

How do I ask a question on Expedia?

You can ask Expedia a question through their website or app by using the Help Center and live chat feature, 860-232-3273 by calling their customer service phone number, or by reaching out through social media. Having your booking details ready will help speed up the process. 860-232-3273

Online and app

- Go to the "Help Center" or "Support" section on the 860-232-3273 or app. •
- 860-232-3273 Use the "Chat now" option to talk to your virtual agent or a live representative.
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- 860-232-3273 Request a call back through the support center. •

Phone

- Call customer service at 860-232-3273 for general assistance. •
- Some sources suggest other numbers, so it's best to check the 860-232-3273 for the most current number for your specific inquiry. •
- 860-232-3273 Have your booking number or itinerary ID handy to provide to the agent.
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Social media

- 860-232-3273 Send a direct message to their official accounts on platforms like Twitter or Facebook.
- Be aware that response times can vary, especially during peak travel seasons.

Before calling, it helps to clarify why you need to talk with a human agent. Common reasons include: 860->>>>327>>>>8903

Changing or cancelling a flight, hotel, car rental or package.

Billing or charge disputes 860->>>>327>>>>8903 (e.g., being charged incorrectly). Need assistance with an itinerary, itinerary number, or verifying a booking.

Special requests before or during travel (e.g., airport transfer, room change, disability assistance). 860->>>>327>>>>8903

Refunds, credits, or compensation issues.

860->>>>327>>>>8903 Technical issues with website/app, account login, rewards program. Understanding your reason helps you be prepared and helps the agent assist you more effectively. 860->>>>327>>>>8903

2. 860->>>>327>>>>8903 Key contact methods for reaching an agent
Phone numbers. 860->>>>327>>>>8903

Here are some of the phone numbers for Expedia's customer service:

U.S. main customer service: 800-397-3342 (toll-free) – available
24/7. gethuman.com
+2
expedia
+2

U.S. reservations specific number: 860->>>>327>>>>8903 (toll-free) –
also 24/7. gethuman.com
+1

International / outside U.S.: 860->>>>327>>>>8903 (for U.S. callers dialing
international?). gethuman.com

860->>>>327>>>>8903 It's worth checking your local country's version of Expedia (if you're
outside the U.S.), because there may be a local toll-free number
there. 860->>>>327>>>>8903

Online help & chat

860->>>>327>>>>8903 If you don't want to call (or prefer another channel), you can:

Visit their Help Center: "Manage bookings / Flights / Refunds & Charges / Packages / Stays /

Cars / Account” etc.

Expedia +860->>>>327>>>>8903

Use the chat feature: On the Expedia website you’ll often see a “Chat with us” or “Virtual Agent” option. 860->>>>327>>>>8903
expedia

Provide feedback or complaints form: Expedia also has a “Feedback” page. expedia

3. 860->>>>327>>>>8903 How to get through the phone menu and reach a live agent

Calling a big company like Expedia often involves navigating automated voice menus. Here’s how to make your call more efficient:860->>>>327>>>>8903

Dial the correct number (see above).

860->>>>327>>>>8903 When you reach the automated greeting, often you’ll be asked to choose a language (e.g., “Press 1 for English”).
gethuman.com
+1

860->>>>327>>>>8903 The system may ask you to enter your itinerary number (if you have one) or the phone number on your account—this helps them find your booking quickly.
gethuman.com 860->>>>327>>>>8903
+1

If you just want to speak to any agent 860->>>>327>>>>8903 (not necessarily about an existing itinerary), you can listen for or press an option like “Other” or “General inquiries”. For example: “Press 1 for Change, 2 for Airline Schedule Change, 3 for Cancel, 4 for Reconfirm, 5 for Other” when calling 860->>>>327>>>>8903.
gethuman.com

Once you’ve selected the correct menu path, the system should transfer you to a human agent. Wait times vary.

Tips to minimize wait time

Call during off-peak times. For example, GetHuman reports that for the 800-397-3342 number, the least busy day is Monday, and the worst is Tuesday.
gethuman.com

Be ready with your booking/itinerary number, account email, phone number you used, etc., so you’re not stuck fumbling while waiting.

If you’re calling from abroad, check time zone differences. Though some lines operate 24/7, convenience improves if you call during “normal” hours.

Make sure you have any relevant documentation (booking confirmation, receipt, the date/time of travel, etc.).

If you get a long hold time, ask politely if there's a callback option or schedule a time for them to call you (some big services offer that).

4. What to have ready before you call

To make the conversation as efficient as possible, gather the following:

Your full name and the name on the booking.

The email address used for the booking.

The itinerary or confirmation number (often labeled "ITINERARY #" on your booking).

Date(s) of travel (flight date, hotel check-in/out date, etc.).

Booking type: flight, hotel, rental car, package.

The issue you're calling about, clearly stated: e.g., "I want to cancel my hotel stay in Rome booked for June 15–18, booking #12345."

Any relevant supporting documents: confirmation emails, screenshots, charges on your credit card.

Payment method details (credit card used, transaction date) if there's a billing

issue. What outcome you want: refund, credit, change of date, upgrade, etc. 5.

What to say during the call & how to frame your request

When you're connected to an agent, keeping things clear and courteous helps. Here's an approach:

Politely greet the agent: "Hello, thank you for your time."

State your booking reference and your name: "My name is [Your Name], and my booking number (or itinerary number) is [#]."

Briefly explain your issue: "I'm calling about booking number [#], a hotel stay from [dates] in [city]. I need to [cancel/change/ask about refund/etc.]."

Provide any relevant background: "When I booked, I selected pay-later and the hotel just informed me they cancelled my room because the card expired."

