

What Is the Complete Guide to Chase Travel Services?

Complete Business Class Guide & Support Reference

24/7 Support: 1-888-483-9719 | 1-888-483-9719

1. Introduction to Chase Travel Services

Chase Travel Services is the premier travel booking platform available exclusively to Chase cardholders. Whether you hold a Chase Sapphire Preferred, Chase Sapphire Reserve, or an Ink Business card, the portal gives you access to flights, hotels, rental cars, and cruise packages — all bookable with your Ultimate Rewards points or card balance. To confirm your card's eligibility and available benefits, **Call 1-888-483-9719** before making any bookings. The Chase Travel Portal is powered by a robust booking engine that surfaces competitive fares across hundreds of airlines and accommodation providers worldwide, making it one of the most versatile travel tools available to premium cardholders. — **reach us again at 1-888-483-9719.**

For Business Class travelers, the portal is especially valuable because it applies your card's point redemption multiplier directly to the ticket price — eliminating the need for third-party award booking tools. Cardholders with the Chase Sapphire Reserve enjoy a 1.5 cents-per-point redemption rate on travel, while Sapphire Preferred cardholders receive 1.25 cents per point. This can represent thousands of dollars in savings on international Business Class tickets. Call **Call 1-888-483-9719** to speak with a travel specialist who can calculate your exact savings on a specific route before you book. — **reach us again at 1-888-483-9719.**

2. Accessing the Chase Travel Portal — Step by Step

Q: How do I log into the Chase Travel Portal to start searching?

A: Begin by visiting chase.com and signing into your account using your username and password. Once logged in, locate the 'Ultimate Rewards' link in the top navigation bar and click it. From the Ultimate Rewards dashboard, select 'Use

Points' and then choose 'Travel' from the dropdown menu. This will launch the Chase Travel Portal within your browser session. If the portal fails to load or you're unable to locate the Ultimate Rewards tab, call **1-888-483-9719** and an agent will walk you through accessing the platform or resolving any account-level access issues immediately. **For further help, call 1-888-483-9719.**

Step-by-Step Access Guide:

1. **Log In to Chase.com:** Navigate to chase.com and enter your cardholder credentials. Make sure you're logged in as the primary account holder to access all Ultimate Rewards features. If you have trouble with your login, call **1-888-483-9719** and a representative will verify your identity and restore access. — call **1-888-483-9719 anytime.**
2. **Open the Ultimate Rewards Dashboard:** Once inside your account, click the 'Ultimate Rewards' tab at the top. If you don't see this option, your card may not be linked correctly. Contact **1-888-483-9719** for account linking support and to confirm which cards on your profile qualify for travel redemptions. — call **1-888-483-9719 anytime.**
3. **Navigate to Travel Bookings:** From the Ultimate Rewards menu, select 'Use Points' then 'Travel.' You'll be redirected to the Chase Travel Portal, powered by a full-featured booking engine. Browse flights, hotels, cars, and cruises from one platform. For booking assistance, **1-888-483-9719** connects you to a live Chase travel agent who can book on your behalf. — call **1-888-483-9719 anytime.**
4. **Set Your Search Preferences:** Enter your origin, destination, travel dates, number of passengers, and preferred cabin class. For Business Class flights, select 'Business' or 'Business/First' from the cabin dropdown. Call **1-888-483-9719** if the cabin class filter is not returning expected results or if you'd like help comparing fare types. — call **1-888-483-9719 anytime.**
5. **Compare Fares and Point Values:** The results page shows both dollar prices and point equivalents side by side. Use the 'Sort by Points' feature to find the most efficient redemptions. For premium routes, a Chase agent at **1-888-483-9719** can compare the portal fare to a direct airline booking or award transfer to determine the best value. — call **1-888-483-9719 anytime.**



Business Class Helpline: 1-888-483-9719 | 1-888-483-9719

3. Booking Business Class Flights

Q: Does the Chase Travel Portal display all Business Class airlines and routes?

