

Dear Travel Professional,

Like many of you, we have been closely monitoring the unfolding situation. With that in mind, please review our Updated Policy as of 3/16/20, subject to change upon further notice.

The following policies will apply to both Preferred and Non-Preferred hotels, transfers, activities, and car rentals, regardless of booking date, to allow maximum flexibility to our mutual customers:

For Bookings **WITH** Pre-Departure Protection Waiver:

- Cancellation of any bookings with travel originating between March 12 and April 30, 2020, a full refund will be applied to the booking\*.
- Cancellation of any bookings originating on May 1, 2020 and beyond, the booking will follow the cancellation policies of each hotel property/brand.

For Bookings **WITHOUT** Pre-Departure Protection Waiver:

- Cancellation of any bookings with travel originating between March 12 and April 30, 2020, a future travel credit will be issued for the full amount of the booking.
- Cancellation of any bookings with travel originating on May 1, 2020 and beyond, the booking will follow the cancellation policies of each hotel property/brand.

For visual purposes, please see below table for reference:

	WITH PDP	WITHOUT PDP
Travel originating between March 12 and April 30, 2020	Full Refund Applied*	Future Travel Credit issued for full amount
Travel originating on May 1, 2020 and beyond	Booking will follow the cancellation policies of each hotel property/brand	

Future Travel Credits will be issued under the agency name, allowing control over the credit when customer is ready to rebook. Future Travel Credits are valid for 1 year from date of issue. Commissions on Future Travel Credits are paid once travel is completed.

\* For Sandals and Beaches Resorts, a future travel credit will be issued in lieu of a refund, if hotel is already in penalty.

For the air portion of the package, we will follow AA's guidelines:

- <https://www.aa.com/i18n/travel-info/no-change-fee-terms-and-conditions.jsp>

For any changes and/or cancellations, please also note the following guidance due to the current high call volume in our Reservations department:

- 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, during this challenging time, please wait until closer to departure to call us.

As you know, the situation continues to evolve, and we will continue to provide updates as needed.

Many thanks,

Commercial Team

American Airlines Vacations