



24-Hours Reservation and Ticket Changes (800) 433-7300

Changing or Canceling your Trip

You're allowed to make a change to your trip once, and the change fee will be waived. You can cancel your trip online and rebook later when you're ready, including Basic Economy fares bought between March 1, 2020 and March 31, 2021.

Keep in mind, you may owe any difference in ticket price if the fare of your new trip is higher when you rebook.

Refunds

If your trip was canceled, you'll be able to use the value of your unused ticket and seat payments toward a future trip. We'll send you an email with the information you'll need to rebook your trip.

We have a lot of refund requests so it's taking longer than usual. If your ticket qualifies for a refund, you should hear from us within 7 days.

If you bought your ticket or related travel products and services through American Airlines, you can request a refund or check your refund status.

If you canceled within 24 hours of booking and at least 2 days before departure, we'll process your refund automatically.

If you bought your ticket from a travel agent or on another website, contact them for refund help.

Flight Credit

Created by: Unused or canceled tickets

Valid for: Flights only, non-award bookings, and can't be used for extras like seats or bags

Who can use it: Only the same passenger named on the Flight Credit can book and travel

Expires: Travel must begin 1 year from the date of issue



24-Hours General Sales & Services (800) 221-1212

Flight Changes & Cancellations

We understand that your plans may change; you can make changes or cancel your flight online prior to departure. Visit My Trips to make changes to your flight(s) any time before your travel date. If you need assistance with how to cancel or change your flight, visit our how-to guide.

We know that there may be times where you need to cancel your trip and rebook at a later date. Please note that tickets not changed or canceled prior to departure will have no remaining value. The good news is that you will not be charged a fee for canceling your ticket and your ticket will become an eCredit that you can use at any time before your ticket expires* (typically one year from the date of purchase).

**For additional flexibility, all tickets expiring in 2021 and all new tickets purchased in 2021 will expire on December 31, 2022.*

If you purchased a ticket from a third-party travel site or agency and you need to make a change or cancellation, please refer directly to your travel agent for servicing/assistance needs.

No Cancellation Fee

Cancellation fees are not applicable for the following tickets:

- Delta tickets for travel within the U.S., Puerto Rico and USVI purchased after August 31, 2020.
- Delta tickets for travel originating from North America to anywhere in the world (including flights operated by joint venture and codeshare partners) purchased after December 9, 2020.
- Delta tickets for travel between the Caribbean and the U.S. or Mexico.

Cancellation Fee

If your ticket is not included in the No Cancellation Fees policy above, then Cancellation fees start at \$200 depending on your itinerary (subject to change – the applicable fee is listed in the Fare Rules for your ticket), and you will receive the remaining value of your ticket as an eCredit. The expiration date of your eCredit will depend on the terms of your original ticket and any applicable waivers.

Cancel and Refund Form

If you were unable to fly with us, please enter your information in the Cancel and Refund Form, and a Delta representative will process your request. Delta will issue refunds for eligible tickets typically within 7 business days for domestic credit/debit card purchases. Once processed, the refund may take up to two billing cycles before it is reflected on your credit/debit card statement. Refunds for eligible tickets purchased with cash or check will be processed typically within 20 business days. If you instead qualify for an eCredit, it will be added to your account on delta.com and can also be retrieved using your Ticket Number within 7 business days. Refunds and eCredits will be issued according to the fare rules of your ticket and applicable waivers.



24-Hours Reservations (801) 401-9000 TTY:711

Change Policy

Frontier wants you to book with confidence by reducing the cost of making changes to your advance booking.

Change/Cancel Flight Fee (per passenger per direction):

- 60+ Days Prior to Departure – \$0
- 59 to 7 Days Prior to Departure – \$49
- 6 Days or Less Prior to Departure (Including Same Day) – \$79

A few things to know:

- Changes to your itinerary are subject to any difference in fare and options prices.
- If your new itinerary is lower in value than your original itinerary, there will be no residual value available to you once you have made the change.
- If you cancel your itinerary, you will retain the value of your itinerary less the applicable cancel fee as a travel credit.
- For additional details and terms & conditions on how to use a credit, click [here](#).
- All changes and cancellations are subject to the Ticket Terms and Conditions and Contract of Carriage.