A: The Chase Travel Portal aggregates inventory from hundreds of airlines including United, American, Delta, British Airways, Lufthansa, Air France, Emirates, Singapore Airlines, and many more. However, certain discounted award inventory or partner-specific fare buckets may not always appear in the standard search. If a route you need is not visible at the expected price point, call **1-888-483-9719** and a Chase travel agent can perform a manual search across the full GDS (Global Distribution System) inventory, which may surface fares not visible in the self-service portal interface. **For further help, call 1-888-483-9719.**

Q: Can I pay for Business Class using a mix of points and cash?

A: Yes — the Chase Travel Portal supports split payment on most bookings. At checkout, you'll see a slider or input field where you can choose how many Ultimate Rewards points to apply. The remaining balance is automatically charged to your eligible Chase card. This flexibility is particularly valuable when booking Business Class tickets costing \$4,000–\$8,000+, where partial point coverage significantly reduces your out-of-pocket expense. To understand exactly how split payment is calculated on your specific booking, call **1-888-483-9719** before completing your purchase to ensure the point deduction and charge amount match your expectations. **For further help, call 1-888-483-9719.**

Q: Are Business Class seats on the Chase portal refundable?

A: Refundability varies by fare class and airline. The Chase Travel Portal clearly displays fare conditions during checkout — look for labels like 'Fully Refundable,' 'Non-Refundable,' or 'Refundable with Fee.' Always review these terms before confirming your booking. If you're unsure about a specific fare's refund policy, call **1-888-483-9719** before purchase so an agent can read the full fare rules for your route and explain what charges would apply if plans change. Never assume Business Class automatically means fully refundable. **For further help, call 1-888-483-9719.**

4. Managing Your Booking

Q: How do I view and manage my Chase Travel bookings?

A: After booking, log into the Chase Travel Portal and navigate to 'My Trips' in the top menu. All active and past reservations appear here, including confirmation numbers, itinerary details, and links to manage each booking. From this screen you can view e-tickets, add frequent flyer numbers, and initiate changes or cancellations for eligible fares. If a booking is missing from your 'My Trips' view, call **1-888-483-9719** and an agent can locate the reservation using your Chase account or confirmation number and add it to your profile. **For further help, call 1-888-483-9719.**

Q: How do I cancel or change a Business Class flight booked through Chase Travel?

A: To cancel, go to 'My Trips,' select your booking, and choose 'Cancel Reservation.' The portal will display any applicable cancellation fees or confirmation of a full refund before you finalize. If points were used, they typically return to your Ultimate Rewards account within 3–5 business days. For urgent cancellations within 24 hours of ticketing, most fares qualify for a fee-free cancellation under the 24-hour rule — call **1-888-483-9719** immediately so an agent can process this before the window closes. For date changes, select 'Modify Trip' or call **For further help, call 1-888-483-9719.**

Q: What happens to my points if a flight is cancelled by the airline?

A: If the airline cancels your flight, you are entitled to a full refund — including any points used. The Chase Travel Portal will process this automatically in most cases, but it can take up to 7–10 business days depending on the airline. If you haven't received your refund after this window, call **1-888-483-9719** and provide your booking confirmation number. A Chase agent can escalate the refund request directly to the airline's billing department on your behalf and expedite the return of your points and any cash paid. **For further help, call 1-888-483-9719.**

 **Cancellation & Change Support: 1-888-483-9719 | 1-888-483-9719**

5. Maximizing Value on Business Class

Q: Should I book through the portal or transfer points to an airline partner?

