

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

Bags



Bags



Checked bags

If you don't travel due to a schedule change or cancellation, you can get a refund. That includes bag service fees. We'll automatically refund your bag fees if:

- Your bag is delayed over 12 hours on a domestic flight
- Your bag is delayed over 15 hours on an international flight less than 12 hours
- Your bag is delayed over 30 hours on an international flight longer than 12 hours

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.