

SERVICE SIMPLIFIED!

PRE-DEPARTURE - While Making a New Reservation	CALL	CHAT	ONLINE	EMAIL
Answer general questions	✓	✓	✓	✓ info@vacationexpress.com
Check pricing or make a booking	✓		✓	
Check validity/add air credits or VE vouchers to reservation	✓	✓		
Make a payment	✓		✓	
Request a room category n/a with VE	✓			
Add seats and/or bags on our exclusive non-stop flights	✓		✓	
Add insurance	✓		✓	
Add excursions	✓		✓	
Add transfers and/or flight information	✓		✓	
Add hotel requests (ex: bedding type)	✓	✓	✓	
Send client invoice and/or retrieve invoices			✓	
PRE-DEPARTURE - Servicing an Existing Reservation	CALL	CHAT	ONLINE	EMAIL
Add/remove pax (includes name changes)	✓			
Change dates and/or destination	✓			
Change hotel or hotel room category	✓			
Make flight changes	✓			
Make a payment	✓		✓	
Make a minor name correction on flights (no more than 3 letters)	✓			✓ airnamecorrection@vacationexpress.com
Add seats and/or bags on our exclusive non-stop flights	✓	✓	✓	✓ bookingoptions@vacationexpress.com
Add insurance	✓	✓		✓ bookingoptions@vacationexpress.com
Add excursions	✓	✓	✓	✓ bookingoptions@vacationexpress.com
Transfers: Upgrade, add transfers and/or flight information	✓	✓	✓	✓ bookingoptions@vacationexpress.com
Add hotel requests (ex: bedding type)	✓	✓		✓ bookingoptions@vacationexpress.com
Check validity/add air credits or VE vouchers to reservation	✓	✓		✓ paywithvoucher@vacationexpress.com
Obtain travel documents (currently emailed to contact, and available online 30 days prior to departure)			✓	
Cancel a reservation	✓		✓	
NEXUS PRE-DEPARTURE & DURING TRAVEL				
NEXUS 24/7 (travel agents only) PHONE (WhatsApp +52.998.147.2025 & Toll Free 1.888.912.5715) EMAIL (vehub@nexustours.com)				
DURING TRAVEL	CALL	CHAT	ONLINE	EMAIL
Day of departure issues - prior to arrival in-destination	✓			
In-destination assistance	✓			✓ travelsupport@vacationexpress.com
Change return date	✓			✓ travelsupport@vacationexpress.com
POST TRAVEL	CALL	CHAT	ONLINE	EMAIL
Questions/concerns after departure date				✓ posttravel@vacationexpress.com