

17 March 2020

COVID-19 Update from IC Travel & ICT Coaches Ltd.

Following the announcements today by the UK Government we are updating the situation affecting our companies. Firstly can I thank all of you who have sent messages of support during this difficult time.

Many of you will have seen the Prime Minister's announcement made on 16th March. With the strong direction around avoiding non-essential travel, social contact and visiting museums, cinemas and theatres etc. these venues are now closing for the time being. Therefore many forthcoming trips will be cancelled. People having booked will be contacted regarding each trip once we know the position.

At this stage I cannot comment on any refunds process but I am sure you will agree that a potential ticket loss is the least of our concerns at the moment.

Depending on the event many will involve getting refunds from venues which will take time. In addition, like any business, cash is invested in future trips for example securing top seats at West End theatres which we do several months in advance to get the best available. In the current situation, bookings for the coming months understandably have slowed down. Where trips are cancelled we hope as many people as possible will look to transfer the booking to a future trip which will help us enormously over this difficult time.

This is of course a devastating time for many in the industry and whilst all the headlines focus on airlines, the coach and travel industry is likewise affected. We continue to welcome your support and patience as we work through this process.

Additionally the industry is seeking government support to ensure normal service can resume as soon as possible.

Our businesses developed as a result of the local community supporting and valuing a local business. We have friends and colleagues giving their time to enable us to do all we can to come through this and hopefully enjoy more trips in the future and we thank them for their help.

How can you help?

- Keep booking future trips
- Where a trip has to be cancelled please consider where possible transferring the booking to another future trip.
- Bear with us. We will do all we can to keep going!!

Thank you for your on-going support.



Ian Colman MBE

Managing Director - IC Travel

Director – ICT Coaches Ltd