

**For Immediate Release**

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**Director's Choice Voluntary Refund and Reschedule Plan**

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(LUBBOCK, TX) This press release hopefully will answer many of the questions arising from the Covid-19 crisis and what Director's Choice has been doing. The process of securing refunds from suppliers is far from over and we will continue working to assist clients with additional refunds where possible. We continue to seek aid from the government to secure bailout assistance to be provided to clients in the future. We are sorry about how long this has taken for us to understand how to respond properly. As most suppliers and tour operators have found themselves in this position, we too could not have been prepared for an almost total cancellation of performances and travel. We look forward to working with you again once this crisis has passed so we can return to positively changing students' lives through travel and performance.

With input from several legal professionals representing school districts, we have established a process to assist our clients with refunds and rescheduling. We have completed the planning stage and are now in the recovery phase of our services. Please replace and amend our previous email updates, press releases, and conversations with the following paragraphs. Nobody is to blame for what has happened, but it is still an unpleasant time for us all. We appreciate everyone's patience and apologize for any added stress this process may have caused.

Director's Choice is starting the voluntary refund process immediately with group leaders. If requested, this will include the return of payments made by groups after deducting any outstanding supplier payments not yet refunded, air voucher values, and a planning/ recovery fee. Group leaders will also be given the option of rescheduling to a future date and saving a credit for future needs in most cases. Due to the differences in what each client contracted, the voluntary refunds and rescheduling effort will be processed one client at a time.

Some trips which include air transportation might result in vouchers or credits being issued with details dependent on each carrier. These air vouchers are different for every trip and every airline, but we remain willing to assist with the potential use of these funds in the future. The full payment amount of these air reservations will also be deducted from the voluntary refund payment made by Director's Choice. The vouchers can be used according to each carrier's restricted policy and procedure. Our elected officials in Washington D.C. are currently working to create legislation which will require the airlines to provide cash refunds. We are hopeful a cash refund may be available in the future from airlines thus replacing the current vouchers.

Clients who choose to leave funds on deposit for a future Director's Choice performance event or trip can do so upon request. **90% of all payments previously received (minus outstanding supplier refunds or air vouchers) will be applied as a credit which can be used as a payment toward future business booked for a Director's Choice performance event or trip and is valid to be used until December 31, 2022. If there are any unsecured refunds obtained from suppliers at a later date, 100% of each supplier refund will be added to the future payment balance to be available to the applicable group.** If a client wants the voluntary refund amount returned instead, the planning/ recovery fee will be deducted from the payment balance and the funds will be processed according to the next paragraph.

Due to the Covid-19 crisis, Director's Choice is charging a planning/ recovery fee as part of any refund made at this time. This fee is being charged due to expenses related to the planning already completed, the service of processing supplier refunds, expenses related to the calculation process of how much and what voluntary refunds to pay each client, and the redistribution of insufficient client payments which are now deemed uncollectable. This fee is unavoidable and entirely a result of this unforeseen *Act of God* and the subsequent *Government Restrictions*. Voluntary refunds requested to be paid out now will be calculated by using the full amount of payments less a 50% planning/ recovery fee based on the full package price without comps. At the time the voluntary refund is issued, any unrefunded supplier payments and air vouchers associated with each particular contract will also be deducted from the voluntary refund amount. 100% of any unsecured refunds obtained from suppliers at a later date will be processed and returned to each group requesting an immediate refund after it is recovered by Director's Choice.

Director's Choice will continue to assist clients who secured the trip protection insurance offered with many packages. Although Director's Choice is not an insurance provider or agency, we are happy to continue working with these clients to support claims they may have for policies covering this type of event. In the future, we will encourage all of our clients to consider the purchase of *cancel for any reason* (CFAR) insurance as part of a travel package.

Director's Choice is still pursuing a government bailout to reimburse clients for unrefunded portions of payments already made. Currently there have been no bailout funds approved by our elected officials for our segment of the travel industry. Nonetheless, we are leading an effort with other tour operators to make a similar attempt to the efforts we have already completed and hopefully they reach out with a similar request to their respective elected leaders. This is in hope of getting some additional relief directed towards the families we all serve. We are all aware of the stimulus packages reported in the media and want our elected officials to recognize and financially provide support for the substantive need our families have for similar assistance. There is some promising movement on this effort, but it is unknown how much longer until we have an answer.

We want you to know how Director's Choice has been operating during this crisis and share some details about what has happened. We hope this information illustrates what we have been doing on behalf of our friends and clients as a result of this disaster.

1. Most importantly, Director's Choice did not benefit from this pandemic. While we are still operating and serving our friends and clients, the company and ownership has not profited from any aspect of this unfortunate event. We recognize the refunds are less than anybody wanted to receive and we hope our clients recognize issuing these refunds is financially difficult for Director's Choice. We hope our friends recognize, nobody is benefiting from this situation and this compromise is the best solution available right now.
2. When the first reports regarding closures began, Director's Choice immediately started the process of assisting groups still eligible to add cancellation insurance to acquire coverage where possible. Not all groups were eligible due to the timing of their trip or performance, but many were still able to secure coverage for individual participants.
3. Although most outstanding trip payments were secured with a district purchase order, many schools cancelled payments due to the looming Covid-19 disaster. Although this action is understandable given the crisis, the subsequent result left Director's Choice in a position of absorbing these unpaid bills for services already provided.
4. Regrettably, Director's Choice furloughed many full and part time employees in mid-March to assist in decreasing the operating expenses of the company and improve chances for additional funds to be returned to participating groups. Many additional reductions in the operating budget were immediately put into place to further support this effort on behalf of our participants.
5. Director's Choice staff immediately contacted all suppliers seeking refunds whenever possible. Many suppliers could not provide even partial refunds due to financial complications affecting each entity. This remains an ongoing process until we have all the answers.
6. Numerous emails, phone calls, and certified letters have been sent to President Trump, Senator Cruz, Senator Cornyn, Representative Arrington, Governor Abbott, Lieutenant Governor Dan Patrick, Texas Senator Charles Perry, and Texas Representative Dustin Burrows for financial assistance to be directly paid to participating groups. Director's Choice offered assistance to each of these elected officials to facilitate the distribution of a bailout package for clients. Director's Choice hopes any financial relief secured will further help participants recover any additional non-refunded payments.
7. After processing all of the cancellations and rescheduling of participating groups, available funds are being returned to participating ensembles after applicable non-refundable payments to suppliers and planning/ recovery fees have been deducted.
8. Director's Choice applied for full funding utilizing the SBA Payment Protection Program for payroll expenses in an effort to redirect budgeted operating expenses to additional client refunds.

Everybody at Director's Choice hopes our clients and friends are safe, healthy, and understand we are doing everything we can to help with this unfortunate situation. Whereas nobody is to blame for the Covid-19 crisis, it is a difficult situation we all find ourselves in at this time. We at Director's Choice remain passionate believers in the positive impact travel and performance has on students and we look forward to serving our friends in the near future. We appreciate your patience and understanding as we continue to work on your behalf.

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Director's Choice exceeds the safety and liability standards set by the Student Youth Travel Association's Center for Student Travel Safety and works with student group leaders across the country to deliver safe, valuable and memorable performing arts experiences.