

21 March 2020

## COVID-19 UPDATE

As the world comes to terms with the challenges of the COVID-19 pandemic, rest assured Helloworld Travel Limited and our many agents in Australia and New Zealand are open for business and are here to support you with your travel needs in any way we can.

We understand that this is a stressful time for our customers and we appreciate many of you will be relying on us to help cancel or rebook your planned travel arrangements. We are working closely with our suppliers to ensure this process is as smooth as possible but there are delays and challenges as the terms and conditions of airline, cruise and other partners evolve and we thank you for your patience and support as our industry works through this challenging period.

The safety and wellbeing of our customers and team is our priority. We are following the advice of the Australian & New Zealand Governments and the World Health Organisation and are continually monitoring a wide range of official websites for the latest information.

The Australian and New Zealand governments have announced updated policies in relation to international arrivals and self-isolation requirements to slow the spread of COVID-19.

### Arrivals into Australia

Anyone arriving in Australia from overseas must undertake a precautionary self-isolation period for up to 14 days. This applies to any traveller entering Australia, inclusive of Australian citizens and permanent residents.

For any travellers who are entering Australia for less than 14 days, they must self-isolate for the entire duration of their stay. If you need to transit domestically, you may complete this transit and then begin your precautionary 14-day self-isolation period. If you have a layover, you must remain in the airport or self-isolate in your accommodation for the transit period.

If you have returned from a country or region that is at higher risk for COVID-19, you may also be required to undergo enhanced health screening on arrival in Australia.

International cruise ships are also banned from docking in Australia for 30 days.

For the list of high-risk countries and information sheets visit the [Australian Department of Health](#) website.

For more information, the [Department of Home Affairs](#) lists travel restrictions.

### Arrivals into New Zealand

Anyone travelling to New Zealand from any country, including Australia, will be required to self-isolate for 14 days. Travel from the Pacific is not included in these restrictions.

Cruise ships will also be banned from New Zealand until at least 30 June.

For information for people travelling or recently entering New Zealand visit the [New Zealand Ministry of Health](#) website.

## **Travel Changes**

Right now, we are prioritising all enquiries based on date of departure, with the most urgent requests being dealt with first.

### **Australia**

Bookings made instore: Please contact the preferred local travel agent with whom you made the booking.

Bookings made online: Please go on-line to the relevant site you made the original booking on or call 1300 722 501. We apologise for the extended wait times are present.

### **New Zealand**

Bookings made instore: Please contact the preferred local travel agent with whom you made the booking.

Bookings made online: Please go on-line to the relevant site you made the original booking on or call 0800 43 55 66. Again, we apologise for the extended wait times are present.

## **Travel Supplier Updates**

Our travel suppliers all have their own policies regarding refunds and cancellations. We are monitoring these and your local Helloworld Travel will be able to assist you with any required amendments, though we have provided links below that provide the most up to date information from each operator. In alphabetical order some useful supplier links are as follows:

| <b>Category</b> | <b>Supplier</b>               | <b>Website</b>  |
|-----------------|-------------------------------|---|
| Land            | <b>ANZCRO &amp; Kirra</b>     | <a href="https://www.anzcro.com.au/covid19/">https://www.anzcro.com.au/covid19/</a>   |
| Cruise          | <b>APT/Travelmarvel</b>       | <a href="https://www.aptouring.com.au/about-us/travel-updates">https://www.aptouring.com.au/about-us/travel-updates</a>   |
| Land            | <b>Avis</b>                   | <a href="https://www.avis.com.au/en/about-avis/company-information/press-release/2020/coronavirus">https://www.avis.com.au/en/about-avis/company-information/press-release/2020/coronavirus</a> |
| Air             | <b>Air Canada</b>             | <a href="https://www.aircanada.com/ca/en/aco/home/book/travel-news-and-updates/2020/covid-19.html">https://www.aircanada.com/ca/en/aco/home/book/travel-news-and-updates/2020/covid-19.html</a> |
| Coach           | <b>Back Roads Touring Co.</b> | <a href="https://www.backroadstouring.com/about/travel-alert">https://www.backroadstouring.com/about/travel-alert</a>   |
| Air             | <b>Air China</b>              | <a href="https://www.airchina.com.au/AU/GB/info/news/">https://www.airchina.com.au/AU/GB/info/news/</a>   |
| Land            | <b>Bench Africa</b>           | <a href="https://www.benchafrika.com/bench-press/covid-19-travel-update/">https://www.benchafrika.com/bench-press/covid-19-travel-update/</a>   |
| Air             | <b>Air France &amp; KLM</b>   | <a href="https://www.airfrance.com.au/AU/en/common/page/flottante/hp/news-air-traffic-air-">https://www.airfrance.com.au/AU/en/common/page/flottante/hp/news-air-traffic-air-</a>               |

