

For Immediate Release

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A Letter from Director's Choice CEO to Overnight Groups

Dear Directors and Group Leaders,

Just as the ongoing pandemic has impacted all aspects of you and your students' daily life, it has also impacted the entire travel and tourism industry, no matter how large or small the business. Director's Choice continues to be a tireless advocate for you. We paid vendors with the payments you made to us, and we are now working diligently to recover as many of these funds as possible.

Under normal circumstances, cancellations and refunds would be much easier. However, with shutdowns, quarantines, furloughs, and layoffs, some vendors are slow to respond and a few aren't responding to our communication at all, much less processing refunds. For example:

- Each airline's policies are different and continue to evolve. In addition, group reservations have different sets of rules and policies than an individual might deal with. Information you may have seen regarding refunds or rescheduling will mostly apply to individual travelers. We are still working through these details with each airline and seeking refunds for our groups.
- Due to vendor furloughs and layoffs, some of our points of contact are no longer employed and our accounts have been passed to someone else inside the organization thus slowing down turnaround time.
- Some have indicated a refund may be possible, but are physically unable to process due to the shelter-in-place orders of their local jurisdiction. These same vendors are unable to give an accurate timeline regarding when we may see these refunds and have suggested several weeks, if not months before they are able to move forward.

We are one of a select few tour-operators who can claim to be a proud member of the Student & Youth Travel Association (SYTA). Like TMEA and UIL who help set standards for music education, SYTA establishes quality and safety standards for travel providers while empowering its members through education, training, and networking opportunities. SYTA has provided an



educational infographic that we are sharing with you. We hope this graphic helps explain what we've been working on behind the scenes on behalf of you and your students.

Once again, we are your advocate. We will continue to work on your behalf to secure all refunds and credits possible.

Thank you for your patience,

Zac Miller

About Director's Choice

Director's Choice was started by performing arts educators more than 20 years ago, and has grown from a Texas-based festival performance company to a full service travel and event provider. Director's Choice exceeds the safety and liability standards set by the Student Youth Travel Association's Center for Student Travel Safety and works with student group leaders across the country to deliver safe, valuable and memorable performing arts experiences.

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