

# JILL OUT OF OFFICE

## IMPORTANT CONTACT NUMBERS

I hope this message finds you well and excited about your upcoming spring break vacation!

**I will be out of the office from March 21st to April 1st** enjoying some quality time with my family on a cruise ship.

**Please reach out to me by March 21<sup>st</sup> for any questions or concerns.**

**Download and review the information on your itinerary on the Trip Plans app.**

**Your travel documents, itinerary and contacts are all available on your Trip Plans itinerary.**

Once your vacation starts you and I have the same contact numbers. The numbers in your travel documents are day-of, and during travel contacts, ready to assist with any in-travel concerns. I have added a few FAQs below to help guide you.

Have fun!!

Jill

### Common Contact Questions:

**Q: My flight is canceled. How do I rebook?**

A: Depends on when the cancellation happens.

- If you are at the airport, check with the gate agent, or the row of telephones they have set up. If possible, also have one member of your family call Delta Vacation 24 Hour Help Center at 1-800-487-0740 or 1-701-420-6300, or chat with Delta Vacations using WhatsApp at +1 844-783-2147 (carrier data rates may apply).
- If the cancellation comes before you get to the airport, please contact 24-hour Destination Help Center at 1-800-487-0740 or 1-701-420-6300, or chat with us using WhatsApp at +1 844-783-2147 (carrier data rates may apply).

**Q: I have had a last-minute emergency come up and need to cancel my trip. Who do I call?**

A: Contact the 24-hour Destination Help Center at 1-800-487-0740 or 1-701-420-6300, or chat with Delta Vacations using WhatsApp at +1 844-783-2147 (carrier data rates may apply). You MUST contact them before the flight is scheduled to depart.

**Q: I'm in Mexico and need to get home. Who do I call?**

A: Contact the 24-hour Destination Help Center at 1-800-487-0740 or 1-701-420-6300, or chat with Delta Vacations using WhatsApp at +1 844-783-2147 (carrier data rates may apply). Additionally, you can visit with the Trafictour reps in the lobby or by calling 52-988-193-571. If afterhours, the Trafictour reps can be reached at +52 998 100 3461

**Q: I'm in Mexico and I need general help – illness, excursions, general questions**

A: Visit the Destination Expert, TRAFICTOURS in the lobby or call between 8:00am and 6:00pm at +52-998-193-0571.

**Q: I'm in Mexico and I need general help – but Trafictours was unable to help me**

A: Contact the 24-hour Destination Help Center at 1-800-487-0740 or 1-701-420-6300, or chat with Delta Vacations using WhatsApp at +1 844-783-2147 (carrier data rates may apply). Additionally, text me at 952-227-0742. I may be able to help over text messaging, or at least get some contacts for you.

**If you encounter a travel emergency you can also text me, and then we can do a wi-fi call if needed.**