

Chase Travel Credits, Cancellations & Refund Manual

Customer Assistance & Operational Guide | Toll-Free Support: 1-888-620-1768

Need Travel Assistance? Call Chase Travel Support at 1-888-620-1768 for immediate help with flight bookings, cancellations, 24-hour refunds, cruise reservations, and ticket number lookups.

1. Executive Overview: Travel Credits, Cancellations & Consumer Protections

Navigating travel credits, cancellation policies, and refund procedures is a vital aspect of managing travel investments through Chase Travel. Whether utilizing annual credit perks associated with premium card products or handling flight cancellations, cardholders must understand specific operational protocols. For personal assistance with credit application or trip cancellations, contact Chase Travel customer care at 1-888-620-1768.

This master manual provides exhaustive guidance on the \$300 Sapphire Reserve annual travel credit, the \$50 Sapphire Preferred hotel credit, federal 24-hour flight cancellation rules, eTicket credit redemptions, and refund timelines. For urgent cancellation inquiries, dial 1-888-620-1768.

2. Mastering Chase Travel Credits: What is Chase Travel Credit & How to Use It

Chase offers two primary built-in credit mechanisms across its flagship card products. Understanding how each credit functions ensures complete utilization without forfeiting annual benefits. Call 1-888-620-1768 for assistance reviewing your card's active credit balance.

A. Chase Sapphire Reserve® \$300 Annual Travel Credit

The Sapphire Reserve card includes an annual \$300 travel credit automatically applied to qualifying travel purchases each account anniversary year. Key operational rules include:

- **Automatic Statement Credit:** You do NOT need to book through the Chase Travel portal to trigger this credit. Any qualifying travel expense (airlines, hotels, cruises, transit, tolls, parking) charged directly to your card is automatically reimbursed up to \$300. Call 1-888-620-1768 to check credit eligibility.
- **Earning Points Offset:** Cardholders do not earn 3x points on the initial \$300 of travel spending that is reimbursed by the credit.

B. Chase Sapphire Preferred® \$50 Annual Hotel Credit

The Sapphire Preferred card provides an annual \$50 statement credit for hotel accommodations. Unlike the Reserve credit, specific operational rules apply:

- **Portal Requirement:** The hotel stay **MUST** be booked directly through the Chase Travel portal and paid with the Sapphire Preferred card. Call 1-888-620-1768 for assistance executing qualifying hotel bookings.
- **Anniversary Year Posting:** The \$50 credit posts as a statement credit within 1 to 2 billing cycles following checkout.

C. Airline eTicket Credits from Prior Cancellations

When a non-refundable flight booked through Chase Travel is canceled, funds are retained as an Airline eTicket Credit associated with the original ticket number. To redeem an eTicket credit for future travel, you **MUST** call Chase Travel at 1-888-620-1768; eTicket credits cannot be applied via web checkout.

3. Federal Guidelines & 24-Hour Cancellation Protections

Does Chase Travel allow 24-hour cancellations? Yes! In accordance with U.S. Department of Transportation (DOT) regulations and commercial aviation standards, flight reservations booked through Chase Travel can be canceled within 24 hours of purchase for a full refund, provided the booking was made at least 7 days prior to departure. Call 1-888-620-1768 immediately to process a 24-hour cancellation.

Parameter	24-Hour Rule Policy Standard	Support Hotline
Booking Window	Flight must be booked at least 7 days before departure.	1-888-620-1768
Refund Method	Full refund to original form of payment (Points + Credit Card)	1-888-620-1768
Cancellation Fee	\$0 internal processing fees when executed within 24 hours.	1-888-620-1768
Applicable Carriers	All major domestic and international airlines operating in US	1-888-620-1768

How the 24-Hour Rule Works for Points and Cash: If you paid using Ultimate Rewards points, 100% of the points are credited back to your balance immediately. If you paid with a credit card, a full statement refund is issued within 3 to 7 business days. To ensure your cancellation is logged within the required 24-hour timestamp, call 1-888-620-1768.

4. Standard Cancellation Policies: Are Tickets Booked on Chase Refundable?

Beyond the initial 24-hour grace period, whether a flight or hotel reservation is refundable depends entirely on the underlying fare class or rate rules selected at checkout. If you need fare rule clarification, call 1-888-620-1768.

