

## **"That Was The Year That Wasnt"**

**Do you remember the BBC comedy programme in the 60's called  
"That Was The Week That Was"**

**Well 2020 could be called**

**"That Was The Year That Wasnt"**

because all holidays everywhere have been re-arranged, transferred, regurgitated and shoe horned into 2021. It has been a mammoth task but we did it!

Thanks go to the hotels and tutors for their flexibility and also to the vast majority of guests who have been very flexible...we truly thank you. We couldnt have done it without your understanding and flexibility.

### **2020 is behind us....**

We know many of you were looking forward to some lovely holidays and have had your hopes dashed and we have not enjoyed being the bearer of bad news but we have appreciated your understanding at this time and it is hard to communicate in an email like this how much it has meant to us when we were under so much pressure with some encouragements being so timely. We dont mind admitting that it has not been an easy ride for us and we were really looking forward to some great holidays too in some great places, staying in lovely hotels, with some excellent tutors and seeing you all. It is true that there have been a few bumps in the road but because we have worked together; tutors, hotels, us and you, our guests, we are pleased to say that we are fighting fit for next year and will come back with renewed vigor...after a much needed rest!

We have not only transferred a record number of 22 holidays to 2021 but we have taken on contract work and other tasks/projects to help with the income this year and stuck by our refund policy despite it being difficult at times, which has ensured the stability of the company for the future meaning we are in a good position for 2021.

### **2021 is in front of us....**

We have had our 2021 programme available since July and are taking bookings for next year and as so many people have transferred to next year already, a couple of holidays are full and some are nearly full and therefore if a holiday is a transfer holiday and you are interested please dont delay because we wouldnt want you to miss out.

### **New Tutors for 2021**

We have 4 new tutors for 2021. We are pleased to welcome popular artist **Carole Massey** who will be tutoring different media for us in Exmoor and **Michael Holter** from the US who has a striking and colourful style. He is tutoring landscapes in the Wye Valley and also a portrait studio course and his portraits are amazing, take a look! We also have **Keith Hornblower** tutoring in Wells and with his love of architecture, he is the ideal tutor for this location. We are delighted to welcome **Fiona Peart** back as a tutor for us. She will be tutoring a studio course for us in the Wye Valley.

### **Destination - South Cotswolds**

We are pleased to be able to announce that we have an idyllic new destination in the South Cotswolds, near Bradford-upon-Avon near Bath. There are the beautiful villages of Lacock, Castle Combe, Biddestone and Bradford-upon-Avon. The hotel is not far from Bath so we could visit there and the Cen Hill locks. We have now been able to do a proper reccey of the area and have plenty of photos for the web site, so why not take a look.

We will be using Leigh Park Hotel in Bradford-upon-Avon. It is close to many painting locations and is a lovely place with some great rooms and beautiful grounds with a great conservatory.

## **2021 Brochure**

As a result of the corona virus re-arrangements including dealing with the sheer number of concerns and queries as well as taking on other work, we have been slightly delayed with our printed brochure as we would normally have sent it out by now.

Everything is online and you can start booking now and we have the flyer as a PDF on the web site and we hope to be able to produce the full brochure sometime in October but we will send another email then to confirm exactly when

**If we are holding a deposit for you** and you havent yet chosen a holiday, please do not try to book online as the system will take another deposit from. In the first instance please email your query or request to us and we will assist you as soon as we can.

**If you wish to book a new holiday with us then you can book online** or email us your request in the first instance but we understand that if you havent been before you may have a number of queries in which case we will call you back as soon as we can.

### **How we can best communicate with you at this time**

We hope to be able to return to normal service of taking calls from October once the brochure has been published but it is difficult for us at the moment because of the back log of admin and queries we are dealing with. As from now Gill will be dealing with all transfer bookings from 2020 to 2021 and new enquiries and bookings for 2021 and we hope that she will be able to start taking calls for new enquiries and bookings soon.

Matt is currently doing some contract work and he is not freely available as he will be working on a cycle of 2 weeks on contract and then 2-3 days on 2020 concerns and queries. Therefore all more involved concerns and queries for 2020 will be dealt with within 2 weeks of receipt depending on when it is received. We sincerely hope any concerns and queries will now reduce and therefore this will speed up the response time but we expect the response times to concerns about rearranged holidays to be as they are until the end of the year and possibly throughout this winter.

We appreciate your flexibility and understanding at this time and want to ensure all our guests that we are making every effort to work through the additional workload at this time and find solutions for everyone.