



March 18, 2020

Peak Group Travel continues to monitor the evolving status of the coronavirus 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, as well as adhering to all local, state, and federal mandates. We extend deep gratitude to the healthcare workers and individuals that are risking their own health in treating the sick, as well as working to find a cure.

An 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, please know that a great deal of work is involved in disassembling your trip. Please be assured, we will do everything in our power to secure the highest possible refund for your group. We are estimating refunds to take a minimum of 8-12 weeks. 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.

If you have purchased Travel Protection, you will need to wait until our supplier refund process is complete. Please keep in contact with your group leader and we will inform them once it is time to file a claim.

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