

**LWC CHOIRS**  
**NOLA TRIP REFUND UPDATE**

TO: All trip participants

FROM: Mr. Bultman

RE: NOLA refunds

Hello everyone, thanks so much for your patience. As you can imagine, the entire travel industry is a wreck right now, and things are moving very slowly.

After many hours of phone calls made by Guardian Travel on our behalf, I'm really happy to let you know that we'll be able to recover the tentative amount of **\$970.00** per traveler. This amounts to 70% of the original base trip cost of \$1400.

I don't have an accurate timetable on when we will be able to get checks to you for this amount. It all depends on how fast the promised refunds get to Guardian Travel, who will then send our money to us immediately. So, I need to ask for your continued patience.

As a veteran of many previous choir trips (one of which was also cancelled due to health concerns,) I want you to know that a 70% refund, in the current state of the world, is more than I would have thought possible. Airlines, hotels, coach bus companies, and other tourist businesses are under no obligation to refund anything when a trip is cancelled. We are basically counting on them to do the right thing.

There are paid items from the trip that we were unable to recover. We lost non-refundable hotel and coach bus deposits. Several of the attractions that we were scheduled to see in NOLA are refusing a refund, choosing instead to give us a credit for a future visit. Other attractions have closed down completely due to COVID-19, to the point that no one is answering calls or emails, so as of now, we have to consider these costs to be a loss.

I want you to know that Guardian Travel has done absolutely everything that they can for us. Their profit from our trip will be returned to us. If they are able to recover anything further, it will immediately be passed on to all of you.

Thanks so much for helping to make the best of what is truly a lose-lose situation all around. If you have any questions, please feel free to contact me.

All best, and please keep yourselves safe and sane.

--Mr. Bultman