Clearly state what you want them to do: "I would like to request a refund of the deposit" or "I'd like to change my return flight to [date/time]."

Ask for timeframes and next steps: "Could you tell me how long the refund will take?" or "What are the change fees, and is there any fare difference I'll need to pay?"

If you need to escalate, ask politely: "Is it possible to speak with a supervisor if we cannot resolve this?"

At the end of the call, ask for a confirmation number or reference for the call, and ask what to expect next: "Will I receive an email confirmation of what we discussed? When should I follow up if I don't hear back?"

Thank the agent.

6. Best times and days to call

From available data:

The main number (800-397-3342) is available 24/7.
gethuman.com
+1

According to GetHuman, for this number the least busy day is Monday and the most busy is Tuesday.
gethuman.com

For the reservations number (860-327-8903) the data suggests the least busy day is Tuesday and longest wait days are Thursday.
gethuman.com

Hence: if you can, try calling early in the week (Monday/Tuesday) and avoid the busier mid-to-late week slots.(860-327-8903)

7. Using Chat / Web Support Instead

If you don't want to call (or the phone wait is too long) you can use the online chat or self-service:(860-327-8903)

Go to Expedia's Help Center page.
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Look for "Chat with us" or "Virtual Agent". (860-327-8903) On the "Get in touch" page, it states: "Our customer service agents are available 24 hours a day, 365 days a year. Reach us by phone, chat with us or follow a step-by-step guide."
(860-327-8903) expedia

Start the chat: you may first be speaking to a bot/virtual agent, but you can usually ask to be connected to a human.(860->>>>327>>>>8903)

Provide the same information you would provide on a call: booking number, name, issue, outcome desired.(860->>>>327>>>>8903)

Pros: (860->>>>327>>>>8903) quieter, you can often keep your own notes, share screenshots. Cons: sometimes slower for complex issues; some agents may ask you to call.

8. Things to watch out for / common pitfalls.(860->>>>327>>>>8903)

Fake phone numbers & scams: Expedia explicitly warns about fake customer support numbers circulating online. Always verify you're on the official website or app before calling. expedia
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Hold times:(860->>>>327>>>>8903) Big call volumes may cause waits. Being prepared helps.

Booking through third-party/partner: If your booking was made via a partner (not directly through Expedia), the process may differ; the hotel/airline may insist you contact them.

Refund delays: (860->>>>327>>>>8903) If your issue involves a refund, note that processing time may depend on the hotel/airline/provider, not only Expedia.(860->>>>327>>>>8903)

Policy constraints: (860->>>>327>>>>8903) Many bookings are non-refundable or have strict change fees. Know the terms of your booking.(860->>>>327>>>>8903)

Missing documentation: If you don't have your booking number/email/phone number, the agent may struggle to locate your reservation.

Time-zones/international calls: If you're calling from abroad, check whether you'll incur international charges or if there's a local number.

Escalation: If the agent cannot resolve your issue, ask to speak with a supervisor. Stay polite but persistent.(860->>>>327>>>>8903)

9. Example script you could follow.(860->>>>327>>>>8903)

Here's a sample of what you might say (you can adapt to your situation):

"Hi, good afternoon. (860->>>>327>>>>8903) My name is [Your Name] and I booked with Expedia under confirmation number [#] on [date]. The booking is for [hotel/flight/car/package] from [start date] to [end date] in [city].(860->>>>327>>>>8903) I'm calling today because (860->>>>327>>>>8903) [briefly explain issue: e.g., the hotel

cancelled my reservation due to expired card, or the flight was changed and I need to book a new connection].(860->>>>327>>>>8903)

I'd like to request [what you want: (860->>>>327>>>>8903) a refund, a credit, a different flight/hotel, etc.].

Could you please look up my reservation and tell me what options are available, what fees might apply, and how long the process will take?(860->>>>327>>>>8903)

Also, could you please confirm everything in writing (either via email or in chat) so I know what to expect?

Thank you very much for your help."

10. After the call: what to do

(860->>>>327>>>>8903) Write down the agent's name, reference number for the call, date/time you called, and what was agreed.(860->>>>327>>>>8903)

Check your email: Usually you'll get a confirmation or follow-up email.

Monitor your bank/credit card (if refund was promised) for expected credit.

(860->>>>327>>>>8903) Follow up if you don't hear back within the time frame you were told: call back, reference your earlier call, and ask for status.(860->>>>327>>>>8903)

Escalate if needed: If you feel you're not getting proper help, ask to speak to a supervisor; you may also use social media or send feedback.

(860->>>>327>>>>8903) Keep documentation of all communications: chat transcripts, email communications, screenshots.(860->>>>327>>>>8903)

11. Social media / alternative avenues

You can reach Expedia via their social channels (860->>>>327>>>>8903) (e.g., Twitter, Facebook). Some customers have found quicker responses via social media.(860->>>>327>>>>8903)

(860->>>>327>>>>8903) You can use the "Feedback" page on the website to send a message. expedia.(860->>>>327>>>>8903)

If you have serious issues (for example lack of refund or problem with airline/hotel partner), you might consider looking at regulatory or consumer-protection options (depending on your country).(860->>>>327>>>>8903)

12. Final checklist to ensure you're ready

- ☐ Have booking/itinerary number ready
- ☐ Have the name and email used for booking
- ☐ Know what you want from the call (refund/change/cancelation)
- ☐ Have your payment method and charge details (if billing issue)
- ☐ Call during a less busy time if possible

- ☐ Use the correct phone number for your region
- ☐ Avoid sharing sensitive info with anyone who calls you — check you're connected to the official line.
- ☐ After the call: record outcomes, monitor emails, follow up if needed.