

Flamingo Educational Tours

Committed to excellence in educational travel for you and your students



March 18, 2020

Dear Valued Clients and Parents,

We want to thank you for your patience during this very challenging time. Flamingo Educational Tours is dedicated to providing you with the latest information regarding trip cancellations and refunds due to the (COVID-19) pandemic.

Rest assured, we have already begun tirelessly working on your school's refund request. Currently, there are thousands of cancellations and refund requests which undoubtedly take quite some time to negotiate and process. Each trip is being carefully reviewed on an individual basis, as no two trips are alike. Along with our vendor partners, we are currently experiencing an extremely high volume of phone calls, increased holding wait times, delayed emailed responses and temporarily closed businesses which does hinder our forward progress. We are trying to recoup the most realistic refund possible for every trip affected and can only work as fast as all vendors involved.

Per our vendor contracts, pre-payments have already been disbursed to outside venues (hotels, motor coaches, restaurants, attractions, parks, tickets, meal cards/vouchers/gift cards, t-shirts, et cetera) and these funds are no longer in our possession. We must contact each vendor individually in order to request the greatest refund possible for our customers.

Flamingo Educational Tours will remain in close contact with your school leaders and will keep them up-to-date with all details pertaining to your trip and the refund process as this information becomes available. In turn, your school's contact will communicate this information directly to you. We kindly ask for your continued patience and understanding as we manage this significant undertaking.

May you and your family stay safe and healthy.

Thank you for your cooperation,

The Flamingo Educational Team

