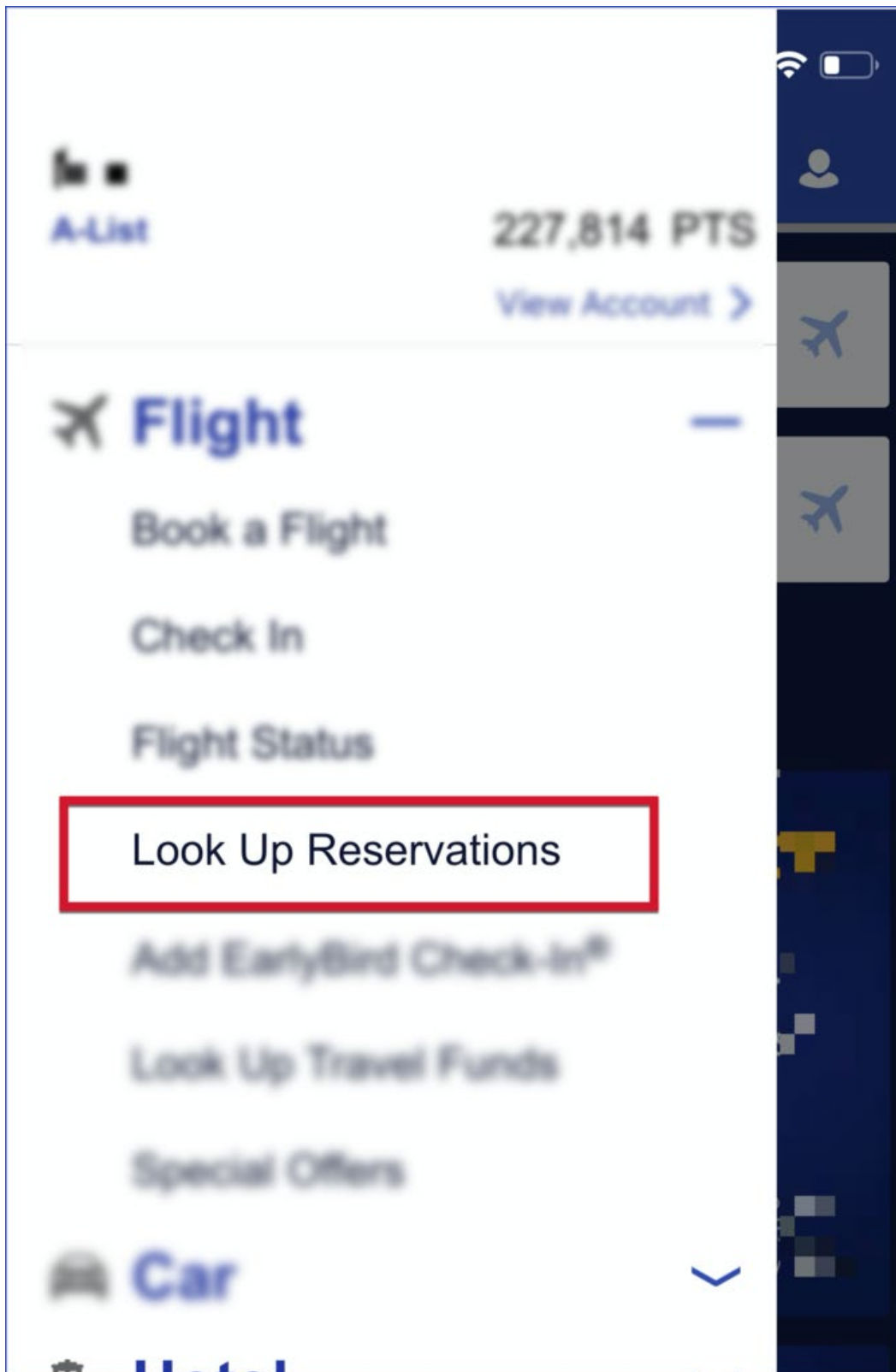


On the Southwest app or mobile.Southwest.com, tap the three vertical lines in the upper left hand side to access the menu. Then tap **Look up reservations**.