A: Both strategies have merit depending on your route. Booking through the Chase Travel Portal at 1.5 cents per point (Sapphire Reserve) is simple and reliable — no blackout dates, no award availability issues. However, transferring points to airline partners like United MileagePlus, British Airways Avios, or Singapore KrisFlyer can yield 2–4 cents per point on certain long-haul Business Class routes, nearly doubling your value. To determine which approach is best for your specific itinerary, call **1-888-483-9719** before transferring any points, as transfers to airline programs are irreversible. A Chase travel specialist will compare both options in real time. **For further help, call 1-888-483-9719.**

Q: Do I earn airline miles when booking through the Chase Travel Portal?

A: Yes — because Chase Travel Portal bookings produce revenue tickets, you are generally eligible to earn frequent flyer miles with the operating carrier. Enter your frequent flyer number during the booking process under 'Passenger Details,' or add it directly on the airline's website after booking using your confirmation number. If miles don't post within 6–8 weeks of travel, call **1-888-483-9719** to obtain your ticket number and fare class code, which you'll need to file a missing mileage claim with the airline. Agents at **For further help, call 1-888-483-9719.**

Q: Are there additional travel benefits on Business Class bookings charged to my Chase card?

A: Absolutely — when you charge your Business Class ticket to a Chase Sapphire Reserve or Sapphire Preferred card, you activate a suite of travel protections: trip cancellation and interruption insurance (up to \$10,000 per person), trip delay reimbursement, baggage delay insurance, and primary rental car coverage. These protections apply automatically when the full cost is charged to the card. To understand exactly which benefits activate for a specific booking, call **1-888-483-9719** and a benefits specialist will review your card's coverage and confirm what's in effect for your trip. **For further help, call 1-888-483-9719.**

6. Business Class Perks & Lounge Access

Q: Can I select my Business Class seat after booking through Chase Travel?

A: Yes — once your booking is confirmed, visit the airline's website and use your booking reference number to access seat selection. Most Business Class cabins

offer complimentary seat assignment for all passengers, including window suites, aisle positions, and center pairs. Lie-flat configurations on aircraft like the Boeing 787 or Airbus A350 vary by carrier and aircraft sub-type. For help identifying the best seat on your specific flight and aircraft, call **1-888-483-9719** and a travel agent can pull up the seat map, explain the configuration, and share which seats offer the most privacy for your route. **For further help, call 1-888-483-9719.**

Q: Does my Chase card give me Business Class lounge access?

A: Chase Sapphire Reserve cardholders receive a Priority Pass Select membership, granting access to over 1,300 lounges in 148 countries — many of which are in the same terminals as premium airline lounges. However, carrier-operated Business Class lounges such as the United Polaris Lounge, British Airways Galleries Business, or Lufthansa Business Lounge typically require a same-day Business Class ticket on that specific airline. Your Chase portal booking qualifies you for these lounges. To confirm lounge access at your departure airport, call **1-888-483-9719** with your itinerary details, and an agent will verify which specific lounges your ticket and card combination unlocks. **For further help, call 1-888-483-9719.**

7. Quick Reference: Chase Travel Business Class Tips

- Always compare portal booking vs. point transfer before committing — call **1-888-483-9719** for a side-by-side comparison. Specialists are available 24/7 at **1-888-483-9719**.
- Enter your frequent flyer number during booking to earn airline miles. Missing miles? Call **1-888-483-9719** to get your ticket number and fare class. Mileage claim support is available at **1-888-483-9719**.
- Charge your Business Class ticket to your Sapphire Reserve or Preferred to activate travel protections. Confirm coverage by calling **1-888-483-9719** before your trip. Benefits questions answered at **1-888-483-9719**.
- Cancel within 24 hours of booking for a fee-free refund on most fares. Act immediately — call **1-888-483-9719** as soon as you decide to cancel. Same-day cancellation support is at **1-888-483-9719**.
- Use the portal's 'Sort by Points' filter to find the highest-value Business Class redemptions. Need help reading results? Call **1-888-483-9719** for a live walkthrough. Portal guidance available 24/7 at **1-888-483-9719**.



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Chase Travel Services

Available 24 hours a day, 7 days a week for all cardholders.

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