



Does Southwest Airlines Offer Refunds for Miles or Award Tickets? Your Complete Guide to Refunds for Southwest Miles and Award Tickets

Southwest Airlines has built a reputation for its flexibility and customer-friendly policies, including when it comes to using miles and award tickets for booking flights. But what happens if you need to cancel your award flight or request a refund for miles? Southwest offers a variety of options, and understanding the process can save you time and frustration. In this guide, we'll explore everything you need to know about refunds for Southwest Airlines miles and award tickets.

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1. Understanding Southwest Airlines Miles and Award Tickets

Before diving into the refund process, let's clarify what Southwest Airlines miles and award tickets are:

- **Southwest Airlines Miles:** Miles are earned through the **Rapid Rewards** program. These points can be redeemed for flights, hotel stays, rental cars, and other travel-related purchases. You accumulate miles based on the money spent on flights, credit card purchases, and special promotions.
- **Award Tickets:** These are tickets purchased using your Rapid Rewards miles instead of cash. Award tickets are a fantastic way to book flights without paying for them directly.

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2. Does Southwest Airlines Offer Refunds for Miles or Award Tickets?

Yes, Southwest Airlines allows refunds for miles and award tickets, but there are specific rules to follow.

- **Refunds for Award Tickets:** If you need to cancel a flight booked with Rapid Rewards miles, you can generally get a refund in the form of **re-deposited miles**. This applies whether you booked a **Wanna Get Away, Anytime, or Business Select**

ticket. However, there are a few key details to note:

- If you cancel your award ticket more than 10 minutes before the scheduled departure time, your miles will be **re-deposited** into your Rapid Rewards account at no charge.
- If you cancel within **10 minutes** of the scheduled departure, Southwest charges a **\$100 cancellation fee** for award tickets. This fee is deducted from the value of your miles.
- **Refunds for Points:** If you used points (via Southwest's credit card) or miles through a partner, those can also be refunded or re-deposited according to the same rules as award tickets. As long as the cancellation occurs more than 10 minutes before departure, you'll get your miles back.

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3. How to Request a Refund for Miles or Award Tickets

To request a refund for your Southwest miles or award tickets, follow these simple steps:

- **Online Refund:**
 - Log in to your **Rapid Rewards** account.
 - Go to **Manage Reservations** and find the booking you'd like to cancel.
 - Click on **Cancel Flight** and follow the prompts. If you're eligible, your miles will be automatically refunded to your account.
 - You'll receive a **confirmation email** indicating that your miles have been re-deposited.
- **Phone Refund:** If you prefer to speak with a representative, call Southwest Airlines customer service. They'll help guide you through the refund process, especially if you've missed the online window or have questions about your specific ticket.
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When you call, make sure you have the **reservation number**, **your personal details**, and **flight information** ready for quicker service.

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4. Refunds for Cancelled Flights by Southwest Airlines

If Southwest Airlines cancels your flight, the airline will automatically re-deposit your miles back into your Rapid Rewards account without charging any cancellation fee. This is true regardless of the type of award ticket you have. In case of a cancellation due to weather, maintenance issues, or other airline-related reasons, you are entitled to a **full refund** of your miles.

5. Special Considerations for Business Select and Anytime Tickets

- **Business Select:** If you've booked a Business Select ticket with miles, you have the flexibility to cancel and receive a re-deposit of your miles without penalties as long as you do so within the guidelines.
- **Anytime Tickets:** Similar to Business Select, Anytime tickets allow for flexibility. You can cancel and receive your miles back minus the fee if you cancel within **10 minutes** of departure.

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6. Conclusion

In conclusion, Southwest Airlines does offer refunds for miles and award tickets, with flexible options available for cancellations made more than 10 minutes before departure. By understanding the rules regarding mileage re-deposits and cancellation fees, you can easily manage your travel plans. Remember, if you need assistance with any refunds or rebooking, Southwest Airlines' customer service is available via phone or online, offering easy access to resolve any issues you may encounter.

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1. Does Southwest Airlines offer refunds for award tickets or miles?

