



Green Mountain Tours

**For Reservations Call
(201) 945-6688**



To The Green Mountain Family,

Our grandmother always said, "Of course, where you go is important, but what really matters is who you meet along the way." We are so grateful that you have joined us on this journey and are part of the Green Mountain Tours family.

Over the years, you have placed your faith in us and we are doing everything possible to remain a trusted, valued member of your family.

With a long heritage in New Jersey since the 1970s, Green Mountain tours has survived various difficulties over the years, from 9/11, SARS, the 2008 Recession, the devastating effects of Sandy and Irene, crippling gas prices, and more.

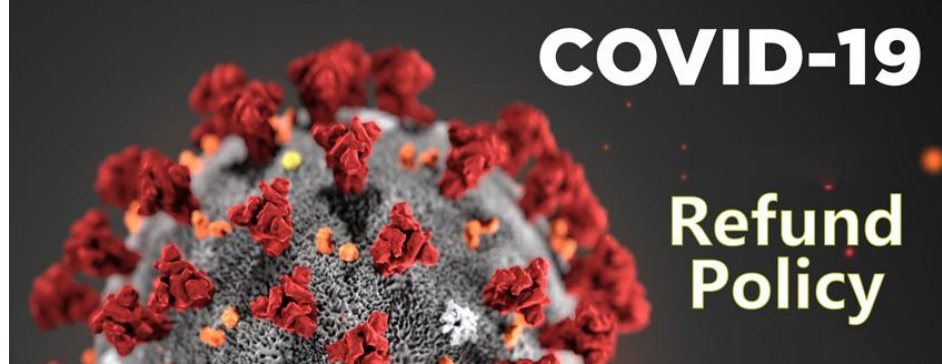
It is comforting to be able to look back and know that we have come through difficulty before. This gives us the confidence that, with your support, someday soon, this too shall pass.

A NEW WAY FORWARD

The pandemic has stopped virtually all travel across the globe, compelling us to rethink our operations as never before.

Like everyone, we hoped the crisis would pass quickly. However, the timing surrounding the current stay-at-home and social distancing orders remains unknown.

In the face of this ongoing uncertainty, we are moving forward in a new direction.



REFUNDS FOR CANCELLED TRIPS

In continued support of the directives from government and health authorities, we have **cancelled all trips through June 30, 2020**.

All guests with a confirmed reservation for trips cancelled as a result of the coronavirus health crisis will **receive a refund**. Guests that previously received a credit for a coronavirus related cancellation, **will now get a refund** instead.

We hope this shows that we are strong in our resolve and reinforces our dedication to you, our team and our company.



If you held a reservation for trips between March 12 and June 30, 2020:

- ***You will automatically receive a refund. Please do not call our office***
Refunds will be automatically issued in chronological order. If you paid by credit card, you will see a refund on an upcoming statement. If you paid by check, you will receive a refund by check mailed to your home.
- Processing this volume of refunds is an extraordinary undertaking that will require time. We are grateful to our staff for their hard work throughout this crisis and for their unfaltering commitment to you, our Green Mountain family.
- We are all working as quickly as we can and promise to process your refund as soon as possible. Thank you for your patience and

understanding.

If you are scheduled to travel with us after July 1, 2020:

- For now, all trips after July 1 will depart as scheduled.
- We will continue to monitor – and follow – directives from government and health authorities.
- If a trip taking place after July 1 is cancelled due to the coronavirus crisis, customers will be notified and will receive a refund.



The safety, security and health of our guests and our team is our most important priority, now more than ever. We hope the steps we're taking now show our commitment to you and to the future.

Our thoughts are with you, your families, our staff and the many small businesses we support with every trip we take together. Someday soon, travel will be an important part in setting the world right again.

Thank you for traveling with us and for being part of the Green Mountain Tours family. We can't wait to get back out on the road with you again very soon. We are ready with a full schedule of trips we know you'll love. We truly believe, there is so much to look forward to.

All our very best,
Debbie, Andy and Brooke
#SeniorStrong

Thank you,

Andrew Erbeling
Founding Son-in-Law, Operations

Brooke Lawer
Founding Daughter, Marketing & Sales

Debbie Erbeling
Founding Daughter, Customer Service



Green Mountain Tours

#SeniorStrong



**Accredited
Agent**

**Serving Bergen County Since 1974
A Family Business**



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