

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

Tickets



Tickets



E-tickets

Cancel a flight in [My Trips](#) within 24 hours of when you booked it for a full refund. For all other refunds [complete the refund request form](#). Refunds are subject to final approval by our refund team.



Lost paper ticket

If you have lost your paper ticket, [complete our refund request form](#). You must include at least one of the following supporting documents for us to process your request:

- Lost or replacement ticket number
- If purchased through a travel agency, a copy of the lost ticket from the travel agency
- If you're a travel agent submitting on behalf of a customer, attach a copy of the lost ticket

The refund form must be submitted within 1 year of buying the ticket you lost. A \$150 nonrefundable processing fee will be charged for each lost ticket and it may take 90 days to process.

Refunds for lost tickets bought with gift certificates will be refunded as a travel certificate.



Unplanned events

You can ask for a refund to your original payment method if you're unable to use your ticket within one year of buying it. We'll only do this if an unplanned event is what stops you from using your ticket.

The following are considered unplanned events:

- Death of the traveler, any traveling companions or immediate family member
- One or more travelers on the reservation are on jury duty during the travel dates
- Certain illnesses
- Military order, U.S. military service members and their family members (parents, spouses and children) who must cancel or change a reservation due to new or changed military orders or directives applicable to the service member

Refunds for tickets bought with gift certificates will be refunded as a travel certificate.

If you change your flight due to illness, jury duty or military order and are charged a change fee, you can submit a request for a refund of those fees. Change fees will be waived for the death of a traveler, traveling companion or immediate family member.

Documentation requirements:

- **Death:** You must provide a copy of the death certificate. If this is due to the death of an immediate family member, you must include their name and relationship to you.
- **Illness:** You must provide a letter on letterhead from a licensed doctor stating you couldn't travel due to an illness. If the request is due to the illness of an immediate family member, the request must contain their name and relationship to you.
- **Jury duty:** You must provide a copy of the jury summons.
- **Military order:** You must provide a copy of the directive that requires cancellation of the reservation.



Reissued and partially used tickets

Refunds for reissued or partially used tickets are calculated based on the difference between the original ticket price, any additional charges and the segments flown



Travel agency and cruise line agency tickets

Refund requests for tickets issued by a travel agency should be sent to the agency.



Tickets issued by another airline

Refund requests for tickets issued by a partner airline should be sent to the airline you bought your ticket through.

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.