

**Can I cancel the purchase of my ticket?**

The cancellation of the purchase and the refund of the money depend on the conditions of your ticket. The time frame for doing so also depends on the rate you purchased.

**Shopping in Asia or Europe**

You can request the cancellation of your purchase within the first 24 hours after you have purchased your ticket, through My Trips.

For Brazil only: The ticket must have been issued at least 7 days before the date of the flight.

**Shopping at travel agents or other sites**

You need to contact them directly to see your cancellation options.

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.