

4/1/20 Update: Please be patient with us as we work through the backlog of credit requests. Our accounting office is located in Maryland, where non-essential offices have been ordered to close. We are diligently getting processes in place to get our valued clients credits back for cancelled reservations. Thank you for your patience.

Dear Valued Client,

We understand that the recent news and uncertainty surrounding the COVID-19 situation may have caused you to re-think your travel plans and future travel options. Whether you have a trip booked or are planning upcoming travel, we will do whatever we can to support you. We are continually monitoring the situation, including travel restrictions and updates to travel policies that may impact you.

Your safety

Our top priority is everyone's health and well being. We highly recommend customers everywhere follow the health and travel advice of relevant authorities.

Your current booking(s)

We are experiencing unprecedented email and call volumes. We are sorry that we cannot answer every phone call or email in real-time. Please know that we are doing everything we can to return your calls or emails in as timely a manner as possible. **To help serve those with the most urgent needs, we request that the group leader only call if your travel date is in the next 14 days.**

Our revised cancellation policy

As these are extraordinary times, we are trying to work with each and every group leader to address their needs and concerns. We are also working closely with all of our suppliers (hotels, golf courses, etc.) to try to reduce or eliminate as many of the fees and penalties associated with cancellations due to the current global crisis. As such, we at Golf Zoo have our own cancellation policy that we have revised to try to accommodate our clients as much as possible. **We have changed our cancellation fee into a credit to be used for future travel anytime within 15 months of your original travel dates.**

Easy and flexible rescheduling

We hope you will travel with us again soon and we want to make it as easy as possible for you to reschedule your trip. You may pick a new date at the time you cancel your trip or at a more convenient time for you. Either way, we will be there to assist you in planning the same trip at a later date or creating a whole new golf vacation package for you.

The Coronavirus (COVID-19) outbreak is a rapidly changing situation from a public health perspective, we are committed to keeping you informed and to taking care of you as a valued customer. Thank you for your continued support.

Stay safe and well,

Ed Holofcener
President