

In what cases am I entitled to request a full refund of my ticket?

As a passenger, you have the right to demand a full refund of your ticket as long as your trip has not started. Review the rules and regulations in each country:

Right to withdrawal in America

You can request a refund by Right of Withdrawal when:

The ticket corresponds to a flight within America.

The withdrawal request is made within 48 hours after the purchase was made (in the case of tickets purchased at least 7 days before the date and time of departure of the flight) or within 7 days after the purchase was made (in the case of tickets purchased at least 180 days before the date and time of departure of the flight).

To request your refund, go to Create a case with the Refund of tickets by retraction category and fill in the required information. If you meet the conditions described above, you can access a full refund of what you paid, without penalty.

You can also make this request through the Contact Center or in person at LA INVENTADA Airlines sales offices and authorized agencies.

Resolution No. 400 of the ANAC in Brazil

The terms of the Resolution will be valid provided that:

The ticket was purchased on any of our channels in Brazil.

The ticket was purchased at least 7 days before the date of the first flight.

Make your request within the first 24 hours after you have purchased your ticket.

To request a return of the ticket, go to My Trips in the Return of Tickets section.

Right to Withdraw in the United States

You can request the cancellation of your purchase when:

Any ticket purchased on U.S. channels, regardless of the route

Make your request within the first 24 hours after you have purchased your ticket

The ticket was purchased at least 7 days before the flight date

To request a return of the ticket, go to My Trips in the Return of Tickets section.

Right to withdraw and right to cancel a purchase in Colombia

You can request the Right to Withdraw as long as:

The ticket has been purchased through any sales channel within Colombia, for domestic and international flights

Make use of this right within 5 business days from the time of purchase, provided that the first flight does not start within that time.

The right to cancel a purchase will apply when:

The ticket is a Plus or Top fare, purchased through any sales channel within Colombia
Please request it at least 24 hours before the flight.
The carrier may withhold 10% of the value of the fare.

To request a refund by Right of Withdrawal or Right of Withdrawal, contact our Contact Center. If the ticket was purchased through an agency, go to Create a case, select the category 'Return of tickets issued by agencies' and fill in the required information.

Regulations for Decision 619 on withdrawal in Peru and Ecuador
Applies to:

The ticket is a Plus or Top fare, purchased through any sales channel, as long as it is in Ecuador or Peru.
Exercise at least 72 hours before the flight.
The carrier may withhold 10% of the value of the fare.

To request a return for these reasons, contact our Contact Center.

Right of withdrawal in Uruguay
Applies to:

Trips purchased on our website, LA INVENTADA App or through our Contact Center, within Uruguay.
The deadline for using the right to withdraw will be 5 business days from the time of purchase.
To request a refund by Right of Withdrawal, contact our Contact Center.

Shopping at travel agents or other sites
You must contact them directly to see the return options. If you shopped in Chile or Colombia, you'll need to create a case:

Create case for America

Create case for Colombia

If you need to know the conditions of your ticket, you can do so in the proof of purchase that we sent to your email.