

What Should I Do If the Website Crashes During Booking? ****A Complete Guide for Chase Travel Users****

****Customer Service: 1-855-628-4230****

When booking travel through Chase Travel, a smooth and secure experience is essential. However, unexpected technical glitches—such as the website crashing mid-booking—can occur for various reasons, including high traffic, system maintenance, or unstable network conditions. This in-depth guide explains exactly what to do if the Chase Travel website crashes during a booking and how to protect your itinerary, payment details, and Chase Ultimate Rewards® points.

Why the Chase Travel Website May Crash

Website issues typically occur due to:

- High user traffic volumes during peak seasons
- Temporary server outages or maintenance
- Browser incompatibility issues
- Slow or unstable internet connections
- Cached data conflicts impacting website loading

Even though Chase Travel is highly reliable, these technical interruptions can happen. Here's what to do next.

Immediate Steps to Take if the Website Crashes During Booking

****1. Do Not Attempt Payment Repeatedly****

If the website freezes or crashes during checkout:

- Avoid refreshing the page ****during payment submission****
- Avoid clicking “Pay” or “Confirm Booking” multiple times

Multiple submissions may result in duplicate charges.

****2. Check Your Email for Confirmation****

Chase may have processed the booking even if the page crashed.

Check for:

- Booking confirmation email
- Payment authorization email
- Updates from the airline, hotel, or rental provider

If you receive any confirmation, your reservation is likely complete.

****3. Verify Your Chase Travel Dashboard****

Log into your Chase Travel account and review:

- “My Trips”

- "Upcoming Bookings"
- "Travel Activity"

If the booking shows here, then the crash did not affect your reservation.

4. Check for Pending Charges

Log into your Chase credit card account and look for:

- Pending transaction amounts
- Duplicate pending holds

A pending charge does **not** guarantee a completed booking, so always verify with Chase Travel support.

Contact Chase Travel Support Immediately

If you are unsure whether your booking went through, contact Chase Travel customer service at:

****1-855-628-4230****

Chase agents can:

- Verify if your booking succeeded
- Cancel accidental duplicate bookings
- Complete the booking manually
- Assist with rebooking at the same price, if available
- Resolve payment or point redemption issues

When calling, have the following ready:

- Full name
- Email associated with Chase account
- Last four digits of your Chase credit card
- Details of the trip you attempted to book

Recommended Troubleshooting Before Trying Again

1. Clear Browser Cache & Cookies

Outdated or corrupt data often causes website issues.

2. Try a Different Browser

Best compatibility:

- Google Chrome
- Firefox
- Safari

3. Disable VPN or Ad Blockers

These may interfere with website loading.

4. Switch Networks

Try:

- A different Wi-Fi connection

- Mobile hotspot
- Private browser mode

5. Use the Chase Mobile App

The Chase Travel section within the mobile app may function if the website is temporarily down.

How to Protect Your Chase Ultimate Rewards® Points

When the website crashes during point redemption:

- Points may be temporarily deducted as *pending*
- They are usually restored automatically if the booking fails
- If not restored within 24 hours, call **1-855-628-4230**

Chase agents can manually redeposit missing points.

Preventing Future Booking Crashes

To minimize problems:

- Avoid peak booking times (Black Friday, major holidays)
- Keep browser updated
- Ensure strong internet connection
- Log in from a secure device
- Monitor Chase Travel downtime alerts

FAQs About Chase Travel

1. What should I do if I was charged but received no confirmation?

Contact Chase Travel support immediately. Charges can be reversed, and agents can verify the booking status.

2. Will my points be refunded if the booking didn't process?

Yes. If the booking fails, your points will typically return automatically. Otherwise, Chase can redeposit them manually.

3. Can Chase agents complete the booking for me after a crash?

Yes. Support can finish the booking over the phone at the same price when available.

4. How long should I wait before attempting the booking again?

Wait 5–10 minutes after clearing cache or switching devices.

5. What if I need urgent travel and the website won't load?

Call **1-855-628-4230** immediately—live agents can book for you.

Final Thoughts

Website crashes during travel booking can be frustrating, especially when handling important itineraries or redeeming Chase Ultimate Rewards® points. Fortunately, most issues are easy to resolve, and Chase Travel support is always available to help you verify your booking, recover your points, or complete the reservation manually.

For any case where you're uncertain about your booking status, or if the site continues to have issues, always reach out to:

****1-855-628-4230****

This ensures your travel plans stay on track without delays, double charges, or missed deals.