

Contact Us

If you noticed **1-888-620-4018** on your phone records, billing details, or confirmation docs, you might wonder who is on the other end of the line.

This phone number connects directly to the **Chase Travel customer service team**.

Whether you need to modify an upcoming flight, resolve a hotel reservation issue, request a refund, or update your rental car booking made through the Chase Ultimate Rewards® portal, this direct contact line connects you to representatives equipped to manage Chase Travel bookings.

[Chase.com](https://www.chase.com)

Quick Reference: 1-888-620-4018 At a Glance

Information	Details
Direct Phone Number	1-888-620-4018
Department	Chase Travel Customer Service & Support
Primary Purpose	Flight changes, hotel cancellations, booking modifications, points redemptions
Key Distinction	Separate from general Chase credit card banking/fraud support
Alternative Access	Chase Ultimate Rewards Portal / Official Chase Mobile App

[Chase.com](https://www.chase.com)

Why You Might Need to Call 1-888-620-4018

Chase Travel functions as a full-service travel agency powered by JPMorgan Chase for cardholders (including those with the Chase Sapphire Preferred®, Chase Sapphire Reserve®, and Freedom® family cards).

While many routine updates can be managed online, direct phone support via **1-888-620-4018** is essential for time-sensitive or complex requests:

1. Flight Modifications and Emergency Rebooking

Airlines frequently adjust flight schedules, push back departure times, or cancel routes due to severe weather. Calling the travel team directly allows you to:

- Rebook canceled or delayed flights on short notice.
- Adjust seat selections, request meal upgrades, or add frequent flyer details.
- Process same-day change requests when airline portals direct you back to your booking agency.

2. Hotel Reservation Changes and Special Requests

When booking hotel rooms through the portal using points or cash, changes often require intervention from the agency side. Contact this line to:

- Adjust check-in or check-out dates.
- Request late check-ins or special room preferences.
- Verify or modify room occupancy details.

3. Rental Car and Cruise Assistance

Rental car pickups and cruise itineraries often come with strict cancellation deadlines and deposit policies. Direct phone agents can help clear up discrepancies or make last-minute schedule changes.

4. Point Redemption & Cash Balance Inquiries

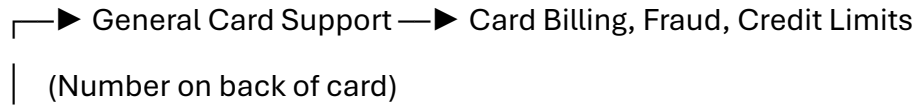
If you used a combination of Chase Ultimate Rewards® points and cash to book your trip, calculating partial refunds or credits after a cancellation can be tricky. Reps on this line can break down how points and statement credits are returned to your account.

[Chase.com](https://www.chase.com)

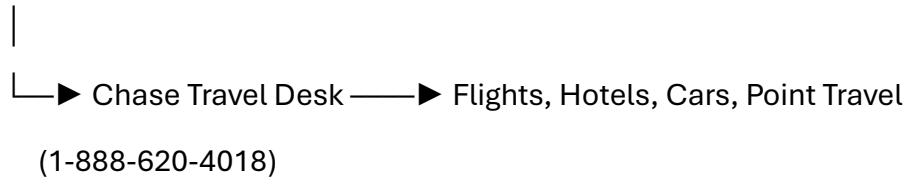
Important: Chase Travel Support vs. General Chase Credit Card Support

Key Takeaway: Calling the number on the back of your physical credit card connects you to **general card services** (billing disputes, APR inquiries, fraud alerts, or credit limit increases). Calling **1-888-620-4018** routes you specifically to the **Chase Travel desk** for travel agency booking management.

Understanding this distinction saves valuable time:



Chase Support ———|



If you call standard card support regarding an urgent flight cancellation, the agent will typically need to transfer your call directly to the travel division anyway. Calling **1-888-620-4018** cuts out the middleman.

[Chase.com](https://www.chase.com)

How to Prepare Before Calling 1-888-620-4018

To resolve your issue as quickly as possible and avoid extended hold times, gather the following details before making the call:

1. **Your Chase Travel Itinerary/Confirmation Number:** Located at the top of your booking confirmation email and in your Chase mobile app under the *Travel* tab.
2. **Airline/Hotel Confirmation Code (PNR):** The 6-character alphanumeric code provided by the airline or hotel chain.
3. **Primary Cardholder Details:** Name, billing address, and account identification for verification.
4. **Flight/Hotel Dates & Details:** Exact dates, flight numbers, or property names related to your inquiry.
5. **Pen and Paper or Digital Note App:** To write down representative names, reference ticket numbers, and agreed-upon resolution terms.

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Tips for Getting Faster Service on 1-888-620-4018

Peak travel periods, severe weather events, and holiday seasons can cause spikes in call volume. Follow these operational tips to minimize hold times:

- **Call During Off-Peak Hours:** Aim for early morning hours or late evenings when queue traffic is generally lighter.
- **Try Online Self-Service First:** For straightforward tasks like printing receipts, viewing itineraries, or canceling eligible refundable hotel stays, logging into your account via **Chase.com** or the **Chase Mobile App** is often instantaneous.
- **Check Your Email Confirmation:** Always cross-reference the contact details listed on your specific itinerary email, as specialized card tiers (like Sapphire Reserve) sometimes feature dedicated priority routing lines.

[Chase.com](https://www.chase.com)

Alternative Ways to Contact and Manage Chase Travel

If you prefer not to make a phone call or want to handle simple updates on your own, several self-service channels are available:

Official Website

1. Log into your account at **Chase.com**.
2. Navigate to **Ultimate Rewards** or **Travel** from your account dashboard.
3. Select **My Trips / Manage Bookings** to view, download, or edit active itineraries.

Chase Mobile App

1. Open the Chase Mobile App on iOS or Android.
2. Tap the **Benefits & Rewards** section.
3. Choose **Travel** to access active reservations and self-service options.

Frequently Asked Questions (FAQ)

Is 1-888-620-4018 a legitimate Chase phone number?

Yes. It is a direct contact number associated with the Chase Travel customer support department for handling trip reservations and portal inquiries.

Can I book a new trip by calling 1-888-620-4018?

Yes. Representatives can assist you in searching for and booking flights, hotels, and car rentals over the phone using your Chase points, credit card, or a combination of both.

What if I need to cancel my booking due to an emergency?

Calling **1-888-620-4018** allows you to review the specific cancellation and refund policies for your airline or hotel. Agents can assist in processing cancellations, applying for travel insurance claims (if covered by your eligible Chase card), or issuing travel credits.

Why is Chase Travel handling my airline reservation instead of the airline?

When you purchase travel through the Chase Ultimate Rewards portal, Chase acts as the ticketing agency. While the airline manages the physical flight, changes, cancellations, or ticket reissues prior to departure often must be handled by the issuing agency team.

For More Information Visit [Chase.com](https://www.chase.com)