



Important update on our business operations

To our valued clients

We are fully operational with our team working remotely, each person working 4 days per week. This capacity will enable us to service all our clients, currently we are working on bookings through till 30 June 2020 for Our Pacific, Our Asia, Our Weddings and Our Luxe. Our Cruise clients we are also working through our departures in date order, however we also take into consideration the suggested dates of return to service determined by each cruise line. We have already been in contact with many of you but if we haven't contacted you yet, please be patient and we will attend to you as soon as possible. Recent days have been focused on getting all clients back to NZ prior to airline routes being closed down and the recently announced Level 4 lockdown deadline. We are pleased to advise our last clients get back on 25 March, as they say, "just in time"

As we will have all our travel specialists and support team in place at 80% capacity, we will be able to assist you but I do stress patience as we are often dealing with overseas suppliers and answers are not immediate depending on their circumstances. With the airlines, the situation is also very fluid re the routes they are flying and when they will recommence services but we do have most of their cancellation policies through to 30 June and we are getting daily updates.

Our Plan is :

- Deal with all departures to 30 June in date order – Our recommendation is cancel and defer all travel to a later date. For cruise bookings, please discuss with your Specialist, as we await updates on some April, May and June cruises by each cruise line.
- We will update you when these tasks are almost complete and we move to 01 July – 30 September bookings
- All our existing contact details remain the same.
- Our operating hours are 8.30am – 5.30pm Mon – Fri
- All your travel advisors are there to assist you, though each will be on leave 1 day per week.

Please be patient with our team they have worked incredibly hard and long hours over the last long month to assist our clients and work through some challenging situations. They all love travel and this is as devastating for them as for you.

We are here to assist, in the meantime, be safe & be kind.