



Dear Customer,

In light of the recent closure of Austrian ski resorts and hotels, due to an ongoing outbreak of coronavirus (Covid-19) and in line with various controls and restrictions imposed by the Austrian authorities, PGL Travel are unable to operate your forthcoming ski trip.

We appreciate the school and parents would like to have clarity on the situation. We thank you for bearing with us at this difficult time with truly exceptional circumstances.

We are doing our very best to recover the large sums of money paid to our suppliers on your behalf so that you are not out of pocket and are seeking further clarity from the Government and ABTA of how we may best refund you.

ABTA have released a press statement today explaining that they are working at UK and European level to alter the normal provisions of the Package Travel Directive.

These include:

- The obligation of the organiser to refund should be conditional on the receipt of refunds from the suppliers. Where those suppliers cannot or will not refund, there needs to be an emergency government consumer hardship fund to fulfil refund payments.
- That the 14 day window in the Regulations for refund payments should be removed.
- That refund credits should be allowed as an acceptable alternative to cash refunds. In order for these still to provide the consumer protection of the original package, the regulatory authorities will need to allow for the existing protection to be carried forward against the refund credit

For the full statement see below:

<https://www.abta.com/news/abta-calls-urgent-support-industry-government>

We hope to have a definitive position by the end of the week and we will of course update you then.

Kind regards

**PGL Travel Ltd.**