

Airfare Cancellations and Unused Ticket Use



Travelers must cancel the reservation 24 hours before departure to avoid suspension of unused ticket. If the ticket is not cancelled and becomes suspended, some airlines may allow it to be reopened, but there is an airline fee to do so. Once cancelled the traveler should retain the invoice/receipt sent upon completion of original purchase. This receipt has the original ticket number which will be needed to process the new reservation and use of the unused ticket. Unused tickets are valid one year from date of original purchase and carrier may require travel be completed one year from date of original purchase. Simply communicate to your agent at the time of the new reservation that you have an unused ticket along with the ticket number (information on report, if unknown by traveler) so that you may get credit for the unused portion.

Airlines will charge a reissue fee which can vary by air carrier. The current standard domestic fee with most major carriers is \$200.00, international \$250.00. However, penalty fees vary based on carrier and destination. This reissue fee will be assessed along with any new fare amount higher than the original purchase price. The agent will quote all fees associated when new reservation is made.

Tickets which are unused by a traveler should always be monitored by the traveler and the agency. Traveler should ensure that any unused ticket is considered when planning future travel arrangements. Some airlines have a policy which would allow for a name change to another employee within the agency. A view of the latest airline policies regarding unused tickets are available at the State Travel Office's website:

<https://www.doa.la.gov/doa/ost/airfare-airport/>