwest's baggage policies.

Reservations & Flight Changes

- New bookings, flight date/time changes, cancellations. (Some complex changes may be easier via phone or the Southwest app.)

Flight Status & Gate Info

- Real-time departure/arrival times, gate numbers, and information on delays.

Special Assistance


- Support for passengers needing wheelchair help, traveling with pets, or other accommodations.
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Travel Tips for Chicago Travelers

- Arrive Early: For domestic departures from ORD or MDW, arrive about 2 hours before your flight to allow time for check-in and security.
 - Online Check-In: You can check in online via the Southwest app or website up to 24 hours before departure — this often shortens wait times at the airport.
 - Midway Hub: MDW is one of Southwest's busiest hubs, with frequent domestic flights and many customer service resources at the terminal.
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Southwest Headquarters (For Reference)

Southwest's corporate headquarters is in Dallas, Texas:

 2702 Love Field Drive, Dallas, TX 75235, USA (main corporate location, not a passenger service office).