Enter the **Confirmation number** and the **First name** and **Last name** of a Passenger on the reservation to pull up your reservation. Tap **Retrieve reservation**.

2:10

< View Flight Reservations

View your upcoming trips >

Confirmation #

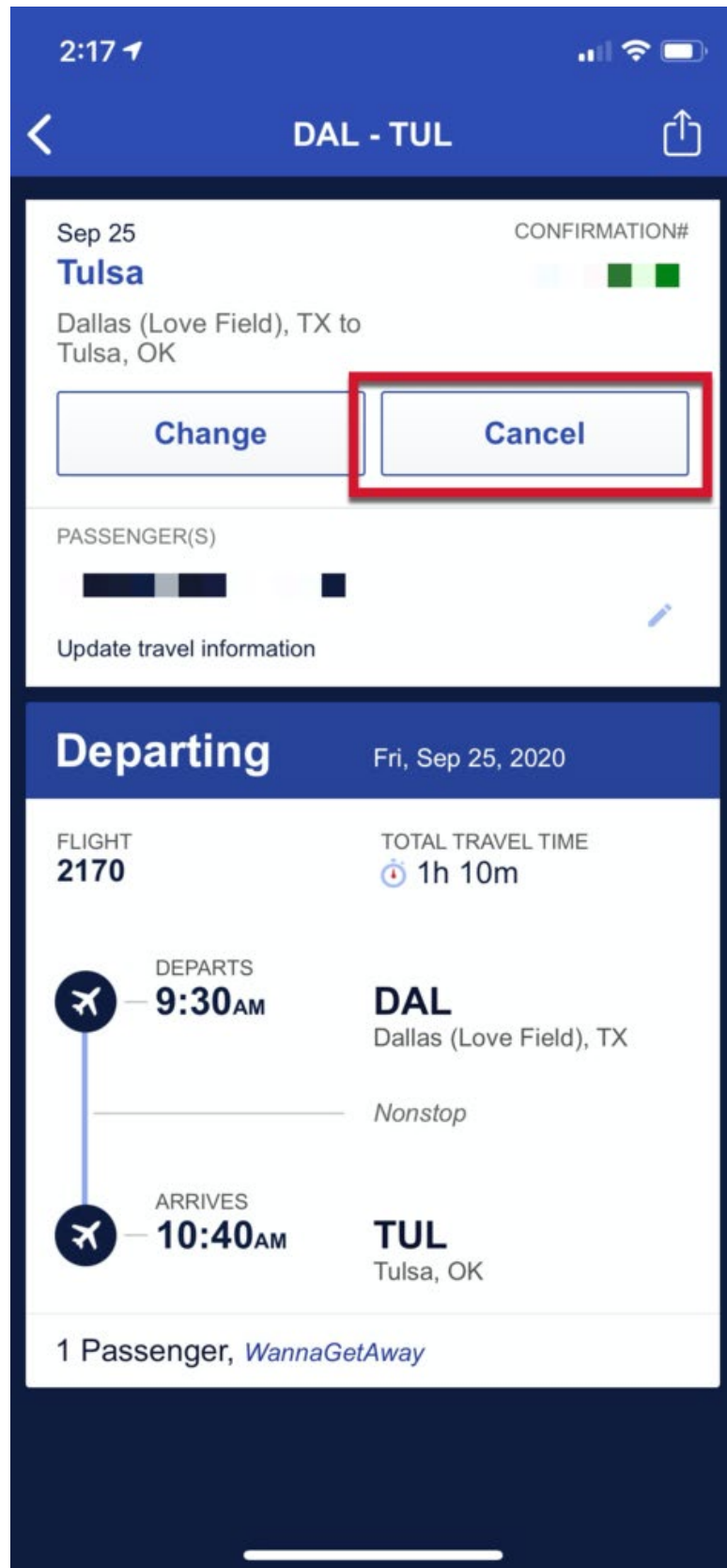
First name

Last name

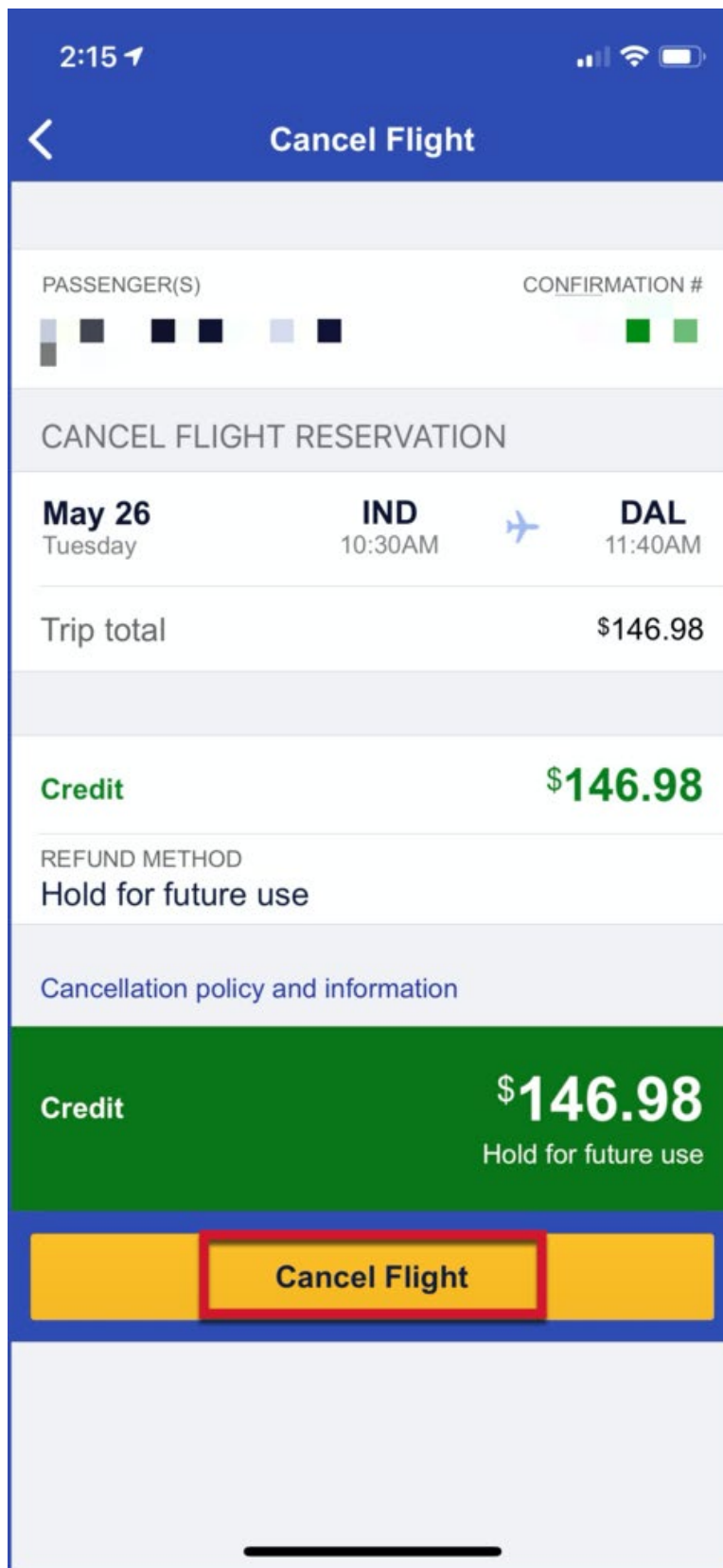
Retrieve reservation

Trips are eligible for check in 24 hours before a flight.