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|       |                                 | <a href="http://france.htm?_ga=2.264916303.1361075710.1584510938-1073214790.1584510938">france.htm?_ga=2.264916303.1361075710.1584510938-1073214790.1584510938</a>  |
| Coach | <b>Bunnik Tours</b>             | <a href="https://www.bunniktours.com.au/COVID-19-information">https://www.bunniktours.com.au/COVID-19-information</a>   |
| Land  | <b>Chimu Adventures</b>         | <a href="https://www.chimuadventures.com/en-au/covid-19">https://www.chimuadventures.com/en-au/covid-19</a>   |
| Air   | <b>Air India</b>                | <a href="http://www.airindia.in/images/pdf/Waiver-due-COVID-19-14th-March-2020.pdf">http://www.airindia.in/images/pdf/Waiver-due-COVID-19-14th-March-2020.pdf</a>   |
| Air   | <b>Air Mauritius</b>            | <a href="https://www.airmauritius.com/news/covid-19-outbreak--updates">https://www.airmauritius.com/news/covid-19-outbreak--updates</a>   |
| Air   | <b>Air New Zealand</b>          | <a href="https://www.airnewzealand.com.au/travel-alerts">https://www.airnewzealand.com.au/travel-alerts</a>   |
| Air   | <b>Air Vanuatu</b>              | <a href="https://www.airvanuatu.com/travel-info/travel-alerts">https://www.airvanuatu.com/travel-info/travel-alerts</a>   |
| Air   | <b>All Nippon Airways (ANA)</b> | <a href="https://www.ana.co.jp/en/jp/notice/notice_011.html">https://www.ana.co.jp/en/jp/notice/notice_011.html</a>   |
| Air   | <b>American Airlines</b>        | <a href="https://www.americanairlines.com.au/i18n/travel-info/travel-alerts.jsp">https://www.americanairlines.com.au/i18n/travel-info/travel-alerts.jsp</a>   |
| Air   | <b>Asiana Airlines</b>          | <a href="https://flyasiana.com/C/AU/EN/customer/notice/detail?id=CM202002030001195030">https://flyasiana.com/C/AU/EN/customer/notice/detail?id=CM202002030001195030</a>   |
| Land  | <b>Club Med</b>                 | <a href="https://www.clubmed.com.au/l/coronavirus-update">https://www.clubmed.com.au/l/coronavirus-update</a>   |
| Air   | <b>Austrian Airlines</b>        | <a href="https://www.austrian.com/Info/Flightinformation/Travel%20Alerts.aspx?sc_lang=en&amp;cc=AU">https://www.austrian.com/Info/Flightinformation/Travel%20Alerts.aspx?sc_lang=en&amp;cc=AU</a>   |
| Air   | <b>British Airways</b>          | <a href="https://www.britishairways.com/en-us/information/travel-advice">https://www.britishairways.com/en-us/information/travel-advice</a>   |
