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March 16, 2020

Good Morning,

As we start out on this week, I wanted to touch base with all our clients. Last week was a whirlwind for us in the travel industry. We are constantly receiving updates from all vendors, associations, local, state, and federal organizations, and amid it all, trying to help you all in your travel planning. To say this has upended the travel industry in one week is an understatement. I am sad at the events happening and how they are upsetting the plans that many have had to rearrange or change completely. I also know they are completely out of our control and all we can do is love on our clients, support their needs, and be there during this time to answer any questions.

I wanted to let you know how we are dealing with the current situation on our side for you. We are reaching out to each of our current travelers this week and advising them on the current status of their trips that are planned for dates that have not been changed. If we have received notice that you had to adjust your travel, we have already been in contact with you last week. I am advising each client of the current cancellation policies that may have changed with each vendor as well and if they affect their current travel planning. Each of our team members will be doing this as well for their individual clients. For those of you with travel planned after April we encourage you to hold tight with your current bookings. In the worst-case scenario, that this will extend after April, I do feel that the vendors will adjust their cancellation policies again to accommodate those that could be affected by future travel.

Now, to all, I want to convey some HOPE! Travel will be there in a few months or before. I am sure of it! Once we get through these next few weeks we will bounce back, and we will be here for you. Now more than ever we are your preferred partner in travel planning. When instances like this happen, we are the ones on the phone on your behalf, reaching out to sales reps and partners across the globe that can assist quickly to help. We always are working on your behalf and will continue to do so in the future. I hope when the confidence in travel returns that you will contact us again to make your next booking. We will get through this together!

Sincerely,