



## **HEADQUARTERS/CALL CENTER CONTACT LIST**

- 24/7 Main Reservations Phone Line: **1-800-223-5555** / [reservations@autoeurope.com](mailto:reservations@autoeurope.com)
- Chauffeur Department Reservations E-mail: [chauffeur@autoeurope.com](mailto:chauffeur@autoeurope.com)
- RV/Motorhomes Department Reservations E-mail: [motorhomes@autoeurope.com](mailto:motorhomes@autoeurope.com)
- BEAT RATES – Competitor Pricing/Rate Issues: [beatrates@autoeurope.com](mailto:beatrates@autoeurope.com)
- TARATES - TA Discount requests, Free-Day Coupon Requests/Redemption: [tarates@autoeurope.com](mailto:tarates@autoeurope.com)
- Maine Seafood Rewards (Lobster or Salmon) Questions & Redemption Requests: [tasales@autoeurope.com](mailto:tasales@autoeurope.com)
- ALL Commission Inquiries (incl: W9's, ACH-Direct Deposit Forms/etc.): [commission-payments@autoeurope.com](mailto:commission-payments@autoeurope.com)
- All Agency Profile Updates/Address Updates/Consortium Updates: [tasales@autoeurope.com](mailto:tasales@autoeurope.com)
- All Post-Rental Claims & Disputes (Customer Service Dept): [completedrentals@autoeurope.com](mailto:completedrentals@autoeurope.com)

### **AIRFARE PACKAGING, HOTEL, RIVER CRUISE & GROUP RESERVATIONS DEPARTMENT:**

- Air-Packaging Reservations Phone Line: **1-888-325-5544** or Dial **1-800-223-5555** and ask for the Air, Hotel & Packaging Department
- MyExcellentHotels Reservations Phone Line: **1-877-444-2222**
- Air-Hotel & Packaging Department E-mail: [ticketing@autoeurope.com](mailto:ticketing@autoeurope.com) (goes to Nick/George/Oscar)
- **Air Packaging, Hotel, Cruise & Group Department Managers:**
  - **Nick Morris – Vice President Air Packaging & Hotels**
    - Ph: 207-842-2026
    - E-mail: [nick@autoeurope.com](mailto:nick@autoeurope.com)
  - **Kody – Groups & Cruise Manager**
    - Ph: 207-842-2269
    - E-mail: [kody@autoeurope.com](mailto:kody@autoeurope.com) / [groups@excellenthotels.com](mailto:groups@excellenthotels.com)

### **CUSTOMER SERVICE DEPARTMENT (Post-Rental / Post-Travel | Assistance/Inquiries/ Disputes/Resolutions):**

- Department E-mail: [completedrentals@autoeurope.com](mailto:completedrentals@autoeurope.com)

### **COMMISSION PAYMENTS DEPARTMENT (For Commission Inquiries, W-9 Forms & ACH Direct Deposit Forms):**

- Department E-mail: [commission-payments@autoeurope.com](mailto:commission-payments@autoeurope.com)

### **TA REWARDS / TA RATES DEPARTMENT (TA Rewards Redemption & Discounted Rentals for TA's personal use):**

- Department E-mail: [tarates@autoeurope.com](mailto:tarates@autoeurope.com)

### **TA SALES, MARKETING, TRAINING & ADMIN DEPARTMENT:**

- **Scarlett Reed - Inside Sales Coordinator**
  - Phone: +1-207-842-2187 | E-mail: [tasales@autoeurope.com](mailto:tasales@autoeurope.com)