| Air   | <b>Cathay Pacific Airways</b>   | <a href="https://www.cathaypacific.com/cx/en_AU/travel-information/travel-preparation/travel-advisories/covid-19-refunds-and-ticket-changes/refunds.html">https://www.cathaypacific.com/cx/en_AU/travel-information/travel-preparation/travel-advisories/covid-19-refunds-and-ticket-changes/refunds.html</a> |
| Air   | <b>China Airlines</b>           | <a href="https://www.china-airlines.com/au/en/discover/news/travel-advisory?travelAlert=36257-7030">https://www.china-airlines.com/au/en/discover/news/travel-advisory?travelAlert=36257-7030</a>   |
| Air   | <b>China Eastern Airlines</b>   | <a href="https://us.ceair.com/newCMS/us/en/content/en_News/TravelAlert/202001/t20200124_13804.html">https://us.ceair.com/newCMS/us/en/content/en_News/TravelAlert/202001/t20200124_13804.html</a>   |
| Coach | <b>Collette</b>                 | <a href="https://www.gocollette.com/en-au/landing-pages/2020/travel-advisory-coronavirus">https://www.gocollette.com/en-au/landing-pages/2020/travel-advisory-coronavirus</a>   |
| Air   | <b>China Southern Airlines</b>  | <a href="https://www.csair.com/au/en/about/news/news/2020/1/dvta13osq8i0.shtml">https://www.csair.com/au/en/about/news/news/2020/1/dvta13osq8i0.shtml</a>   |
| Air   | <b>Delta Airlines</b>           | <a href="https://pro.delta.com/content/agency/au/en/news/exception-policy-archive/2020/march-2020/coronavirus-situation---change-fee---bulletin-2.html">https://pro.delta.com/content/agency/au/en/news/exception-policy-archive/2020/march-2020/coronavirus-situation---change-fee---bulletin-2.html</a>     |
| Air   | <b>EI AI</b>                    | <a href="https://www.elal.com/en/About-ELAL/About-ELAL/News/Pages/Coronavirus-Foreigners.aspx">https://www.elal.com/en/About-ELAL/About-ELAL/News/Pages/Coronavirus-Foreigners.aspx</a>   |
| Air   | <b>Emirates</b>                 | <a href="https://www.emirates.com/au/english/help/travel-updates/#3515">https://www.emirates.com/au/english/help/travel-updates/#3515</a>   |
| Air   | <b>Etihad Airways</b>           | <a href="https://www.etihad.com/en-au/travel-updates/covid-19">https://www.etihad.com/en-au/travel-updates/covid-19</a>   |
| Air   | <b>Fiji Airways</b>             | <a href="https://www.fijiairways.com/en-au/flight-information/travel-alerts/?utm_source=browser">https://www.fijiairways.com/en-au/flight-information/travel-alerts/?utm_source=browser</a>   |
| Air   | <b>Finnair</b>                  | <a href="https://www.finnair.com/au-en/flight-information/travel-updates">https://www.finnair.com/au-en/flight-information/travel-updates</a>   |

