



March 20, 2020

Dear Travel Advisor,

Due to these unprecedented events regarding COVID-19, travel restrictions are in place for many destinations. Because your clients' travel dates and destination are affected, Apple Leisure Group Vacations has no choice but to cancel your clients' upcoming trip. Below you will find a full list of all impacted Exclusive Nonstop Vacation Flights.

You and your customers have two options:

1. Rebook now. Recharge Later: Receive a future travel credit plus an additional 25%! No fees to rebook and future travel credit valid for booking and travel through **12/15/2021**.
2. Request a full refund for customers with or without Travel Protection Plus. If Travel Protection Plus was purchased, this amount will also be refunded. We will waive any brand cancellation fees. Please note that given the exceptional circumstances caused by COVID-19 this refund may take up to 90 days to process.

Due to heavy call volume and wait time, we encourage you to utilize self-service options recently made available to you by visiting <https://www.vaxvacationaccess.com/suppliers/apple-leisure-group/pages/travel-agent-self-help-guide/>. The Travel Agent Self-Help Guide will provide you with instructions to change the travel date or request a refund.

### **Mexico Exclusive Nonstop Vacation Flights Schedule Update**

#### **Frontier Airlines (All Risk Blocks)**

- **ORD/CUN/ORD operates daily**
  - ORD/CUN cancelled Sat. March 21, 2020 thru Wed. May 20, 2020
  - CUN/ORD cancelled Sat. March 28, 2020 thru Sat. May 23, 2020
    - - Last operating return flight will be on Friday, March 27, 2020
      - Service will resume with first flight on Thurs. May 21, 2020

- No passengers will be allowed to depart for Mexico on remaining flights starting Sat. March 21, 2020
- **ORD/PVR/ORD operates on Wed., and Sat.**
  - ORD/PVR cancelled Sat. March 21, 2020 thru Sat. April 4, 2020
  - PVR/ORD cancelled Sat. March 28, 2020 thru Sat. April 11, 2020
  - - Last operating return flight will be on Wed. March 25, 2020
    - No passengers will be allowed to depart for Mexico on remaining flights starting Sat. March 21, 2020
- **STL/CUN/STL operates daily**
  - STL/CUN cancelled Sat. March 21, 2020 thru Wed. May 20, 2020
  - CUN/STL cancelled Sat. March 28, 2020 thru Sat. May 23, 2020
  - - Last operating return flight will be on Friday, March 27, 2020
    - Service will resume with first flight on Thurs. May 21, 2020
    - No passengers will be allowed to depart for Mexico on remaining flights starting Sat. March 21, 2020

### **Dominican Republic Exclusive Nonstop Vacation Flights Schedule Update**

#### **Frontier Airlines**

- **ORD/PUJ/ORD operates daily**
  - ORD/PUJ cancelled Fri. April 3, 2020 thru Wed. May 20, 2020
  - PUI/ORD cancelled Fri. April 3, 2020 thru Sun. May 24, 2020
  - - Service will resume with first flight on Thurs. May 21, 2020
- **STL/PUJ/STL operates on Mon., Wed., Fri., and Sat.**
  - STL/PUJ cancelled Fri. April 3, 2020 thru Wed. May 20, 2020
  - PUI/STL cancelled Fri. April 3, 2020 thru Mon. May 25, 2020
  - - Service will resume with first flight on Fri. May 22, 2020

### **Mexico Exclusive Nonstop Vacation Flights Schedule Update**

#### **Volaris**

- **ORD/HUX/ORD operates on Sat.**
  - - ORD/HUX cancelled Sat. March 21, 2020 thru Sat. August 1, 2020
    - HUX/ORD cancelled Sat. March 28, 2020 thru Sat. August 8, 2020
  - Last operating return flight will be on Sat. March 21, 2020
  - Service will resume with first flight on Sat. November 7, 2020
  - No passengers will be allowed to depart for Mexico on remaining flights starting Fri. March 20, 2020

- **ORD/ZIH/ORD operates on Sun.**
  - - ORD/ZIH cancelled Sun. March 22, 2020 thru Sun. March 29, 2020
    - ZIH/ORD cancelled Sun. March 29, 2020 thru Sun. April 5, 2020
  - Last operating return flight will be on Sun. March 22, 2020
  - Service will resume with first flight on Sun. December 20, 2020
  - No passengers will be allowed to depart for Mexico on remaining flights starting Fri. March 20, 2020
  
- **ORD/PVR/ORD operates on Sun.**
  - - ORD/PVR cancelled Sun. April 19, 2020 thru Sun. August 2, 2020
    - PVR/ORD cancelled Sun. April 26, 2020 thru Sun. August 9, 2020

**Viva Aerobus**

- **ORD/SJD/ORD operates with departure flights on Sun. and returns on Sat.**
  - - ORD/SJD cancelled Sun. March 22, 2020 thru Sun. April 12, 2020
    - SJD/ORD cancelled Sat. March 28, 2020 thru Sat. April 18, 2020
  - Last operating return flight will be on Sat. March 21, 2020
  - No passengers will be allowed to depart for Mexico on remaining flights starting Fri. March 20, 2020
  
