

We're here to help!

Hello,

We understand that many of your clients are looking to cancel their travel plans. To minimize our wait times and to be efficient as possible, we have created a workflow process.

If you are looking to **CANCEL** a Flight, Cruise, Car or Vacation Package, please do the following:

1. Make your Email Subject Line: Cancel - Departure Date
2. Ensure you are sending your cancellation to the right email
 - I. Air Cancellations go on Access under MY BOOKING page by using our FTC new self serve tool
 - II. Cruise Cancellations go to cruisebookonline@travelbrands.com
 - III. SQ & TG Packages go to booking.support@travelbrands.com
 - IV. Car cancellations go to cars@myautorental.ca
3. Ensure the body of your email has the PNR / PAX names / Voucher number.

We are prioritizing our responses by departure dates. This is the optimal way to control wait times and get to clients who are departing sooner rather than later. Our team is also adhering the rules and policies set in place by the airlines/cruiselines and travel providers.

Please try to remain calm and work with us as we handle this influx of cancellations and inquiries.

Thank you for your understanding,
The TravelBrands Team.



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Access Bookings: TravelBrandsAccess.com
OR CALL: 1-844-5-TBRAND (827263)