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