- **STL/SJD/STL operates with departure flights on Sun. and returns on Fri.**
  - - STL/SJD cancelled Sun. March 22, 2020 thru Sun. August 2, 2020
    - SJD/STL cancelled Fri. March 27, 2020 thru Fri. August 7, 2020
  - Last operating return flight will be on Fri. March 20, 2020
  - No passengers will be allowed to depart for Mexico on remaining flights starting Fri. March 20, 2020
  
- **STL/HUX/STL operates on Sat.**
  - - STL/HUX cancelled Sat. March 21, 2020 thru Sat. April 18, 2020
    - HUX/STL cancelled Sat. March 28, 2020 thru Sat. April 25, 2020
  - Last operating return flight will be on Sat. March 21, 2020
  - No passengers will be allowed to depart for Mexico on remaining flights starting Fri. March 20, 2020
  
- **STL/PVR/STL operates on Sat.**
  -

- STL/PVR cancelled Sat. April 25, 2020 thru Sat. August 1, 2020
- PVR/STL cancelled Sat. May 2, 2020 thru Sat. August 8, 2020
- **MCI/CUN/MCI operates with departure flights on Sun. and returns on Sat.**
  - 
  - MCI/CUN cancelled Sun. April 19, 2020 thru Sun. August 2, 2020
  - CUN/MCI cancelled Sat. April 25, 2020 thru Sat. August 8, 2020

### **Miami Air operated by TUI Airlines**

- LAN/CUN/LAN operates on Mon., Thurs., and Sun.
  - LAN/CUN cancelled Sun. March 22, 2020 - Mon. April 6, 2020
  - CUN/LAN cancelled Mon. March 23, 2020 - Mon. April 13, 2020
  - Last operating return flight will be on Sun. March 22, 2020
  - No passengers will be allowed to depart for Mexico on remaining flights starting Fri. March 20, 2020
- MKE/CUN/MKE operates daily
  - MKE/CUN cancelled Fri. March 20, 2020 - Thurs. April 2, 2020
  - CUN/MKE cancelled Mon. March 23, 2020 - Mon. April 6, 2020
  - Last operating return flight will be on Sun. March 22, 2020
  - No passengers will be allowed to depart for Mexico on remaining flights starting Fri. March 20, 2020
- MKE/CZM/MKE operates on Mon.
  - MKE/CZM cancelled Mon. March 23, 2020 - Mon. March 30, 2020
  - CZM/MKE cancelled Mon. March 30, 2020 - Mon. April 6, 2020
  - Last operating return flight will be on Mon. March 23, 2020
  - No passengers will be allowed to depart for Mexico on remaining flights starting Fri. March 20, 2020
- MKE/PVR/MKE operates on Thurs., and Sun.
  - MKE/PVR cancelled Sun. March 22, 2020 - Thurs. April 2, 2020
  - PVR/MKE cancelled Thurs. March 26, 2020 - Sun. April 5, 2020
  - Last operating return flight will be on Sun. March 22, 2020
  - No passengers will be allowed to depart for Mexico on remaining flights starting Fri. March 20, 2020
- MKE/SJD/MKE operates on Fri.
  - MKE/SJD cancelled Fri. March 20, 2020 - Fri. March 27, 2020
  - SJD/MKE cancelled Fri. March 27, 2020 - Fri. April 3, 2020
  - Last operating return flight will be on Fri. March 20, 2020

- No passengers will be allowed to depart for Mexico on remaining flights starting Fri. March 20, 2020
  
- RFD/CUN/RFD operates on Mon., Wed., Thurs., and Sat.
  - RFD/CUN cancelled Sat. March 21, 2020 - Wed. April 1, 2020
  - CUN/RFD cancelled Mon. March 23, 2020 - Mon. April 6, 2020
  - Last operating return flight will be on Sat. March 21, 2020
  - No passengers will be allowed to depart for Mexico on remaining flights starting Fri. March 20, 2020
  
- MKE/PUJ/MKE operates on Wed., Sat., and Sun.
  - MKE/PUJ cancelled Sat. March 21, 2020 thru Wed. April 1, 2020
  - PUJ/MKE cancelled Wed. March 25, 2020 thru Sun. April 5, 2020
  - Last operating return flight will be on Sun. March 22, 2020
  - No passengers will be allowed to depart for PUJ on remaining flights starting Thurs. March 19, 2020
  
- RFD/PUJ/RFD operates on Sun.
  - RFD/PUJ cancelled Sun. March 22, 2020 thru Sun. March 29, 2020
  - PUJ/RFD cancelled Sun. March 29, 2020 thru Sun. April 5, 2020
  - Last operating return flight will be on Sun. March 22, 2020
  - No passengers will be allowed to depart for PUJ on remaining flights starting Thurs. March 19, 2020
  
- RFD/LIR/RFD operates on Friday
  - RFD/LIR cancelled Fri March 20,2020 thru Fri March 29,2020
  - LIR/RFD cancelled Friday March 27,2020 thru Fri April 3,2020

Thank you for your understanding during these unusual times. We remain committed to the health and safety of our customers.

Apple Leisure Group® Vacations



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