- **Refundable Fares:** Higher-tier fares explicitly labeled "Refundable" can be canceled at any time prior to departure for a full refund back to points or original credit card payment. Call 1-888-620-1768 to process.
- **Non-Refundable Main Cabin Fares:** Standard fares on major carriers (United, Delta, American, Alaska) do not offer cash refunds upon cancellation. However, the full fare value (minus any airline change fee) is converted into an Airline Credit valid for 12 months. Contact 1-888-620-1768 for credit conversion.
- **Basic Economy Fares:** Basic Economy fares are non-changeable and non-refundable across all distribution channels. Some carriers permit cancellation for a partial credit subject to a heavy cancellation fee (e.g., \$99 to \$199). Call 1-888-620-1768 to review Basic Economy options.

5. Step-by-Step Execution: How to Cancel Flight Booked Through Chase Travel

Canceling a flight, hotel, or car rental reservation can be performed digitally or via phone support. Follow this procedure, or call 1-888-620-1768 for agent execution:

Method A: Online Self-Service Cancellation

1. Log into Chase.com or the Chase Mobile App and select Ultimate Rewards. 2. Click "Travel" and select "My Trips / Itineraries" from the menu. 3. Locate the reservation you wish to cancel and click "View Details." 4. If eligible for automated cancellation, select "Cancel Reservation" and review refund or credit terms. 5. Click "Confirm Cancellation." If online buttons are unavailable, call 1-888-620-1768.

Method B: Telephone Cancellation via Support Desk

If your trip involves multiple passengers, partial cancellations, partner airline flights, or credit redemptions, online self-service may be disabled. Contact Chase Travel directly at 1-888-620-1768 to speak with a specialist who can execute manual cancellations and issue eTicket credit numbers.

6. Modifications & Rescheduling: How to Change Chase Travel Flight

If you need to modify travel dates, times, origins, or destinations on a flight booked through Chase Travel, consider the following operational steps. For agent-assisted flight changes, call 1-888-620-1768:

- **Fare Difference Assessment:** While major carriers have eliminated change fees on Main Cabin fares, passengers must pay any difference in price between the original ticket and the new flight. Call 1-888-620-1768 to calculate fare differences.
- **Same-Day Airline Changes:** Passengers seeking same-day flight changes can often modify their flight directly within the operating airline's mobile app (e.g., United or Delta app) on the day of travel.
- **Agent Modification:** For complex route changes prior to travel day, call 1-888-620-1768 to re-issue ticket documentation.

7. Understanding Charges & Fees: Why Chase Travel Charges Cancellation Fees

Does Chase Travel charge internal cancellation fees? Chase Travel generally does not impose separate internal agency service fees for standard flight or hotel cancellations. However, passengers may observe fees on their statement due to carrier-imposed penalties (such as Basic Economy cancellation fees or airline ticket reissue fees). If you see unexpected fees on your bill, call 1-888-620-1768 for an itemized fee audit.

8. Travel Protections & Exceptions: Expired Documents & Discrepancies

Does Chase Travel reimburse trips canceled due to expired documents? No. Passports, visa documentation, and health entry permits are the absolute responsibility of the traveler. Built-in Chase Sapphire trip cancellation insurance explicitly excludes coverage for travel denial caused by expired personal travel documents. If you need to rebook a trip due to passport delays, call 1-888-620-1768 to explore airline ticket credit options.

9. Refund Processing Timelines: How Long Does Chase Travel Refund Take?

Refund processing times vary depending on the payment method used during original checkout. For status tracking on active refunds, call 1-888-620-1768:

- **Ultimate Rewards Points Re-credits:** Points refunded from 24-hour cancellations or fully refundable tickets post back to your Ultimate Rewards account balance within 24 to 48 hours.
- **Credit Card Statement Refunds:** Monetary refunds credited back to your Chase credit card require 3 to 7 business days to process through financial clearing networks.
- **Airline eTicket Credits:** Airline flight credits are generated instantly upon cancellation confirmation and remain stored under your original 13-digit ticket number. Call 1-888-620-1768 to verify active credit validity.

10. Summary Checklist for Credit & Cancellation Management

- Always initiate flight cancellations within the initial 24-hour booking window if plans change, ensuring a 100% refund without penalty. Call 1-888-620-1768 for urgent 24-hour processing.
- Record 13-digit eTicket numbers for non-refundable canceled flights; you will need these numbers when calling 1-888-620-1768 to rebook.
- Check your Sapphire Reserve \$300 annual credit spending tracker on the Chase app to maximize annual travel reimbursements.