



Dear customer,

We want to say thank you for being so patient whilst we ascertain our position as a result of the effects of the Coronavirus, COVID-19. These are uncertain times and the travel industry is under extreme pressure to react to what is an unprecedented and fast-paced, developing situation, with many organisations at risk.

To start, we wish to inform all our groups of our enormous disappointment that many tours and planned experiences for our customers are being adversely affected.

We are extremely proud of the tours that we organise and we understand the many benefits they have, particularly for young people. We will continue to work tirelessly to operate as many tours as possible, but now the realisation is that many will not go ahead.

Unfortunately yours is one of the tours that currently cannot take place due to advice from the Foreign and Commonwealth Office (FCO).

This crisis is causing incredible pressure on companies like ours and, at the moment, we cannot operate as we would under normal conditions.

Usually only a handful of our tours would cancel due to FCO advice in any given year. In 2020 we had almost 800 tours set to depart and we fear that at least half of these tours will no longer take place due to FCO restrictions. We, like most, if not all travel companies, are not structured for exceptional and unprecedented circumstances such as this.

Next week the Government will be issuing instructions on how business can access a number of supportive financial measures to ensure continuity and help us discharge our responsibilities.

Additionally, and even more importantly, there are discussions taking place between the travel industry bodies and the Government about how the industry needs to respond to the current crisis. Consequently, we have been advised to wait for further guidance before making any decisions on how to process tours which will no longer be taking place.

This is a fast-moving situation and as soon as we get clear direction, we will be in touch with more information.

Once again, thank you for your continued patience and understanding.

Yours sincerely,

The Directors and Team at Rayburn Tours