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Hopper app not refunding

I am still currently contesting charges through my credit card company. For a flight that I cancelled over a month ago and left for 2 days that I won't be on and was told by the Hopper app that it was cancelled (it wasn't). Their policy on the flight I booked through them read that it could be cancelled via the app for a full refund within 24 hours. Within less than even 12 hours, I cancelled through their app due to find a much better alternative. I received a pop-up message when I canceled and said Cancel complete! A confirmation email will be sent shortly!. After not receiving a confirmation email a few hours later, I tried again via the app and got the same message and took a screenshot of that message. To double check that the flight would actually be cancelled, I contacted their support team and received an email saying they would get back to me within 24 hours, which they never did. They seem to have responded to my credit card company, even though... and fighting me on this charge still, instead of just canceling dang flight ... so I'm very glad I took screenshots of everything when I did. I would cancel it myself but it will just refund back to the ticket holder's card which is Hopper. Big headache. If you have submitted a cancellation, you can take 15 business days for the treatment and we will get back to you by email. For more information about COVID-19 cancellations, click here. Refund processing timesRefundable Ticket plansImportantRefunds are always at the airline's discretion, and Hopper can only process what is approved by the airline. Your confirmation email will show if your reservation is refundable under Cancellations at the bottom of the receipt. Hopper cannot change the original form of payment registered for the refund. If your original form of payment has since expired or been cancelled, contact your financial institution for more help. In most cases, they can forward the refund to your new card. If you made your reservation in the last 24 hours, you may still be eligible to cancel your reservation directly in the app without penalty for a full refund. Click here for same-day cancellation information in the app. Our agreement with most lost carriers such as Spirit, Frontier or Norwegian Air requires us to collect the funds directly and then forward payment to the airline from Hopper's account. If you're waiting to receive a refund, be aware that it may take 1-2 weeks for this to be processed back into your account. For these bookings, your Hopper verification code will usually begin with a Z (example Z-ABCDEFG). If you cancel due to death or illness, we may be able to apply for a goodwill refund from the airline. You may also be interested inDan to see your danger detailsSame-Day Cancellation in AppRefund TimesRefundable Ticket plans Have you book a flight with Hopper that you now have to It is free and you can unsubscribe at any time. If you cancel outside the cancellation period, we've outlined the steps you need to take to cancel your flight below. How to cancel your Hopper Flight: Step 1: Sign in to your hopper account on app Step 2: Click contact Support Step 3: Hopper's support bot RoboBear will then help you get started Step 4: RoboBear then connects you to an agent to process the cancellation request. Please note that if your flight is with a low-cost carrier, you must request and process the cancellation directly with them. If you have booked a basic economy ticket, your ticket cannot be fully refunded under any circumstances. Some airlines will offer a one-year future travel credit to re-book your flights at a later date. Important note: If you have booked within the last 24 hours, you may be able to cancel your flight without penalty. Can I change the flight I've booked at Hopper's? Do you have to make changes to your funnel flight? It is important to be aware that most airlines will charge change fees if you are able to make changes to your flight. You will also be charged any price difference between the original flight price and the new flight price. It's important to know that many airlines don't allow changes to be made once you've confirmed your flight. You can find this

