

Understanding the Cancellation Policy at Chase Travel – A Complete Guide

Travel plans don't always go as expected — flights get canceled, schedules change, and emergencies happen. When you've booked through the **Chase Travel portal**, it's crucial to understand **how cancellations work**, what fees apply, and when you can receive a refund or travel credit.

This guide explains the **Chase Travel cancellation policy**, refund timelines, and step-by-step instructions to modify or cancel your bookings. It also includes the official **Chase Travel contact number: 1-855-628-4230** for assistance.

1. What is the Chase Travel Portal?

The **Chase Travel Portal** allows Chase cardholders to book **flights, hotels, cruises, and car rentals** using cash or **Ultimate Rewards® points**.

Because the portal operates through a **third-party travel service**, all cancellations and refunds must go through **Chase Travel**, not directly with the airline or hotel.

You are subject to both:

- **Chase Travel terms and conditions**, and
 - **Airline or hotel cancellation policies**.
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2. Why Understanding the Cancellation Policy Matters

Before cancelling or modifying bookings, you should know:

- **Refund eligibility:** Will you receive a refund, travel credit, or forfeit the fare?
 - **Processing times:** Refunds may take several business days.
 - **Provider rules:** Chase follows the airline or hotel's policies.
 - **Third-party delays:** Refunds via Chase Travel can take longer than direct bookings.
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3. Chase Travel Flight Cancellation Policy

3.1 24-Hour Risk-Free Cancellation

- Flights booked through Chase Travel are protected by the **U.S. Department of Transportation 24-hour rule**.

- You can cancel **within 24 hours** and receive a **full refund**, whether booked with cash or points.
- Cancel via **Chase portal** or by calling **1-855-628-4230**.

3.2 After 24 Hours

- Cancellation fees depend on **airline rules** and **fare type**.
- Some airlines may issue **travel credits** instead of cash refunds.
- Non-refundable tickets usually cannot be refunded.
- Points used for bookings may be partially or fully returned based on airline policies.

3.3 Refund Timelines

- Refunds may take **7–14 business days** to process.
 - Points refunded to **Ultimate Rewards® accounts** may take one billing cycle.
 - Always confirm with Chase Travel before canceling.
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4. Hotel and Car Rental Cancellation Policy

4.1 Hotels

- Each hotel sets its **own cancellation rules**.
- **Refundable rates** allow free cancellation 24–48 hours before check-in.
- **Non-refundable rates** cannot be canceled.
- Cancel via **Chase Travel portal** or **call 1-855-628-4230**.

4.2 Car Rentals

- Most car rentals allow free cancellation before pickup.
 - Prepaid bookings may be non-refundable.
 - Always check your confirmation email for details.
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5. Hotel & Flight Change vs. Cancellation

- **Change:** Adjusting dates or times; may incur **fees or fare differences**.
- **Cancel:** Ending the booking; may result in partial refund or travel credit.

Call **1-855-628-4230** for guidance on which option is best for you.

6. Using Ultimate Rewards® Points and Refunds

- Refunds are returned as **points**, not cash.

- Non-refundable bookings may lead to **forfeited points**.
 - Partial refunds return a corresponding amount of points.
 - Canceling after 24 hours may incur deductions.
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7. How to Cancel a Chase Travel Booking

Step 1: Log in → **Ultimate Rewards®** → **Travel**

Step 2: Go to **My Trips** and select your booking

Step 3: Check the cancellation policy via **View Details**

Step 4: Cancel online or call **1-855-628-4230**

Step 5: Confirm refund or points credit via email

8. Common Scenarios and Tips

A. Canceling Due to Illness/Emergency

- Contact Chase Travel immediately; insurance may cover exceptions.

B. Airline-Initiated Cancellations

- Entitled to a **full refund**. Call **1-855-628-4230** to process.

C. Weather or Force Majeure

- Policies vary; verify with Chase Travel and your provider.
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9. Expert Tips for Hassle-Free Cancellations

- Book refundable rates when possible
 - Read fine print for each provider
 - Act within 24 hours for guaranteed refunds
 - Keep all confirmation emails
 - Use **Chase Travel support 1-855-628-4230**
 - Check points balance after cancellation
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10. Summary and Final Thoughts

The **Chase Travel cancellation policy** depends on the airline or hotel, not Chase alone.

Key takeaways:

- Review cancellation terms before booking.
- Use the **24-hour grace period** for full refunds.
- Call **1-855-628-4230** for assistance.
- Stay proactive to protect **money, points, and travel plans**.