



## **A MESSAGE FROM US TO YOU – WE'RE HERE TO HELP**

Due to the coronavirus outbreak we are currently dealing with unusual challenges. Our team at TIC Dubrovnik has already taken measures to reduce the impact of current situation on our business. Furthermore, we are looking for the best possible solutions to deal with the challenges along with everyone else in the travel industry.

During this challenging period, we want to reassure you that we are highly committed to support and to help you with any rearrangements of your customers' travel plans.

### **Flexibility for existing bookings:**

For travel arrangements taking place in the following months – we'll endeavor to work with our suppliers to minimize any fees where possible and if needed to help you with changing any upcoming travel dates to a future dates for either late 2020 or 2021.

### **Future Bookings:**

We are daily following up on all government recommendations and we are expecting an increase in demand for bookings in 2021. Therefore, contact us if you need any assistance while planning great trips for your customers. Many passionate and inspiring people from our industry have already witnessed similar challenging events during their careers and thus many of them believe that this situation will be over soon. Events like this can happen at any time and as they seem to be unpredictable they are often overwhelming for all of us. Therefore, it is necessary to stay focus and to keep things in perspective in order to be fully ready and prepared once the COVID-19 crisis is over.

Take care,

Sincerely yours,

TIC Dubrovnik Team