



## Our Update 3 @ 15<sup>th</sup> May 2020

### Important update on our business operations

To our valued clients

Our team continues to be fully operational as we continue to work remotely through Alert Level 2, with our staff generally working 4 days per week. We are very pleased to advise most of our bookings to the Pacific Islands for travel up 31 July 2020 have been managed with our customers to the point where in most cases, airfare credits are recognised and documented, and accommodation and other arrangements cancelled, with travel deferred or refunds being processed.

Our Cruise customers have been contacted and individual bookings managed case by case dependent on the cruise line, as their policies vary considerably. Our Asia, Our Aussie, and Our Luxe bookings have also been contacted and reviewed depending on the destination and travel arrangements involved.

Recently Air New Zealand announced they have extended their Flexibility Policy for international services through to 31 July 2020, and customers on non-refundable airfares will be entitled to an airfare credit for all Pacific airfares, and in some cases additional Airpoints bonuses are now offered depending on the type of airfare purchased. We expect other airlines flying to the Pacific Islands to announce their updated policies very soon.

Our Plan for May & June 2020:

- Process Pacific Island departures to 31 July 2020 – our recommendation is cancel and defer travel.
- For Asia, Australia, Cruise & Luxe bookings, our Specialists will update clients affected, as we await updates from each cruise line or supplier.
- All our existing contact details remain the same.
- Our remote operating hours are 8.30am – 5.30pm, Monday – Friday (*our office remains closed*).
- Our travel specialists are here to assist & advise you, though each will be on leave 1 day per week.

Please be assured that our dedicated team are working hard for all our customers, using our industry contacts and our expertise to secure the best solutions and outcomes possible. A successful outcome is our priority and rest assured by booking with our company, as your travel agent, we will continue to do our absolute utmost on behalf of you, our valued client.

We are grateful our “Team NZ” of 5million Kiwis is progressing through the Covid-19 alert levels with Alert Level 1 within our sights. News becomes more positive and promising with some travel bubbles primarily the Trans-Tasman and the Pacific Islands being explored. The Our World team is working hard to ensure we are well informed with progress updates, so we can share updates with you as soon as the situation evolves.

We appreciate and thank you all for your patience and understanding.  
We look forward to planning your next holiday when the time is right.

We are here to assist & as always, stay safe

Best regards  
Rick Felderhof  
Managing Director | Our World Ltd