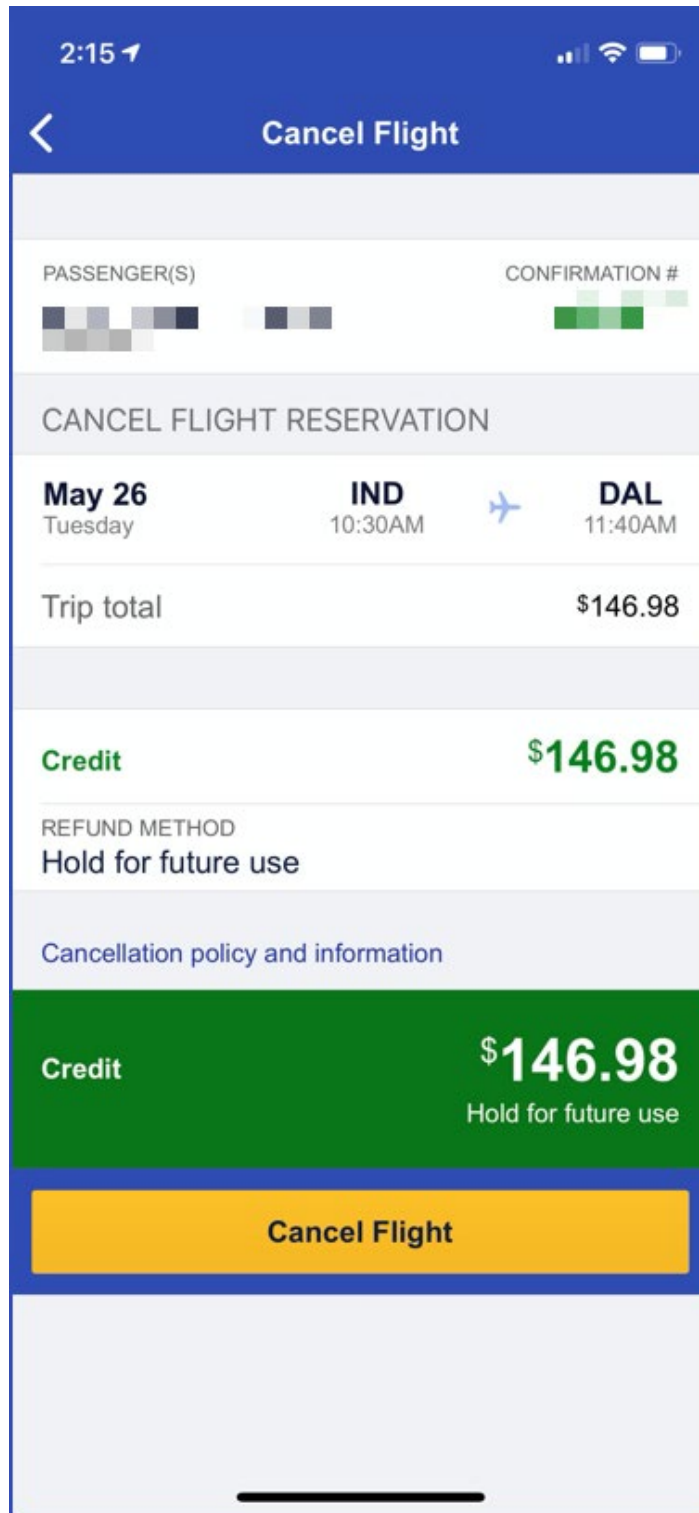
You'll see your reservation on the Reservation Details page. Tap the **Cancel** button to review your cancellation details.



If you only have nonrefundable funds, you will only see the option to **Hold for future use**. Click **Cancel flight** to cancel the reservation for all Passengers.



If you have any refundable funds on the itinerary, you will see a section called "Refundable". There you will have the option to **Request a refund** or **Hold for future use** as a travel fund. Click "Cancel Flight" to cancel the reservation for all Passengers.



