

Ireland Tour & European Cruise Cancellation

4/11/20

CANCELLED

Well it's official, our 2020 Ireland Tour is cancelled. On April 9th, American Airlines cancelled Dublin flights through May. This was one of the things we were waiting on as a factor for cancelling. I can now start the process of requesting a refund for our tickets.

As a result, we are also officially cancelling the European Cruise.

WHAT'S NEXT?

I have already submitted our request for refunds from American Airlines. They are currently "Under Review". Their website says to allow 3-4 weeks for the refunds to come through since they are processing a record amount. I will stay on top of that. The flight represents the biggest portion of funds out for the Ireland Tour. I am in the process of sending cancellations to the hotels, charter company, and activities so we can get the remaining funds returned to us and get your refunds out to you as quickly as possible. I have been in contact with all the Irish vendors during the last few weeks and I feel that most, if not all, of them will work with us on this. Just like here in the US, all the businesses are shut down in Ireland, so it may take some time before this process can take place. I appreciate everyone's patience.

For the European Cruise customers, it is a little more involved. The cruise itself is still scheduled to sail when Princess resumes operation on May 11. If you have been following the news, it is more and more likely that the cruise to Spain will cancel. And given that American Airlines cancelled all flights to Barcelona as well as Dublin, I don't see how it will continue. Either way, if Princess cancels the cruise, we should see a bigger Future Cruise Credit (FCC) or a choice of a refund. If it is not

cancelled, their current policy allows us to cancel and get 100% back as a credit, so it is worth waiting at least a few more weeks to see what happens. The hotel in Barcelona for 2 nights is listed as non-refundable. I have been communicating with the General Manager and I feel there is something we can work out with them given the circumstances. The hotel is currently closed for operations until further notice, and the manager will let me know when they reopen.

I will also be working with Vueling Airlines to see what our options are for the flight we had from Dublin to Barcelona.

WHEN CAN YOU EXPECT YOUR REFUND?

As stated, I have started the process of cancelling our tour and requesting refunds from all the vendors. Due to the current shutdown around the world, I will not be able to contact all vendors until they reopen in the coming weeks. A large portion of our funds will come when the American Airlines refund comes through. As a service to all my loyal customers, I will not wait until all the funds have been returned before I start issuing refunds. I imagine your refund will come in phases. After we receive the airline funds, I will send everyone a refund with what we have at that time. I will also keep you updated on the status of other pending refunds. If you have any questions or concerns during this time, don't hesitate to contact me.

FUTURE PLANS

The Ireland Tour was set to be one of my most successful world tours ever. I was personally looking forward to getting back to this amazing country. But life happens and we do the best we can with what we are given.

After talking to several of my travelers, I am **100% sure that we will bring this tour back next year!** For those that stuck with me through this rough time, I want you to know that I appreciate you all.

Price Guarantee!! Even if I need to raise the price of the tour next year, I will hold the 2020 price for everyone that is currently booked.

For those reserved on our remaining 2020 tours, I am still holding out hope that we can preform most, if not all, of these tours. Our next tour is the Mystery Tour in July. We should know in the next month how things are looking for the summer. As we get deeper into the year with our September American Southwest Tour, October Washington DC Tour, and our November Hawaii Tour, I feel our chances are better for these to go. I will keep monitoring the situation and keep you updated. In the meantime, Falcon Tours is not committing any funds until we have a clearer picture of what is possible for our customers. If you are interested in any of these trips, feel free to let me know. I can hold your reservation without a deposit until the time that we know for sure we will be going.

Stay safe and rest assured we will be back traveling the world before you know it!

Dave