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Director's Choice FAQs on *Travel Insured* CFAR (Cancel For Any Reason) Insurance

(LUBBOCK, TX) The information below is intended to help participants with filing their CFAR claims. This is only our interpretation of the information required by *Travel Insured*, <https://www.travelinsured.com/>. Please refer to the *Travel Insured* Terms and Conditions for official documentation and procedures, as they will supersede the information below. Please note, Director's Choice is not an insurance company and cannot represent a policy holder or any insurance company.

Q: What is the "Trip Cancellation Claim Form?"

A: This is the form made available to individuals who purchased a CFAR policy from *Travel Insured*. When completing the form you receive from *Travel Insured*, please take note of the following and fill out accordingly.

- "Airfare Expense and Land/Sea Expense", enter \$0 in the field.
- "Tour Expense", enter is the trip price paid to Director's Choice by each individual participant.

Q: What are the "Land/Tour Terms and Conditions?"

A: This is referred to by Director's Choice as the "Registration Agreement", and has been shared with your Director/Group leader on their www.mydirectorschoice.com account. If you made payments using our Individual Billing system, this information is on your account.

Q: What are Land/Tour Invoices?

A: This is the per person price paid to Director's Choice by your group leader according to "Registration Agreements" and or "Amended Agreements."

Q: What are "Land/Tour Payments?"

A: This is the amount your program paid to Director's Choice prior to cancellation on your behalf. If you made payments using our Individual Billing system, this information is on your account.

Q: What is "Land/Tour Refunds?"

A: This is the amount of money Director's Choice refunded your group.

- *Travel Insured* will not need the full amount refunded to your group, but the amount your program refunded you or your student traveler.
- We have recommended your director or booster organization provide you with a letter with the amount refunded to each individual.
- Director's Choice only has a record of what was refunded to the group as a whole.

Q: What is the "Land/Tour Itinerary?"

A: This is the Itinerary we have provided your Director/Group Leader at www.mydirectorschoice.com. If you made payments using our Individual Billing system, this information is on your account.

Q: What is the Travel Agent or Tour Leader Cancellation Statement:

A: This is the letter that includes the total group refund and the cancellation date. This letter was provided to all Directors/Group Leaders when we sent the refund.

Questions beyond the information in this document should be directed to *Travel Insured*. The group phone number for *Travel Insured* is 844-440-8113 and their email is groups@travelinsured.com. Due to the Covid-19 crisis, *Travel Insured* is currently processing numerous claims and is working in the order of receipt. Expect a delay.

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.