

Good Afternoon MAST Travel Advisors,

Our COVID-19 policy is now on our website [www.aavacations.com/agent](http://www.aavacations.com/agent).

Please go there for the latest information and updates. Also, please make note of my phone number and e-mail information below and please contact me for anything you need from American Airlines Vacations.

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We apologize for our current hold times, and we understand it's frustrating to wait.  
If your customer is traveling in the next 14 days, contact our call center at 1-800-538-6228. If the departure date is outside the 14-day window, please wait until closer to departure to call us.  
Please click [here](#) for information addressing our current cancellation and rebooking policies.

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Thank you and stay well!

