

COVID-19 Update

The safety and wellbeing of guests and employees is priority during this time of uncertainty with the travel industry as a whole.

Federal Government has enforced that all non-essential travel is to be forbidden. We have made the unavoidable decision to suspend all tour departures up to and including 31 July 2020.

Departures beyond this date will be reassessed pending further advice from the relevant Government authorities.

This is an unprecedented time and as such, we are offering the following flexibility to guests holding affected bookings:

Guests choosing to transfer their booking to a later date may do so for no penalty. They will receive a 100% credit of all monies paid for the *land portion of their tour. Revised tour dates will be provided when we re-schedule

This credit may be redeemed against another tour if you wish for travel up to and including 30 June 2023. Any price difference (if applicable) between the original and revised tour departure will be payable by the guest.

This offer is not redeemable for cash or refundable. **Note:** *Land portion excludes third party connections for air and rail. Guests will be responsible for any change fees charged by third party suppliers.*

Over the coming months, we will be in contact with guests affected by these tour suspensions in order to assist you through this process. Please be advised that our normal penalties will apply for guests requesting a full cancellation without rebooking. It is recommended that guests choosing a full cancellation contact their travel insurance provider for advice on level of cover purchased.

Thank you for your patience and understanding through this global crisis