Cancel Policy

All tickets are non-refundable unless the WORKS was purchased at the time of initial booking. All bookings are refundable within 24 hours of booking for flights over 7 days from departure.

Tickets must be canceled prior to flight departure in order to retain their value. There is no refund for no-shows. The ticket is forfeited and no residual value is preserved.

If you have set up a ticket credit with us, simply book your new flights on FlyFrontier.com and select “Frontier Credit” on the payments page to apply your credit.

Canceled flight within 24 hours of purchase: All tickets may be canceled for a full refund up to 24 hours after the time of purchase. No cancellation fee applies. You can request a refund on your Manage my Booking page through logging into My Trips.

Note: Tickets purchased within 7 days of travel will be held as credit and are subject to a fee.

Canceled flight beyond 24 hours from purchase: If it has been more than 24 hours since you purchased your ticket, or the booking was made within 7 days of travel, a cancellation fee may apply. The value of your ticket may be applied toward the purchase of a future ticket. To cancel your booking, log into My Trip or call Frontier Reservations.

Did you purchase The WORKSSM? Refundability is included with the purchase of the WORKSSM!

Therefore, cancellations will not incur a cancellation fee. Visit Flyfrontier.com and retain the value of your purchase for use within one year of the transaction date. To request a refund, simply fill out our online refund request form.



24-Hours Customer Service 1 (800) 538-2583

Change/Cancel Policies

How we travel is evolving and, as always, we're evolving what's included in our fares to let you choose what's most valuable to you, and provide peace of mind with flexibility and a better boarding experience. This includes:

No change or cancel fees starting 6/8/21 for most fares.

All fares booked through 6/7/21 will still enjoy no change or cancel fees. After that, changing plans will still be easy, with:

- No change or cancellation fees for Blue, Blue Plus and Mint fares on all routes (fare difference applies). Same-day confirmed switches can be made for \$75, without paying a fare difference.
- No change or cancellation fees (fare difference applies), and free same-day confirmed switches, for Blue Extra fares.
- Blue Basic fares can be changed or cancelled for a \$100 fee for travel within the U.S., Caribbean, Mexico or Central America, or \$200 for all other routes. Same-day confirmed switches can be made for a \$75 fee (no fee for Mosaic members), without paying a fare difference.

For voluntary cancellations, funds will be issued as a JetBlue Travel Bank Credit. JetBlue Vacations bookings will be issued as JetBlue Vacations Credit. Travel credits can be used for future travel to any JetBlue destination and for any traveler.

If you voluntarily cancelled your reservation while the flight was still scheduled to operate, the ticket is subject to the associated fare rules; receiving a JetBlue Travel Bank Credit.

Using Travel Bank Credits

JetBlue travel credits may be used toward JetBlue airfare and taxes, the air portion of a JetBlue Vacations package, change or cancellation fees, and any applicable increase in airfare for changes. Travel credits cannot be applied to flights operated by our partner airlines.

To use a travel credit and a credit card, choose Travel Bank as your first form of payment. Once those funds have been applied, choose credit card for the remaining balance.

Travel credits can be used to book a reservation for anyone you would like. The name on the account doesn't need to match the name of the person traveling.

Credits are valid for one year from the date of issuance and are valid until 11:59PM Central Time on the date of expiration. Refer to your Travel Bank statement to view each credit's expiration date.

Due to coronavirus, some Travel Bank deadlines have been extended:

- New travel credits issued between February 27, 2020 and June 30, 2020 for flight purchases have a 24-month expiration period as opposed to the typical 12 months.
- Travel Bank credits issued for flight purchases with an original expiration date between February 1, 2020 through February 27, 2022 may be extended to February 28, 2022. To request an extension of qualifying credit, complete and submit a secure online form.



