

Dear Travelers and Group Leaders,

Over the past days we have received numerous questions about the impact of the COVID-19 outbreak. I would like to take this opportunity to share some thoughts and updates with you, and with all of our Lingo Tours travelers. Before diving into the details of the impact of the coronavirus, I would first like to offer my heartfelt thanks to our travelers and Group Leaders for choosing Lingo Tours and for returning to Lingo Tours year after year.

Since the start of our company, we have grown purely by strong recommendations and word of mouth, all thanks to our travelers and returning group leaders who speak so warmly of us. We like to believe this is due to the client-centric approach we have. We put ourselves in the travelers' shoes and we provide quality hotels, transports, and meals. Over the years we have built an extremely loyal returning travel family that we are proud of. Understanding the entire travel experience from the travelers' point of view is more important than ever during these unprecedented times.

Today we face a new situation in which many travelers and parents are feeling uncomfortable about travel and are having questions about safety. This is, however unfortunate, of course understandable. As a parent myself, I fully grasp this concern, but at the same time would not want my children to miss the opportunity to travel and to learn. The obvious solution is to travel responsibly and safely. It is important for all of us to stay rational and to continue on as usual as much as possible. We follow the US State Department and CDC for their travel recommendations for US Citizens and we adapt accordingly.

We have many groups going ahead with their tours this spring and summer, but of course, tours to affected areas will be changed and altered. Naturally we support the decision to travel as long as we feel absolutely certain that we can provide safe journeys. Travel and learning from multicultural exchange is something we are extremely passionate about so for us, it is not a question about IF, but rather when and how. We invest our time and effort into educational student tours and adult tours and we want them to be an enjoyable and enriching experience for all. For many adults and students, our tours are life-changing experiences. This is something that warms our hearts and between our team we share reviews from our travelers to understand the impact each tour had. That is indeed, our greatest reward.

We work very closely with our suppliers and they are willing to stay as flexible as possible during these times. Naturally all tours to Italy during the spring have been changed (since the US State Department issued level 3 travel advice). We are keeping a firm eye on the other countries in Europe as well, to monitor the developments carefully and we are ready to make changes for tours in the future when and if necessary. We welcome you to share your thoughts and ideas as we move along towards the summer season. We will stay flexible to customize your tours as much as possible.

In the past days we have had questions regarding refunds in full due to the coronavirus and if only we could, we would be happy to cater to such requests. We want all of our travelers to have a positive experience, even when not traveling. However, providing a full refund is something we simply can't do. We plan and book our tours far ahead and that means also providing security for our suppliers in terms of down-payments. In many cases we make payments on the behalf of our travelers even when their payments are behind. We are also, unlike most other tour companies, very flexible with our payment schedules towards our travelers, but providing full refunds is beyond possibility due to the investments we make on the travelers' behalf. The speed and reach of the COVID-19 outbreak has taken most of us by surprise and we are all losing out from it. There is no perfect solution to it, but we all have to accept that this is a world-wide issue which we all have to navigate around to the best of our abilities.

Lingo Tours will stay loyal to our travelers and suppliers and we will protect the monies already paid and we will provide tours that are safe and speak of quality, now more than ever. Again, we would like to sincerely thank you for choosing Lingo Tours. Please stay patient and positive together with us during this period. The Lingo Tours Team is working very hard to provide the best solutions for all of our groups and we look forward to helping all travelers create a lifetime of memories from their travels abroad.

With kind regards,



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