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| Air                     | <b>Garuda Indonesia</b>                 | <a href="https://www.garuda-indonesia.com/other-countries/en/news-and-events/index.page">https://www.garuda-indonesia.com/other-countries/en/news-and-events/index.page</a>   |
| Air                     | <b>Hawaiian Airlines</b>                | <a href="https://www.hawaiianairlines.com/coronavirus">https://www.hawaiianairlines.com/coronavirus</a>   |
| Air                     | <b>Japan Airlines</b>                   | <a href="https://www.jal.co.jp/jp/en/info/2020/other/200228/">https://www.jal.co.jp/jp/en/info/2020/other/200228/</a>   |
| Air                     | <b>Jetstar</b>                          | <a href="https://www.jetstar.com/au/en/travel-alerts">https://www.jetstar.com/au/en/travel-alerts</a>   |
| Air                     | <b>Kenya Airways</b>                    | <a href="https://www.kenya-airways.com/Coronavirus-travel-updates/en/">https://www.kenya-airways.com/Coronavirus-travel-updates/en/</a>   |
| Air                     | <b>Korean Airlines</b>                  | <a href="https://www.koreanair.com/content/koreanair/global/en/customer-support.html#faqs">https://www.koreanair.com/content/koreanair/global/en/customer-support.html#faqs</a>   |
| Air                     | <b>LATAM</b>                            | <a href="https://www.latam.com/en_us/press-room/declarations/what-you-should-know-before-you-start-your-travel/">https://www.latam.com/en_us/press-room/declarations/what-you-should-know-before-you-start-your-travel/</a>                                   |
| Air                     | <b>Lufthansa</b>                        | <a href="https://www.lufthansa.com/de/en/flight-information">https://www.lufthansa.com/de/en/flight-information</a>   |
| Air                     | <b>Malaysia Airlines</b>                | <a href="https://www.malaysiaairlines.com/au/en/advisory/important-notice.html">https://www.malaysiaairlines.com/au/en/advisory/important-notice.html</a>   |
| Air                     | <b>Oman Air</b>                         | <a href="https://www.omanair.com/au/en/travel-advisory-covid-19-coronavirus-outbreak">https://www.omanair.com/au/en/travel-advisory-covid-19-coronavirus-outbreak</a>   |
| Air                     | <b>Philippine Airlines</b>              | <a href="https://www.philippineairlines.com/en/faqs/2019novelcoronaviruscov">https://www.philippineairlines.com/en/faqs/2019novelcoronaviruscov</a>   |
| Air                     | <b>Qantas</b>                           | <a href="https://www.qantas.com/au/en/travel-info/travel-updates/coronavirus.html#international-and-australian-domestic-bookings">https://www.qantas.com/au/en/travel-info/travel-updates/coronavirus.html#international-and-australian-domestic-bookings</a> |
| Air                     | <b>Qatar Airways</b>                    | <a href="https://www.qatarairways.com/en/travel-alerts/COVID-19-update.html">https://www.qatarairways.com/en/travel-alerts/COVID-19-update.html</a>   |
| Air                     | <b>Royal Brunei Airlines</b>            | <a href="https://www.flyroyalbrunei.com/australia/en/covid-19-updates/">https://www.flyroyalbrunei.com/australia/en/covid-19-updates/</a>   |
| Air                     | <b>Samoa Airways</b>                    | <a href="https://samoairways.com/flight-travel-advice/">https://samoairways.com/flight-travel-advice/</a>   |
| Air                     | <b>Scoot</b>                            | <a href="https://www.flyscoot.com/en/announcements/update-on-COVID-19">https://www.flyscoot.com/en/announcements/update-on-COVID-19</a>   |
| Air                     | <b>Singapore Airlines</b>               | <a href="https://www.singaporeair.com/en_UK/sg/travel-info/covid-19/">https://www.singaporeair.com/en_UK/sg/travel-info/covid-19/</a>   |
| Air                     | <b>South African Airways</b>            | <a href="https://www.flysaa.com/">https://www.flysaa.com/</a>   |
| Travel Related Services | <b>Cover-More</b>                       | <a href="https://www.covermore.com.au/coronavirus-update-march-12">https://www.covermore.com.au/coronavirus-update-march-12</a>   |
| Cruise                  | <b>Crystal Cruise Lines</b>             | <a href="https://www.crystalcruises.com.au/corona-virus-health-advisory">https://www.crystalcruises.com.au/corona-virus-health-advisory</a>   |
| Air                     | <b>Sri Lankan Airlines</b>              | <a href="https://www.srilankan.com/en_uk/au">https://www.srilankan.com/en_uk/au</a>   |
| Air                     | <b>Swiss International</b>              | <a href="https://www.swiss.com/ch/en/various/breaking-news">https://www.swiss.com/ch/en/various/breaking-news</a>   |
| Cruise                  | <b>Evergreen</b>                        | <a href="https://www.evergreentours.com.au/media-centre/coronavirus">https://www.evergreentours.com.au/media-centre/coronavirus</a>   |
| Air                     | <b>Thai Airways</b>                     | <a href="https://www.thaiairways.com/en_TH/news/news_announcement/news_detail/coronavirus.page">https://www.thaiairways.com/en_TH/news/news_announcement/news_detail/coronavirus.page</a>   |
| Cruise                  | <b>GFOB - Avalon</b>                    | <a href="https://www.avalonwaterways.com.au/travel-tips/updates">https://www.avalonwaterways.com.au/travel-tips/updates</a>   |
| Coach                   | <b>GFOB - Globus / Cosmos/Monograms</b> | <a href="https://www.globus.com.au/travel-tips/updates">https://www.globus.com.au/travel-tips/updates</a><br><a href="https://www.cosmostours.com.au/travel-tips/updates">https://www.cosmostours.com.au/travel-tips/updates</a>                              |

