

## A Travel Update from R&J Tours (Updated June 23, 2020)

Dear Valued Travelers,

We share our Travelers' concerns about upcoming travel and realize you may be waiting to see if your trip is still going. Please know we hear you and we will take care of you. The health and well-being of our Travelers and the R&J Family (all of our employees) is our top priority. The situation is ever changing and we are assessing tours on a daily basis. We are continuing to monitor all updates by the WHO, CDC, and U.S. State Departments to keep us informed. Rest assured we will reach out to you as decisions are made. We ask for your patience as we navigate the coming days.

**July tour currently scheduled to go: Home on the Range.** Due to circumstances out of our control we have had to cancel all other tours through **July 31, 2020**. For any tours August and beyond, in the event that we need to cancel your tour, we will connect with you to review your options. There is no need to call us, we will take care of you and call our customers in order of cancelled tours. We ask for your patience as we are servicing a sizeable amount of customers in chronological order and doing so remotely. You are important to us and we will do everything we can to keep you updated.

In response to the appeal for nonessential businesses to close to help slow the Covid-19 pandemic, R&J Tours had temporarily suspended its office operations. We sincerely hope that you can understand, due to all of these unprecedented circumstances; our response time, and that of our vendors, is slower than we would like.

**If your tour has had to be cancelled, we ask that you please consider transferring to either next year's tour or another future tour. Your willingness to do so will help ease the financial pressure the supply chain and lack of current revenue is causing.**

R & J Tours is a family business, and we consider all of you our family as well. Our 30 years in business has led us through many challenges, from 9/11 to SARS and H1N1. In the past few weeks we have received countless calls and emails of compassion and encouragement. We want to say thank you for your concern and care! It is during these uncertain times that coming together will see us all through. Rest assured we have been blessed with a solid foundation, a determined staff and most importantly YOU, our loyal customers. We know that we will emerge from our current circumstances stronger than before, and that we'll continue to provide you with extraordinary journeys that have been R&J Tours' benchmark for the past 30 years. We continue to keep you, our families, and this world in our prayers.

Our current office hours are Monday – Thursday, 9 AM – 3 PM.

Again, thank you for your patience! We look forward to getting back on the road and "Presenting the Greatness of God through the Beauty of His Creation."

Sincerely,

Mary Madison, President  
Ralph & Jan Engel, Co-Founders