

# **American - International** **Travel and Tours**

AFFILIATED WITH FROSCH INTERNATIONAL TRAVEL

March 10, 2020

TO: Ft. Collins HS Choir and Theatre Trip Participants

FROM: Doug Dalton, AIT

RE: Cancellation of Travel

We share your disappointment as we all learned today of the decision by the school district to cancel the New York City trip this weekend. We know how much you had looked forward to this experience - - an experience that had been a work-in-progress for almost a year.

I have been in contact with Mr. Tyler and Mrs. Miles in regards to what the next steps are. For the group, we had travel insurance as a part of the trip cost. Under the travel policy, there is a Cancel for Any Reason at 75% clause. For this instance of a district cancelling, that is what this claim will fall under. Please know we will handle the paperwork of filing claims on the participant's behalf. As you can imagine, that process of refunding due to the multitude of claims that all insurance companies are seeing might be extensive.

I will be contacting all of the vendors we have contracted with for the trip today and tomorrow. My hope is to find out how much we can get back from them before filing claims. Once I do, I will communicate with the directors on the process after that.

I know that in talking to Mr. Tyler, there might be an option for making the trip happen at a later date. He will be talking to the participants on the possibilities of that happening and will communicate that with us to see if it might be feasible.

Please understand that there are no perfect solutions to resolving this situation to the satisfaction of all parties. Each entity involved - - traveler, travel company and vendors will no doubt have to make some sacrifice given the current state of affairs. This is something we all have never seen, so it is new to all of us.

I will continue to make the best of a bad situation as I want the best for the Ft. Collins group! Also, know that we are dealing with over 10 groups being cancelled in the past 72 hours. One favor would be to let us work the process and we will let everyone know once we do.

Sincere thanks for your patience and your understanding.

Doug Dalton- Co-Owner and VP of Sales  
6070 Greenwood Plaza Blvd. Suite 100 Greenwood Village, CO 80111  
Direct Line: 303-874-7137 Fax: 303-792-9724  
Email: [aitraveltours1@gmail.com](mailto:aitraveltours1@gmail.com) [www.americaninternationaltravel.net](http://www.americaninternationaltravel.net)

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