

1-866-829-1086 Southwest Airlines Rochester Office

Here's the information about the Southwest Airlines presence (office/airport service) in Rochester, NY:

Southwest Airlines – Rochester Office / Service Location

Southwest Airlines operates at **Frederick Douglass Greater Rochester International Airport (ROC)** — this is where you'll find their **ticket counter & passenger services**, rather than a separate corporate office building. (airlinesofficedesk.com)

Address:

Frederick Douglass Greater Rochester International Airport
1200 Brooks Ave, Rochester, NY 14624, USA (airlinesofficedesk.com)

Southwest Customer Service (general):

1-800-435-9792 – Main Southwest Airlines reservations and support line.
(airlinesofficedesk.com)

Airport Main Contact:

+1 585-753-7000 – Rochester airport general info. ([Airport Terminal Map](#))

What the Rochester Office / Counter Offers

At the airport service counter, Southwest can assist with:

✓ Flight Check-In & Boarding Passes

— Staff can check you in and issue boarding passes if you haven't already checked in via the Southwest website or app. ([Airport Terminal Map](#))

✓ Reservations & Changes

— Book new flights or modify/cancel existing bookings (though many changes are faster online or by phone). (airlinesofficedesk.com)

✓ Baggage Services

— Drop checked bags, inquire about baggage allowances, or report lost/delayed baggage. ([Airport Terminal Map](#))

✓ Flight Status / Gate Info

- Get up-to-date departure, arrival, and gate information on the day of travel. ([Airport Terminal Map](#))

✓ Special Assistance

- Support for travelers needing wheelchair help, traveling with pets/unaccompanied minors, etc. ([Airport Terminal Map](#))



Hours & Operations

- The Southwest counter at ROC is generally staffed **in alignment with flight schedules** — typically opening a bit before the first Southwest flight of the day and staying open through departures/arrivals. ([Airport Terminal Map](#))
- The customer service phone number (1-800-435-9792) is available **24/7** for reservations and general support. ([airlinesofficedesk.com](#))



Travel Tips for Rochester Travelers

⏰ Arrive Early

For domestic flights, aim to arrive **about 2 hours before departure** for check-in, security, and boarding. ([Airport Terminal Map](#))



Online Tools

Use Southwest's official website or mobile app to check in up to **24 hours before departure**, view flight status, and manage reservations. ([airlinesofficedesk.com](#))



Summary

- **Southwest Airlines in Rochester** operates at the **Frederick Douglass Greater Rochester International Airport**, where in-person services are available at the **airport ticket counter**. ([airlinesofficedesk.com](#))
- You can contact them by phone at **1-800-435-9792** or through the official Southwest website for bookings and support. ([airlinesofficedesk.com](#))
- The airport counter handles check-in, baggage, reservations, flight status, and special assistance on travel days. ([Airport Terminal Map](#))

Would you like **directions to the Southwest counter inside ROC** or a **quick travel checklist for your day of departure**?

