

May 20, 2020

Thank you for your continued trust and partnership during this unprecedented time. We consider you part of the JOY Tour & Travel family and your safety remains our highest priority.

As previously communicated, due to local, state and federal mandates our office closed on March 19th. As of May 18th, we are finally able to return to the office with limited staff, though we will not be open to the public. Rest assured we are receiving your emails and voicemails. Please be patient as we work in chronological order to reschedule our trips and notify those affected by these changes.

For Group Tours: All Day Trips and Overnight Tours previously scheduled April-July 2020 will be rescheduled. As trips are rescheduled, we will send out the new dates and itinerary. If you are unable to make the new dates, you will have a 100% credit to use toward a future trip.

As we continue to receive updates from our federal and state government regarding closures, gatherings and other guidelines we will make decisions regarding the tours beyond July.

For Leisure Travel:

Most airlines and cruise lines are making changes to their schedules and offering various travel waivers for travel through specific dates. If your travel is directly affected by any of these changes, your Travel Specialist will contact you.

As always, we are here for you, working to ensure a safe and memorable travel experience.