

DELTA VACATIONS NEWS FOR TRAVEL PROFESSIONALS.



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DELTA VACATIONS IS HERE TO SUPPORT YOU, YOUR BUSINESS & YOUR CLIENTS

As concerns about the coronavirus (COVID-19) continue to rise, Delta Vacations is doing everything we can to support you and your business. The safety and health of our mutual customers is always our highest priority, and we want you to know that we are committed to supporting you during this time. Thank you for your continued trust in Delta Vacations.

CUSTOMER SERVICE IS OUR PRIORITY

ONLINE CANCELLATION PROCESS FOR WAIVER-ELIGIBLE RESERVATIONS

Our award-winning 24/7 customer service center is standing by to help you navigate through this uncertain time, and we are pleased to share this new streamlined process for cancellations that will apply for all bookings—including those valid for waivers and/or are covered by Travel Protection and Travel Protection Plus. To qualify for waiver processing, we will no longer require a call to our Customer Engagement Center. All active bookings by agent are available on the booking maintenance link located on the WorldAgent Direct homepage. Effective immediately, you may use the cancel booking option, and our team will process the cancellation and apply the waiver and/or the insurance. The voucher and/or insurance details will then be sent to you.

PROCESSING YOUR CANCELLATIONS & ISSUING VOUCHERS

Please note, due to high call volumes our teams are working as quickly as possible to process cancellations and vouchers. We will work the most critical first by departure date. For future departures, vouchers may take up to 10 business days to be received.

CONTACTING THE CUSTOMER ENGAGEMENT CENTER

As the coronavirus situation continues to evolve, our teams are focused on first addressing the needs of our mutual customers with close in travel. To allow us to focus on assisting those customers, we are asking those who do not have travel in the next week to wait and contact us closer to your trip. We know your time is valuable, so please take advantage of our convenient call-back feature. If you get a

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busy signal when calling into the Customer Engagement Center, please continue to call back. Our agents are using an all hands on deck approach as they work to answer your calls and provide you with the latest information. We hope this will streamline the process for you and will alleviate the need to wait on hold. Please know that we have all available staff working to ensure the highest quality of service and turn times possible.

FLEXIBLE POLICIES

WAIVING CHANGE FEES & WAIVER UPDATES

At Delta Vacations, the safety of our customers is always top of mind. During these uncertain times, Delta Vacations and Delta are giving travelers additional flexibilities to put customers' minds at ease. Any time a Delta waiver is issued, Delta Vacations packages are eligible for cancellation and waiver. **This includes land-only reservations.** Delta is now **waiving change fees** for all flights booked by March 9 for travel through April 30 to all destinations; waivers for many destinations have been extended for travel through May 31 as the list of countries continues to evolve. When Delta issues a waiver, Delta Vacations [Travel Advisory Waiver Policy](#) goes into effect allowing travelers to rebook right away or select a travel voucher for the full amount, valid for bookings made through December 31, 2020. Please note: this is different than the original 90 days book by date and is in effect until further notice.

NEW! AGENCY SERVICE FEE POLICY

The Agency Service Fee policy has been updated for the COVID-19 situation to allow you to add a service fee to any booking that is paid in full (with or without insurance). This will allow you to add a service fee when changing dates under waiver and original reservation is fully paid. This is an exception to our normal policy to help our travel agency partners during this time.

TRIP PROTECTION

REDUCED PRICING ON CANCEL-FOR-ANY REASON TRIP PROTECTION OPTIONS

Delta Vacations wants you to feel confident booking with us. Our cancel-for-any-reason trip protection options will provide you and your client's peace of mind knowing that their vacation investment is secure. **We have significantly reduced pricing on our Travel Protection plan (TPP)** to help you and your clients rebook with confidence. For questions regarding travel insurance, please visit WorldAgent Direct where you will find [Frequently Asked Questions](#).

Also here are options for your customers who are covered with a Trip Protection plan:

Travel Protection Plan (TPP) Customers:

- **Option 1:** Receive a voucher (must be booked by December 31, 2020). The voucher will be valued for the full value of the booking **including the amount of TPP and the commission**.
- **Option 2:** Utilize the TPP benefit to cancel for any reason. Customer will receive a voucher good for one year for the value of the booking **LESS** the amount of TPP. Commission protected up to \$100 if booking is paid in full.

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Travel Protection Plan PLUS (TPP PLUS) Customers:

- **Option 1:** Receive a voucher (must be booked by December 31, 2020). The voucher will be valued for the full value of the booking **including the amount of TPP PLUS and the commission.**
- **Option 2:** Utilize the TPP PLUS benefit and cancel for a refund back to the original form of payment for the value of the booking **LESS** the amount of TPP PLUS. Commission protected up to \$100 if booking is paid in full.

If you utilize the online cancellation process via WorldAgent Direct, the Customer Engagement Center will process a future travel voucher.

If the passenger exercises the travel waiver and now wants to add TPP or TPP PLUS to their new reservation, they can do so.

COMMISSION CHECKS ISSUED TWICE PER MONTH

Delta Vacations is committed to assisting our agency partners. We will now be running and sending paper commission checks twice per month rather than once a month. We are continually thinking of meaningful ways to support you and we hope this is helpful during this time.

ONLINE RESOURCES

For the latest news, travel updates, waiver information and more, please utilize the following resources:

- [Delta COVID-19 News Hub site](#)
- [COVID-19 Insurance Coverage FAQs](#)

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