

1-866-829-1086 Southwest Airlines

Guayaquil Office



Southwest Airlines in Guayaquil — Airport Operations (GYE)

Southwest Airlines does **not** have a **standalone corporate or city office** publicly listed in **Guayaquil, Ecuador** like some other major carriers (e.g., American or LATAM). Instead, the airline's *local presence* is tied to operations at the **José Joaquín de Olmedo International Airport (GYE)**, where it may operate flights and where passengers can interact with Southwest staff at the **airport ticket counter**.



Airport Info

- **Airport:** José Joaquín de Olmedo International Airport
- **Location:** Guayaquil, Ecuador
- **Airport Phone:** +593 4-216-9000



Southwest Contact at the Airport

- **Southwest Airlines Ticket Counter / Terminal Support**
While there isn't a separate street-address office, the airline's ticket counter at GYE handles passenger services such as reservations assistance, check-in, flight information, and baggage questions through the airport operations.
- **General Customer Service (International/U.S.):** 📞 1-800-435-9792 — This U.S. Southwest number can assist international passengers with reservations, changes, check-in guidance, and more.

Hours: Southwest ticket counters at airports generally operate based on the airline's flight schedule at that location. The GYE counter is typically staffed during scheduled departures and arrivals.

Important: There's no widely published *independent street-level Southwest Airlines office address* in Guayaquil that's distinct from the airport service counter. Many local airline "offices" for carriers in Ecuador are ticket counters or travel agency offices

(e.g., LATAM, American) but Southwest's presence for passengers is primarily through the **airport ticket counter**.

Services You Can Access at GYE

At the **José Joaquín de Olmedo International Airport ticket counter for Southwest**, staff can typically help with:

✓ **Flight Check-In & Boarding Passes**

- Assistance with check-in if you didn't complete it online or need help with airport kiosks.
- Gate information and boarding support.

✓ **Reservations & Ticketing Help**

- Help with new bookings, changes, and questions about itineraries (phone support to Southwest may be required for complex issues).

✓ **Baggage Support**

- Information on checked baggage allowances and assistance with baggage problems (lost checked bags, etc.).

✓ **Flight Status & Issues**

- Up-to-date information about delays, cancellations, expected arrival/departure times.

Note: Some of the more detailed reservation and account services (e.g., refund processing, Rapid Rewards account issues) are best handled through Southwest's official customer service channels rather than airport staff.

Alternate Ways to Contact Southwest from Ecuador

Because there is no dedicated office **outside the airport** in Guayaquil, travelers often contact Southwest using international or U.S. support lines:

- **General reservations & support:** 📞 +1-800-435-9792 (U.S. Southwest customer service)
- **Southwest International Support:** Southwest's official *Contact Us* page provides regional phone options and online assistance.

Tip: You can also try calling Southwest's Spanish service number (e.g., the dedicated Spanish customer care line), though availability from Ecuador may require international dialing and potentially additional dialing prefixes.

Travel-Ready Tips for Flying Southwest from Guayaquil

- ✓ **Check-in Online:** Use the Southwest app or website to check in within 24 hours of departure to avoid delays at the counter.
 - ✓ **Arrive Early:** For international departures, aim to be at GYE at least **3 hours before your flight** to handle check-in, immigration, and security.
 - ✓ **Know Your Documents:** Carry valid passports, visas (if required), and your Southwest reservation info when checking in at the airport counter.
-

Summary

- There's **no separate street-address Southwest Airlines office in Guayaquil** publicly listed; the airline's local service is through the **ticket counter at José Joaquín de Olmedo International Airport (GYE)**.
- For broader support or questions before arriving at the airport, you'd use **Southwest's main customer service phone numbers** or online tools.