



To the Student Participants, Parents, and Group Leaders Who Have Cancelled Their Travel and Performance Plans and are Asking for Refunds:

I understand your frustration. Please know Director's Choice is on your side and working tirelessly to help each group we serve.

We were contracted on your groups' behalf to put together a package experience as a legitimate tour operator and performance experience provider. As a leader in our industry who has served thousands of student groups just like yours over the last 23 years, we are committed to continuing our work on your groups' behalf to obtain any possible refunds. These potential refunds will come from the vendors who have already been paid on your groups' behalf. Due to the volume of requests our vendors are receiving, this process will take several weeks, and in many cases, months to completely reconcile and get possible refunds paid to you.

In addition, this is a fluid situation with many vendors changing their policies or amending their contractual terms each day. For example, one of the largest entertainment parks our clients use publicly notified us last week of no intention to give refunds per the cancellation agreement. Less than a week later, the same business reversed their position and has indicated it will refund some of the payments due to the closing of their parks. This is one instance of hundreds, if not thousands of scenarios that are occurring as we speak with our vendors. It is unlikely that each vendor will amend their terms per this example. This is why the only thing Director's Choice is able to promise at this time is what is stated in our contracts.

Please understand we are working diligently on behalf of your group to communicate with our vendors. We want our parents and student participants to know we are in contact with your group leaders and are sharing the latest

information with each of them. Thanks for your understanding and patience as we continue to work on your group's behalf.

Zac Miller

CEO

Director's Choice