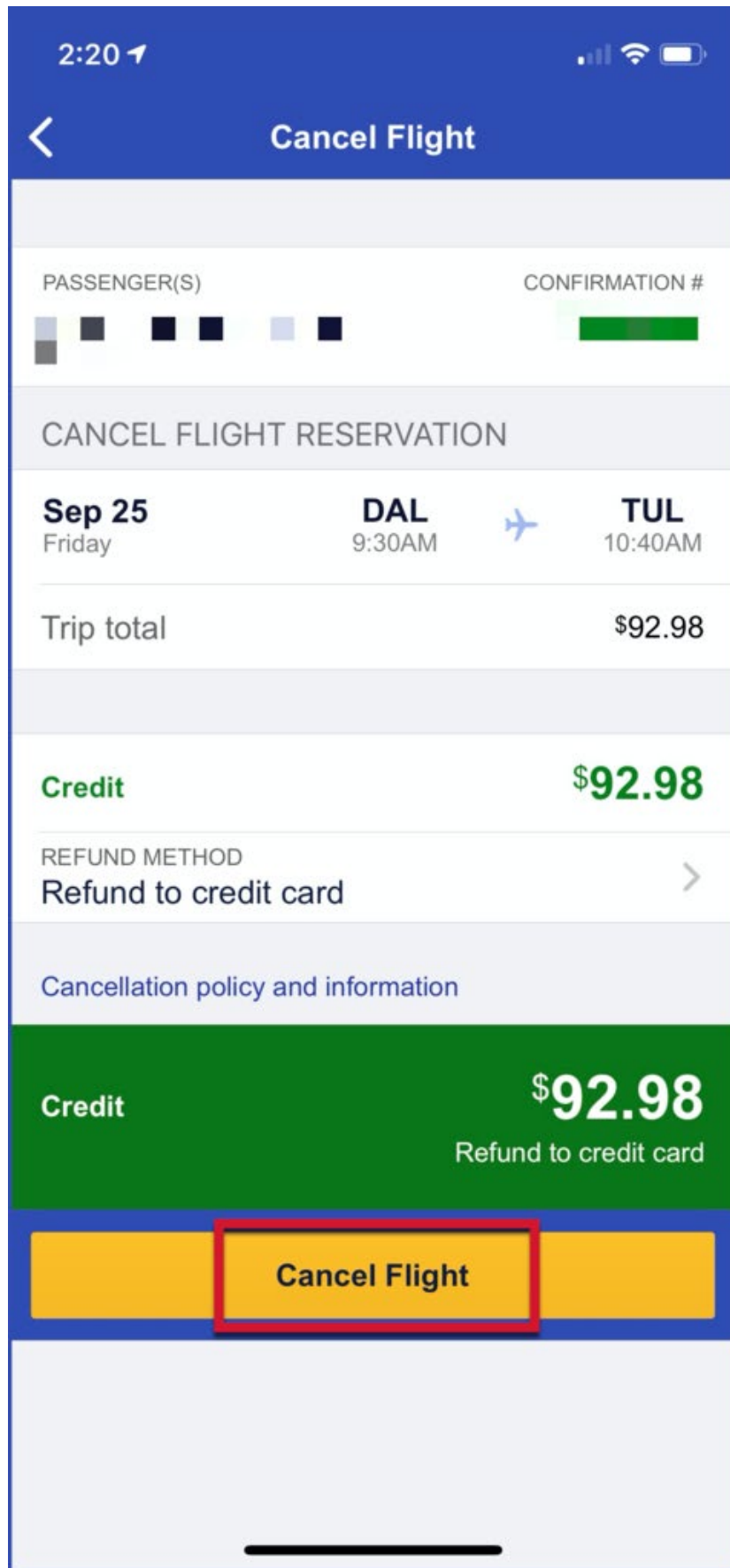
2:19 ↗



Refund Method

Refund to credit card

Hold for future use



Once you're finished, you will see a confirmation page. We recommend keeping a record of the confirmation number.