Yes, **Southwest Airlines** does offer **refunds for award tickets** that were booked using **Rapid Rewards miles**. However, there are specific policies and conditions related to refunding miles, depending on the circumstances:

- **If you cancel your flight before departure:**
 - You'll **receive a full refund of your Rapid Rewards points** to your account. This applies to **award tickets** and flights booked with points.
 - Refunds are typically processed **within 72 hours** of the cancellation.
- **If Southwest cancels your flight:**
 - If your flight is canceled by **Southwest Airlines**, you'll also receive a **full refund of your Rapid Rewards points**.

For more details on requesting a refund, contact Southwest Airlines customer service.

2. How can I request a refund for my Southwest Airlines award ticket?

To request a **refund for an award ticket** booked with **Rapid Rewards points**, follow these steps:

- **Online:**
 - Visit **Manage Reservations** on the **Southwest Airlines website** or use the **Southwest Airlines app**.
 - Select the **award ticket** you wish to cancel and choose the option to cancel or request a refund.
 - Your **Rapid Rewards points** will be refunded to your account once the cancellation is processed.
 - **Phone:**
 - Call **Southwest Airlines customer service** to request a refund for your award ticket.
 - **USA:** +1"800"435"9792
 - **UK:** +44 808 234 5686
 - **Mexico:** +52-800-503-8542
 - **Australia:** ✈️ [[📞+611-(800)-356-493]
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3. How long does it take to get a refund for Rapid Rewards points?

Once you cancel your **award ticket** or **Rapid Rewards flight**, your points will typically be refunded to your account within **72 hours**. In some cases, it might take up to **7-10 business days** for the points to appear back in your account.

4. Are there any fees for refunding award tickets or miles?

No, **Southwest Airlines** does **not charge a fee** for canceling award tickets and refunding **Rapid Rewards points**. If you cancel an award ticket, you will get a full refund of the **Rapid Rewards points** used for the booking.

5. Can I get a refund in cash if I used Rapid Rewards points for my Southwest Airlines ticket?

No, **Southwest Airlines** does not offer a **cash refund** for award tickets booked with **Rapid Rewards points**. Instead, the refund will be issued in the form of **points** that are returned to your **Rapid Rewards account**.

However, if you originally paid for the ticket with cash and used points as part of the payment, you may be eligible for a **partial refund** in cash for the cash portion of the ticket.

For more details on refunds and eligibility, call Southwest Airlines customer service.

6. Can I change my Southwest Airlines award ticket for a different date and receive a refund?

If you need to change your **award ticket** (e.g., change the date or destination) on Southwest Airlines, you can do so without penalty. However, the following conditions apply:

- You may need to pay any **fare difference** if your new ticket costs more than the original award ticket.
- If you cancel your current ticket, your **Rapid Rewards points** will be refunded, and you can use them to rebook for another date.

For assistance with rebooking or changes, contact:

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7. Can I cancel my Southwest Airlines flight and get my points back if I booked with Rapid Rewards miles?

Yes, if you booked your flight with **Rapid Rewards points** and cancel the flight before departure, you will receive a **full refund of your points**. This applies to **award tickets** and flights that were purchased using **Rapid Rewards miles**.

For assistance with canceling your flight and refunding points, call Southwest Airlines customer service.

8. Is there a deadline for requesting a refund for a Southwest Airlines award ticket?

You must cancel your **award ticket** within the **ticket's validity period** (i.e., before the flight departs) to receive a refund of your **Rapid Rewards points**. If the flight is canceled by **Southwest Airlines**, the points will be refunded automatically.

9. Can I get a refund if I no longer need the Southwest Airlines flight booked with miles?

Yes, if you no longer need your **Southwest Airlines flight** booked with **Rapid Rewards miles**, you can cancel the flight and receive a **refund of your points**. Be sure to cancel before the flight departs to get your points back.

10. What happens to my Rapid Rewards points if I miss my Southwest Airlines flight?

If you **miss your flight** but did not notify **Southwest Airlines** beforehand, your **Rapid Rewards points** may not be refunded. However, if you contact Southwest customer service and explain the situation, they may help you with **rebooking** and/or **points** recovery.

For missed flight assistance, call:

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