24-Hours Customer Service 1 (800) 435-9792

Change or Cancel your Flight

Southwest never charges fees to change or cancel your flights because we understand plans change. Sometimes, you may be asked to pay a difference in fare if the new flight you're choosing costs more than your original itinerary.

If your new flight costs less, we'll refund the difference to the original form of payment (if applicable) or the difference will be held for future use in the form of a reusable travel fund for the originally ticketed Passenger(s), as long as travel is completed by the expiration date, which is typically one year from the date of your original booking.

If you have been affected by an involuntary change, you can change your flight date/time by up to 14 days from your original travel date at no additional cost.

If you decide not to travel, our normal cancellation policy applies.

- **Business Select/Anytime tickets are refundable.** You can choose to either a) receive a method-of-payment refund or b) hold the value of the ticket as a travel fund that you can use to buy a future flight.
- **Wanna Get Away tickets are non-refundable.** The value of the ticket will be converted to a travel fund that you can use to buy a future flight.

Important: If you don't cancel your reservation at least 10 minutes before the flight's original scheduled departure time, the value of Business Select or Anytime tickets will automatically be converted to a travel fund. Unfortunately, any Wanna Get Away funds will be forfeited.

If you cancel a flight booked with Rapid Rewards points, the points will go back to the Rapid Rewards account used to book the flight. You can choose whether the taxes and fees will be refunded as a) a method-of-payment refund or b) a travel fund to buy a future flight.

Travel Funds

Travel funds are credit from a canceled flight that can be used to buy a future flight. The funds are tied to the canceled flight's six-digit confirmation number.

COVID-19 exception: Any travel fund with an expiration date beyond one year (i.e. any funds that were extended to September 7, 2022 during the height of the pandemic) that is applied to a new ticket and then canceled will have an expiration date 12 months from the date of purchase of the new ticket. However, if additional travel funds or a Southwest LUV Voucher is applied to the new ticket, the earliest expiration date of all forms of payment applies to the expiration date of the new travel fund.

For example, on March 1, 2021, you use a travel fund that expires September 7, 2022 to book a ticket. Later you cancel that ticket. The new expiration date is March 1, 2022.



24-Hours Spirit Sales and Guest Service (855) 728-3555

Change or Cancel your Reservation

Plans change – we understand – and that's why we offer several options on how to change or cancel a reservation, quickly and easily. Changes or cancellations made 60 days or more before your trip are free. We do not offer refundable fares – it helps us to keep prices low for all of our passengers. But you can change or cancel a reservation anytime.

Guests can make changes or cancel their reservation by:

- visiting My Trips, entering their name and confirmation number, then proceeding with the steps to change or cancel a flight
- texting us at 48763 or using 855-728-3555 on WhatsApp
- direct messaging us on social media
- giving us a call at 855-728-3555
- speaking to a Guest Service Agent at their local airport

Changes can be made up to an hour before scheduled departure. If a Guest cancels a reservation within 24 hours or less from booking, for a flight that is seven or more days away, they are eligible for a full refund in the original form of payment.

Here are the current change and cancellation charges:

- 0-6 days from departure – \$79
- 7-14 days from departure – \$59
- 15-59 days from departure – \$39
- 60+ days from departure – Free

Reservation Credit

Reservation Credits can be used to pay for fares, bags, seats, vacation packages, fees, and taxes.

All Reservation Credits issued since March 2020 to July 27, 2021 have been extended to be used by December 31, 2021. Reservation Credits can be used for all new bookings on Spirit.com or by calling Spirit Reservations at 855-728-3555. At this time, our Spirit App does not support Reservation Credit bookings. Credits can be used for multiple bookings until the full value is used and can be redeemed by any Guest linked to the reservation. Reservation Credits have no cash value.



24-Hours Reservations 1 (800) 864-8331, Press 3 for Existing Reservation

Change your Flight

These days, flexibility is more important than ever when you're traveling, so we're giving you more ways to adjust your travel plans all the way up to the day of your trip.

Our 24-hour flexible booking policy lets you change your reservation or cancel it and get your money back within 24 hours of booking your trip, as long as you purchased your ticket one week or more before your flight.

