

Where can I change my ticket?

You can request the change of your ticket by going to My Trips, where you can review all the conditions for making the change. You can also check them on the receipt that we sent to your email at the time of purchase.

If your trip includes seats or luggage, we will refund them to your LA INVENTADA Wallet once you have made the change.

If you bought your tickets with points or miles, make the change in the “Exchanges and Returns” section of My Trips.

If you bought your ticket from a travel agent, you'll need to contact them to make the change.

If you want to change other extras for your trip such as accommodation or car rental, you will have to manage it directly with the provider (Booking.com, Rentalcars, etc.)

(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.