

Use our tool to learn more about the different things you can be refunded for. Or, use our [refund form](#) to request a refund and check its status.

Select a category

International points of sale



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Argentina

To qualify for a refund, you must purchase a refundable ticket.

Colombia

There are two pieces of Colombian law that affect refunds:

- **Right of Withdrawal:** You can cancel your flight up to 24 hours before the scheduled departure time and still receive a refund. But, we may keep 10% of the fare. If you bought your ticket as part of a promotion refer to those terms and conditions for refund rules.
- **Right of Retraction:** If you buy a ticket through our Customer Care team or on our website, you can cancel your reservation within 5 days and receive a refund. But, you must cancel your flight before the scheduled departure time.

France

You must complete our [refund request form](#) to be reimbursed for taxes and fees on tickets you didn't use. We'll reimburse you within 30 days of submitting the form.

Taiwan

The 7 day refund period outlined in Article 19 of Taiwan's Consumer Protection Act doesn't apply to international flights. Any changes made to your trip are subject to our standard fare rules.

General refund policy



Go to [My Trips](#) to cancel your reservation and start the refund process.



The refund amount will vary based on the situation.



Your refund will be credited back to your original form of payment.



If your ticket was purchased in the last 24 hours, it may qualify for our [24-hour booking policy](#).



Credit card refunds will be processed within seven business days of the request. All other refunds will be processed within 20 business days of the request.



Basic Economy tickets can't be changed but can be canceled and refunded within 24 hours of booking as long as it's one week or more before your scheduled departure.

