



CENTRAL TEXAS CONFERENCE

THE UNITED METHODIST CHURCH

April 20, 2020

Dear CTCYM Friends, Volunteers and Supporters,

We have been closely monitoring the continually changing circumstances surrounding the novel COVID-19 crisis for the last several weeks while continuing to plan for and work towards holding our summer CTCYM mission trips as scheduled. It has become painfully evident however, that this crisis will not be suitably resolved for us to safely conduct our June CTCYM trip. As such, with the health, well-being and safety of our CTCYM participants, partners in mission and homeowners being paramount in our decision, we have decided to cancel our CTCYM June experience in Arkansas. CTCYM will issue refunds for all June individual registrations. Reimbursement instructions are provided at the close of this letter.

This was and is a difficult decision. For 26 years, CTCYM has been committed to our mission of being Christ's hands and feet to a world in need. Although we will greatly miss being able to serve in Arkansas this summer, we will live out our mission this summer by seeking alternative ways of serving in mission in our local communities and staying connected. Together, our CTCYM staff and leadership will continue to support and resource our local churches in creative and innovative ways, addressing community needs and concerns. We will also still be able to experience the connection that CTCYM offers by organizing safe opportunities to worship together during the week of June 21-27. We'll share details about these worship opportunities as we learn more of what will be allowed and recommended by the CDC and civil authorities.

The ongoing COVID-19 crisis also has implications for our July mission experience. The July trip occurs just three weeks after the June trip we were just compelled to cancel. While we will continue to plan and prepare for our CTCYM July trip as if it is going to happen as scheduled, we will take the necessary and recommended steps from the CDC and civil authorities to protect our youth, adult volunteers and staff. If CTCYM leadership deems it unsafe or we are prevented from continuing with the July trip as planned due to civil mandates, CTCYM will also issue refunds for registrations.

While we are deeply saddened that we will not have the opportunity to accomplish our June 2020 plans, we turn our attention to the joy we will experience through the new opportunities that God will help us envision and plan. We look forward to the new ways we will complete our mission, worship together and to make new memories we had not expected. Thank you for your prayers, patience and support during these uncertain and unprecedented times.

Peace,

Claire Condrey
Coordinator of Youth Ministry



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REFUND PROCESS FOR CTCYM JUNE

REFUNDING PAYMENTS RECEIVED AS CREDIT/DEBIT CARDS:

- If payment was made via credit or debit card, the refund will be made in the form of a credit to the card used at the time of registration. **If that card is no longer valid, please contact ctcym@ctcumc.org immediately** to request payment in the form of a check.
- The May 15 scheduled auto-drafts for remaining balances have been canceled for June registrations.

REFUNDING PAYMENTS RECEIVED AS CHECKS:

- If payment was made directly to CTCYM via personal check, that payment will be refunded directly to the individual. We will use the mailing address provided during registration. **If that address is no longer valid, please contact ctcym@ctcumc.org** immediately with the correct mailing address.
- If payment was made via church check, the amount paid will be returned to the church. Please contact your church directly to receive instructions regarding the individual payment you made to your church.

As CTCYM works year-round to plan and prepare for our CTCYM summer trips, there are costs that CTCYM has already incurred. If you can support CTCYM by donating a portion of your registration, this would be greatly appreciated. To do so, simply email ctcym@ctcumc.org by April 26 with the amount you would like to donate. We will subtract that amount from your refund and issue a check/credit for the remaining amount. Please be certain you provide your first and last name and church (or, if you are not the participant, please provide the participant's first and last name and church). If we do not receive an email from you by April 26 we will issue your full refund.

Processing refunds for several hundred individuals will be an unprecedented and major undertaking. While we will work diligently to issue refunds as soon as we are able, the refund process could take up to six weeks. We are extremely appreciative of your gracious patience during the refund process.