If your trip is coming up and you're more than a day away from departure, you may be able to change your reservation with no change fees.

You can adjust your travel plans without any change fees — including for award tickets — for flights within the U.S., or for international travel originating in the U.S. This applies to most United Economy® and all premium cabin tickets. You'll just pay the fare difference if your new flight is more expensive.

For award tickets not originating in the U.S., there won't be a change fee as long as the ticket is changed more than 30 days before departure, but there may be a difference in the fare.

Basic Economy tickets are non-changeable, except when you'd like to stand by for an earlier flight.

You may be eligible to change your flight with United if your reservation was made by a travel agent or through another third party; however, there may be a fee beyond the applicable change fee. We recommend checking with the third party first for your options.

Cancel your Flight

If your plans change and you prefer not to change your itinerary immediately, you may cancel the reservation and return to it to make changes for up to one year from the date of issue. A change fee may apply.

You'll receive future flight credit if you cancel a flight or change to a less expensive flight. Future flight credit can only be used by the same traveler whose name was on the original reservation. You may receive an electronic travel certificate as compensation for volunteering your seat or as a gesture of goodwill. Previously, you may have also received one when you canceled a flight.

Award tickets may be subject to award service fees to redeposit miles, along with specific requirements for canceling tickets on partner airlines.

Once you confirm your cancellation, you'll be given options for travel credit or, if applicable, a refund. If you receive travel credit, visit our travel credit page for instructions on how to use it when you're ready.

Future flight credit: A future flight credit can be used for travel on United, United Express®, and partner-operated flights. For most flights, flight credit must be used for travel within 12 months of the date your

original ticket was issued. Flight credits for tickets issued between May 1, 2019 – March 31, 2020, are valid for 24 months after the original issue date.

Electronic travel certificate: Electronic travel certificates are now valid for 24 months from the date they were issued. This includes all currently valid electronic certificates and all new ones issued on or after April 1, 2020. A travel certificate cannot be used for travel on partner-operated codeshare flights. MileagePlus® members can view their electronic travel certificate details in the new "Credits" section in My Account on united.com and the United app.

Refund Policy Overview

- Under our 24-hour flexible booking policy, if your ticket was purchased through United in the last 24 hours and you completed your purchase one week or more before the original scheduled departure flight, it may qualify for waiver of change or cancellation fees.
- Basic Economy tickets are not eligible for changes, but are eligible for a full refund inside 24 hours of booking as long as you completed your purchase one week or more before the original scheduled departure flight.
- If your ticket qualifies, you can go to My Trips to cancel your reservation and receive a refund.
- Different policies will apply based on the country or region of your billing address. Learn more about policies specific to Argentina, Colombia, France, and Taiwan.
- A refund may be requested for any fare that allows refunds. Depending on the rules of the fare purchased, a cancellation fee may apply. Most fares are nonrefundable, and are not eligible for voluntary refunds. However, the value of your ticket may be eligible to be applied toward the price of a new ticket for a fee. Tickets are valid 12 months from the day of ticket issuance, except for tickets purchased between May 1, 2019, and March 31, 2021, which are extended from original date of issue to March 31, 2022. Travel must begin by March 31, 2022. Once travel begins, travel must be completed within 12 months from the outbound travel date.
- The refund amount you will receive depends on several variables. For example, tickets that are partially traveled will be calculated at a prorated amount based on the rules of the ticket purchased and segments flown. Fees and surcharges collected in conjunction with the ticket will only be refunded if applicable.
- Credit card refunds will be processed within seven business days of the request. All other refunds will be processed within 20 business days of the request.
- Your refund will be credited back to your original form of payment.

If your travel plans have been impacted by COVID-19, you might be eligible for a refund depending on the severity of the schedule disruption. Fill out the refund form online and we will contact you shortly to let you know whether your ticket qualifies for a refund. However, due to extremely high volume related to coronavirus and government-issued travel guidance, please allow up to 14 business days for processing your refund request.