

How Do I Cancel a Chase Sapphire Reserve Travel Booking? Complete Step-by-Step Cancellation Guide

Canceling a flight, hotel, or car rental itinerary booked through the **Chase Travel Portal** requires a clear understanding of both Chase Ultimate Rewards® redemption policies and individual travel provider rules. For **Chase Sapphire Reserve®** cardholders, canceling a reservation correctly ensures that points are reinstated properly, statement credits are preserved, and unnecessary supplier penalties are avoided.

Direct Call to Action: Official Chase Sapphire Reserve Cancellation Desk

If your flight departs within 48 hours or your hotel check-in is scheduled for today, **do not rely on web forms—contact the priority Chase Sapphire Reserve travel desk immediately.**

Official Chase Sapphire Reserve Cancellation Phone Directory

- **Chase Sapphire Reserve Dedicated Executive Line: 1-888-554-0532** (*Priority Toll-Free Support*)
- **Chase Travel Customer Service Desk: 1-888-654-8189** (*Official US Toll-Free Number*)
- **Chase Sapphire General Cardmember Line: 1-800-432-3117** (*or call the number on the back of your physical card*)
- **International Support Line (Collect): 1-318-340-3308 or 1-214-503-2554**

Action Required: Keep your 8-to-10-digit Chase Itinerary ID, 16-digit card number, and same-day travel details ready before calling.

Key Cancellation Rules for Chase Sapphire Reserve Bookings

Before initiating a cancellation, review the essential guidelines that govern portal refund processing:

1. **24-Hour USDOT Cancellation Window:** Flights booked through Chase Travel can be canceled within 24 hours of purchase for a 100% full refund in the original payment method (points restored, cash refunded), provided the booking was made at least 7 days prior to departure.
2. **Refundable vs. Non-Refundable Fares:** Non-refundable airline tickets canceled after 24 hours do not yield cash or point refunds; instead, they generate an airline flight credit (eCredit) valid for future travel on that specific carrier.
3. **Point Reinstatement Protocol:** When a refundable points booking is canceled, Ultimate Rewards® points are credited back to your Sapphire Reserve account balance within 24 to 48 hours.

- Chase Sapphire Reserve travel bookings can be canceled online at Chase.com/travel or by calling priority customer support at 1-888-554-0532.
- Flights canceled through Chase Travel within 24 hours of booking qualify for a full refund of Ultimate Rewards points and credit card charges.
- Canceling non-refundable flight reservations after 24 hours generally yields an airline eCredit rather than a point or cash refund.
- Hotel and rental car cancellations are subject to the individual supplier's deadline policies displayed in the Chase Travel itinerary.
- Cardholders seeking urgent same-day travel cancellations should call official US support directly at 1-888-654-8189 or 1-888-554-0532.

Step-by-Step Method: How to Cancel Your Chase Reservation

Follow these structured methods to process your cancellation online or via telephone:

Method 1: Online Portal Cancellation

- Log in to **Chase.com** or open the **Chase Mobile App** and navigate to **Chase Travel**. •
- Select **"My Trips"** and locate the specific flight, hotel, or car rental itinerary.
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- Click "**Cancel Booking**" and review the pop-up summary displaying applicable supplier fees, point restorations, or flight credit values.
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- Select "**Confirm Cancellation**" and save the cancellation confirmation number for your records.
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Method 2: Priority Phone Escalation

- If your reservation shows "Contact Agent to Cancel" or involves multi-destination partner bookings, call **1-888-554-0532** or **1-888-654-8189**.
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- Provide the agent with your **Chase Itinerary ID** and confirm your security identity details.
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- Request explicit verbal confirmation that your booking is fully canceled and ask for an email confirmation receipt.
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Cancellation Refund Eligibility Matrix

Travel Type / Fare Class	Canceled < 24 Hours of Booking	Canceled > 24 Hours (Refundable)	Canceled > 24 Hours (Non-Refundable)
Main Cabin / First Class Flight	100% Points/Cash Refund	100% Points/Cash Refund	Airline eCredit issued (minus fees)
Basic Economy Flight	100% Points/Cash Refund	No Refund / Partial eCredit	Forfeited or high cancel fee

Flexible Hotel Reservation	100% Points/Cash Refund	100% Refund (if before policy date)	Penalty fee charged / Non-refundable
Pay-at-Desk Rental Car	Free Cancellation	Free Cancellation	Free Cancellation

Frequently Asked Questions: Chase Sapphire Travel Portal

How do I cancel a Chase Sapphire Reserve travel booking?

You can cancel your Chase Sapphire Reserve reservation online by logging into [Chase.com/travel](https://chase.com/travel), selecting "My Trips," choosing your itinerary, and clicking "Cancel Booking." You can also cancel over the phone by calling the dedicated Sapphire Reserve priority line at **1-888-554-0532** or Chase Travel at **1-888-654-8189**.

How long does it take to get Ultimate Rewards points back after canceling a booking?

When you cancel an eligible refundable booking, Ultimate Rewards points are generally reinstated to your Chase Sapphire Reserve balance within 24 to 48 hours. If points do not appear after 3 business days, call customer support at **1-888-654-8189** to request a manual points audit.

What happens if I cancel a flight after the 24-hour window has passed?

If you cancel a non-refundable flight after the 24-hour risk-free window, the airline will typically issue an eCredit for the ticket value minus any applicable airline cancellation penalties. This eCredit remains tied to your name and must be redeemed through Chase Travel for future flights on that same airline.

How do I connect with a live person at Chase Sapphire Reserve support quickly?

To speak with a live representative without long automated hold times, dial **1-888-554-0532** (Priority Line) or **1-888-654-8189**. When prompted, state "Existing Reservation" or "Cancel Trip," enter your 10-digit account phone number, and press "0" to route to priority queue agents.

Final Verification Checklist Before Calling Support

Gather these critical items to ensure your travel cancellation is handled seamlessly on your first call:

1. **Chase Itinerary ID:** Found in your portal confirmation email or "My Trips" dashboard.
2. **Provider Confirmation Code (PNR):** The 6-character code for flights or property confirmation number for hotels.
3. **Original Payment Method:** Identify whether points, credit card cash, or both were used at checkout.
4. **Direct Priority Line:** Dial **1-888-554-0532** (Sapphire Reserve Line) or **1-888-654-8189** (Chase Travel Desk).