

Can I use my return ticket if I didn't fly the way out?

The flights in your ticket must be used in the order indicated in your itinerary. If you didn't fly your outbound trip, you won't be able to use your return trip, as the itinerary is canceled in its entirety.

Exceptions can be made under certain conditions in Brazil, Chile, Colombia, Ecuador, Peru and Italy.

To make use of these exceptions, contact our Contact Center at least 24 hours before the departure of the flight you will not be taking.