

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 21st 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 may have set up. If possible, also have one member of your family call Apple Vacations 24 Hour Help Center at 855-572-9893 from the US, may need to use +1 before the phone number.
- If the cancellation comes before you get to the airport, please contact Apple Vacations 24 Hour Help Center at 855-572-9893 from the US, may need to use +1 before the phone number.

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

A: Contact the Apple Vacations 24 Hour Help Center at 855-572-9893 from the US, may need to use +1 before the phone number.). 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 Apple Vacations 24 Hour Help Center at 855-572-9893 from the US, may need to use +1 before the phone number. Additionally, you can visit with the Amstar reps in the lobby or by calling 52-998 881 9500.

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

A: Visit the Destination Expert, Amstar in the lobby or by calling 52-998 881 9500. You can also email them at duringtravel@applevac.com

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

A: Contact the Apple Vacations 24 Hour Help Center at 855-572-9893 from the US, may need to use +1 before the phone number. Additionally, text me at 952-227-0742. I may be able to help with 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.