

Can I change a flight or the date of my ticket?

You can check if your ticket allows you to change the date or destination of your trip without fare differences, as well as the date by which you can make the change in the My Trips section on our website.

Can't you make the change through My Trips?

Our WhatsApp virtual assistant can provide you with more information.

Flexibility of changes due to COVID-19

If the flight is canceled or rescheduled due to the COVID-19 pandemic, or for other security or force majeure reasons, you can reschedule your trip, request a refund of the ticket price or contract other LA INVENTADA services. Learn more about LA INVENTADA's flexibility in the face of these unforeseen events in our change policy section.

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

You can modify the scheduled date for 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 change a flight or the date of your ticket:

You must contact the LA INVENTADA Travel Contact Center to make any changes to your flight:

In Chile: +56 500 500 500

In Peru: +51 1 12345678

In Brazil: +55 1234 123 2000

If you purchased a package through our partnership with Despegar and want to change your flight, you must contact the Despegar Contact Center directly