



March 17, 2020

Peak Group Travel continues to monitor the evolving status of the Covid-19 situation. We are in constant contact with our clients and suppliers regarding closures and cancellations. Additionally, we are keeping up with all CDC and WHO updates and guidelines.

One option for each group is to consider postponing your trip to the summer or fall. Many hours have been spent on your part in fundraising, administration approvals, and educational preparations for your students. Additionally, we have spent many hours making reservations, securing vendors, transportation, and opportunities for your students as well. Postponing your trip is a great way to still reap the benefits of all those efforts.

If a postponement is not possible, and cancelling is your only option, we will do everything possible to return the most money to your group. As a well-established tour planner with long-standing relationships with our clients and industry partners, we are working diligently with our suppliers to recover the cost of travel that has been cancelled. Many of our suppliers are currently closed due to local, state and federal mandates. We are estimating refunds to take a minimum of 8-12 weeks.

This is an unprecedented and unique situation that is affecting everyone. As a result, we are experiencing exceptionally high call and email volume. Please know that we are listening and will respond as soon as possible. Thank you in advance for your patience during this time.

We are all in this together (#strongertogether). Peak Group Travel remains committed to providing the outstanding, personal service you have come to expect. We are here. We are working. We are moving through this. With the support of our clients and suppliers, we will continue to be your travel partner in providing educational, safe, fun trips for students everywhere.

Best Regards,

Bruce L. Rickert
President