



Dear Travel Professional,

This is a challenging and unprecedented time for all of us; working together is the best way we see to get through it. American Airlines Vacations is 100% committed to supporting you and giving our mutual customers the best experience now and when the time to travel returns.

To this end, we would like to update you on several policy enhancements highlighted below that will help you and your customers navigate these uncertain times.

Flexibility and assurance will be key as our customers start thinking about traveling again. In this vein, we're offering additional flexibility including an extension of our cancellation and change policy for existing travel through May. We are also reducing the price of our Pre-Departure Protection waiver by 50% through May 31st, now starting at just \$35 per person. Enhancements to Future Travel Credits (FTCs) were made to make it more attractive to the customer and easier to manage for you, presenting an easier way to protect your commissions. Lastly, as we are all in this together, we feel it's important to keep our other policies such as payment and deposits as consistent as possible.

Cancellations and Changes

- **Customers who purchased PDP traveling on or before May 31, 2020:** 110% value in future travel credit, including Pre-Departure waiver value, or refund to the original form of payment
- **Customers without PDP traveling on or before May 31, 2020:** Future Travel Credit issued for the full package amount
- **Customers traveling on June 1, 2020- September 30, 2020 (with or without PDP):** Pre-Departure rules apply, with change fee waived one time. Any difference in rate and airfare will apply
- **Reservations with cancelled flights or closed hotels:** 110% value in future travel credit or refund to the original form of payment

Future Travel Credit (FTC) enhancements

- **110% in FTC's value:** customers that qualify for a refund will be given the option of receiving 110% of the value of their package in Future Travel Credit value
- **Travel Agent FTC Control:** FTCs are now issued under travel advisor name, giving you full control to manage it. Just call and rebook your customers when they are ready to travel
- **Enhanced validity:** FTCs issued between 3/12/2020 and 9/30/2020 allow travel to commence on or before 12/31/2021

Other American Airlines Vacations' policies will remain consistent, like our deposit policy.

- Low deposit of \$200 per person
- Full payment due 45 days prior to departure at no extra cost to the end customer

We are here to partner with you to make new reservations a seamless process as demand starts to return. You have trusted us with your business and we want to show our appreciation for that. Our account managers and Sales team are here to help answer any questions.

Stay safe and well,
The American Airlines Vacations Team

	WITH PDP	WITHOUT PDP
Travel originating on or before May 31, 2020	Full Refund Applied or 110% value in Future Travel Credit	Future Travel Credit issued for full amount
Travel originating on June 1, 2020 – September 30, 2020	Booking will follow the change/cancellation policies of each hotel/property brand; change fee waived one time, difference in rate and airfare apply	
Travel originating on or after October 1, 2020	Booking will follow the change/cancellation policies of each hotel/property brand	
Cancellation resulting from cancelled flight or closed hotel	110% value in Future Travel Credit or refund to the original form of payment	