

**How do I know if I can change my ticket?**

You can check if your ticket allows changes to the voucher that we sent to your email at the time of purchase or in the My Trips section of our site.

In My Trips, you can also check the cost of changing your ticket by selecting a new date and flight for your trip. The value will depend on the fare you purchased (it could include a fee for making the change) and the difference in price between the original flight and the new one you choose.

Keep in mind that in order to make a change, your ticket must be current. The validity is 12 months from the date of the first flight, but if you are already at your destination, the validity of the return ticket will depend on the maximum stay of the fare, you can find this information in the proof of purchase that we send to your email.

(Only for Chile) 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.

If you bought a travel package with LA INVENTADA Travel and want to know if you can change your ticket:

You must contact the LA INVENTADA Travel Contact Center directly to make any type of change, either to your ticket or to your travel package:

In Chile: +56 500 500 500

In Peru: +51 1 12345678

In Brazil: +55 12345 770 5000

If you purchased a travel package with our partnership with Despegar and want to know if you can change your ticket, you must contact the Despegar Contact Center directly.