

MusicTrip.com Inc.

106 Via Buena Ventura
Redondo Beach, CA 90277
310-373-0112

April, 2020

Dear Valued Clients,

I hope that this letter finds you, your students, and your school community safe during this time of national crisis. Please find with this letter a refund for your cancelled SoCal tour. As there has been very few cancellations with tours associated with MusicTrip.com in past years, the worldwide outbreak of the COVID-19 pandemic is unprecedented, which makes the refund situation multi-layered, very complicated and extraordinarily unique. So that you are aware in regards to the current crisis, some vendors have been very flexible and amenable to refunds, while other vendors are less so in regards to contractual cancellation or attrition clauses associated with canceled groups. This is obviously beyond the control of MusicTrip.com. MusicTrip.com subcontracts transportation, lodging, Disneyland packages, Disney workshops, university visits and clinics, and other activities/vendors as requested by our school clients. The vendors that we utilize have their own rules and refund policies independent of MusicTrip.com. With that said, please consider that there may be limits to refund amounts, and what can be recovered. Please be aware that imbedded within the cost of the music tour package is a \$45.00 non-refundable administrative fee per student/chaperone that covers the cost of office and overhead expenses, labor, salary and staff. This administrative fee has been deducted from the provided refund.

It's a difficult time in our country and the world right now, and MusicTrip.com understands that. We want to do what is the absolute best for our clients, which is why we are going to such great lengths to get back as much money to you as possible. Your continued trust, confidence and patronage over the years is important to us and very much appreciated. Please feel free to reach out to me if I can answer any further questions. Thank you again for your patience. Best wishes.

Sincerely,



Eric Spidell
President
MusicTrip.com Inc.