



**LAST UPDATED: April 1, 2020.**

Due to the executive order given by governor Whitmer our office is currently closed until at least April 13th.

Any trips that fall within that time frame will automatically be issued a full refund.

There will be no cancellation fees on any upcoming trips that need to cancel due to the COVID-19 outbreak.

Due to the volume of cancellations and the current lock down, we ask any communication please be emailed to [biancocharters@biancotours.com](mailto:biancocharters@biancotours.com).

Please make sure to include your name, the date of your trip as well as the departure code so we can more easily process your information.

Your emails will be answered once our office is back open.

Please be patient as we work to respond to everyone, and rest assured your money is safe and will be processed as quickly as possible.

Thank you and stay safe.

To: All Employees and Customers/Partners of Bianco Tours

As all of you are aware, the current coronavirus scare has affected every facet of our lives. Though this pandemic will end, we need to make provisions to protect our employees, customers and business.

We would like to assure all of our employees and customers that Bianco Tours is financially secure and has complete support from our financial, insurance and vendor partners to endure this temporary emergency.

We completely support and stand behind our government, various health associations and their action plans to contain and slow the spread of this virus. By doing so, we are protecting the well being of everyone and assuring we have adequate health care facility to protect us all through this outbreak. A sudden overload would overwhelm our healthcare provisions and compromise care for those most in need.

As part of our action plan, all our customers will receive 100% refunds on cancellations of trips related to the coronavirus scare. We understand.

Our future is certain... this will end and Bianco Tours will be ready.

Kent and Jill Bianco  
Owners