



# **YugoAir.Com**

***"Mile for Mile ☺ Service with a Smile"***

**COVID – 19 UPDATE as of 25 MARCH 2020**

Dear Clients and Partners in travel,

As a result of the ongoing COVID-19 epidemic and "shelter at home" restrictions implemented by the Governor of California, please note that as of 23 March, 2020 our offices in Fountain Valley will be closed and all of our staff will be working from home. Our telephone hours will be 9 am-3 pm PST.

However, rest assured that we are working furiously to adjust/exchange/rebook/refund any and all of our passengers air schedules and airline tickets as quickly as possible. We are in daily contact with various airlines and are monitoring/implementing their policies as they are updated, sometimes daily.

Therefore we kindly ask you for your patience. Please note that due to the volume of work, it would be best to communicate with us via email, as sometimes we are not able to handle all of your phone calls.

Last but not least we assure you that after 27 years in the business we will survive this current crises as we have many others in the past. Stay safe, stay strong and we will go through this together! **Sincerely,**

**TOLL FREE PHONE: (866) 984-6247**

**EMAIL: [fly@yugoair.com](mailto:fly@yugoair.com)**

**Sonja Metuleva**

**Phone hours: 9am-12 noon PST**

**Contact: [sonja@yugoair.com](mailto:sonja@yugoair.com)**

**Mirjana Toplak**

**Phone hours: 12:00 – 3 pm PST**

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**Dragi putnici i partneri,**

Zbog trenutne COVID-19 epidemije i restrikcije drzave Kalifornije, od 23 Marta nase kancelarije u Fountain Valley-u ce biti zatvorene do daljnjeg. Nasi agenti ce raditi kod kuce. Radno veme za telefonske komunikacije bice skraceno na 9 do 15 casova denvno po lokalnom PST vremenu.

Budite uvereni da agresivno radimo na svim promenama/razmenama/refundacijama avio karata svih nasih putnika. U kontaktu smo sa svim avio prevoziocima i pratimo sve njihove promene i uputsva koje se nekad menjaju drveno.

Zato Vas najsrdacnije molimo za strpljenje jer zbog obima posla nekada nismo u stanju da odgovorimo na sve telefonske zahteve i savetujemo Vam da nam saljete emailove na koje cemo odgovoriti cim pre.

Najzad, budite sigurni da posle 27 godina u ovom poslu, prebrodicemo i ovu krizu kao sto smo prebrodili mnoge druge u proslosti! Zato nam ostanite zdravi, jaki i znajte da cemo zajednickim snagama pregurati i ovo!

**Srdacan pozdrav!**

**Sonja I Mirjana ☺**

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