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March 13, 2020

As Super Holiday Tours commemorates its 45th anniversary of providing memorable travel experiences, none of us here, along with our colleagues in the entire hospitality industry, could never have imagined the challenges we are facing on a daily basis.

As a well-established travel planner with long standing professionalism with our clients, and industry partners, we are working diligently with our suppliers to recover the costs of travel that has been canceled.

Countless hours of planning and coordination took place to provide our groups with lifelong memories of travel and performance. Now we are confronted with an equal amount of hours, and time, to dismantle a unique and memorable experience. Please be patient and allow us to continue to work on your behalf to recover as much as we can from our many suppliers.

Sincerely,

A handwritten signature in black ink, appearing to read "Bryan Cole", is written over a white background.

Bryan Cole  
President, Super Holiday Tours

#### Mission Statement

We are committed to providing our clients a positive travel experience by dedicating ourselves to the highest quality of service. We will achieve this by listening to our clients' needs and through our attention to detail.



[www.superholiday.com](http://www.superholiday.com)

## **FREQUENTLY ASKED QUESTIONS**

### **WHEN CAN I EXPECT A REFUND?**

Please understand that we are working with our suppliers on your behalf in an effort to secure/recover any refunds.

### **HOW MUCH IS MY REFUND?**

As a legitimate tour operator in business for 45 years our job is to ensure that all of the components of your trip are paid in full. Again, we are doing our best to work with our suppliers.

### **CAN YOU PROVIDE ME WITH THE APPROPRIATE DOCUMENTATION I NEED FOR MY CFAR REFUND?**

Yes, I will email you a copy of your contract which includes the trip components and pricing. Please email [info@superholiday.com](mailto:info@superholiday.com) with your request. We will provide the copy of the document in the order the request was received.

### **WILL YOU SEND ME MY TICKETS THAT WERE PURCHASED ON MY BEHALF?**

No. All of our tickets were purchased as a group package and cannot be separated. Again, we are doing our best to work with our suppliers.

### **WHY DO I HAVE TO WAIT FOR A REFUND IF I CANCELLED WITHOUT PENALTY PER YOUR CANCELLATION POLICY?**

Please understand we are working diligently to reply to requests in the order that they were received. The delay is caused by the volume of requests that we are receiving.