

Until when do I have to change my ticket?

The deadline will depend on whether your ticket is current and if the fare you purchased allows changes. The validity of your ticket is 12 months from the date of the first flight. If you are already at your destination, the duration of the return trip will depend on the maximum stay of your fare.

You can review the conditions of the change of your ticket in My Trips or in the voucher that we sent to your email at the time of purchase in the "Maximum Stay Allowed" section.

(Only for America) Modification or return of a ticket for medical reasons

You can modify the scheduled date of a trip or request a refund of the amount paid if you prove through a medical certificate that you are prevented from traveling, notify the airline before the scheduled flight time and present the medical certificate within 24 hours of the notice.

Alternatively, you can request a refund of the amount paid, which you will receive within 30 days from the scheduled date of the original trip. If you make an exchange for a higher-value ticket, you'll need to pay the difference.

The new travel date may be set for a period of up to 1 year from the original date of travel.

This right may also be exercised by the spouse or civil cohabitant, the passenger's parents and children, provided that they are included in the same reservation.

How can I request a ticket to be modified or returned?

You can request it through the Contact Center or manage it directly with the travel agency where you bought the ticket.