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| Coach                   | <b>Grand Pacific Tours</b>                                     | <a href="https://www.grandpacifictours.com/news/COVID19-Update-411.htm">https://www.grandpacifictours.com/news/COVID19-Update-411.htm</a>   |
| Air                     | <b>Turkish Airlines</b>  | <a href="https://www.turkishairlines.com/en-int/index.html">https://www.turkishairlines.com/en-int/index.html</a>   |
| Land                    | <b>Hertz Australia</b>   | <a href="https://www.hertz.com.au/rentacar/Car-hire-deals/Updates-Regarding-Coronavirus">https://www.hertz.com.au/rentacar/Car-hire-deals/Updates-Regarding-Coronavirus</a>   |
| Cruise                  | <b>Hurtigruten</b>   | <a href="https://www.hurtigruten.com.au/practical-information/coronavirus-update/">https://www.hurtigruten.com.au/practical-information/coronavirus-update/</a>   |
| Land                    | <b>Insider Journeys</b>  | <a href="https://insiderjourneys.com.au/covid-19-travel-update/">https://insiderjourneys.com.au/covid-19-travel-update/</a>   |
| Land                    | <b>Intrepid</b>  | <a href="https://www.intrepidtravel.com/au/covid19">https://www.intrepidtravel.com/au/covid19</a>   |
| Land                    | <b>Mat McLachlan</b>   | <a href="https://battlefields.com.au/">https://battlefields.com.au/</a>   |
| Cruise                  | <b>MSC</b>   | <a href="https://www.msccruises.com.au/en-au/About-MS/News/Itinerary-Updates-Covid-19.aspx">https://www.msccruises.com.au/en-au/About-MS/News/Itinerary-Updates-Covid-19.aspx</a>   |
| Cruise                  | <b>Norwegian Cruise Lines</b>                                  | <a href="https://www.ncl.com/au/en/travel-alert/coronavirus">https://www.ncl.com/au/en/travel-alert/coronavirus</a>   |
| Cruise                  | <b>Oceania</b>   | <a href="https://www.oceaniacruises.com/coronavirus-statement">https://www.oceaniacruises.com/coronavirus-statement</a>   |
| Land                    | <b>Peregrine</b>   | <a href="https://www.peregrineadventures.com/en-au/covid19">https://www.peregrineadventures.com/en-au/covid19</a>   |
| Air                     | <b>United Airlines</b>   | <a href="https://www.united.com/ual/en/au/fly/travel/notices.html">https://www.united.com/ual/en/au/fly/travel/notices.html</a>   |
| Air                     | <b>Vietnam Airlines</b>  | <a href="https://www.vietnamairlines.com/au/en/news-travel-alerts/travel-alert/0124-VI-Thong-tin-ve-dich-viem-phoi-virus-corona-lien-quan-den-cac-chuyen-bay-cua-VNA-va-JPA">https://www.vietnamairlines.com/au/en/news-travel-alerts/travel-alert/0124-VI-Thong-tin-ve-dich-viem-phoi-virus-corona-lien-quan-den-cac-chuyen-bay-cua-VNA-va-JPA</a>                               |
| Land                    | <b>Rail Europe</b>   | <a href="https://www.raileurope.com.au/about-rail-europe/health-advice-for-train-travel-in-europe-13200">https://www.raileurope.com.au/about-rail-europe/health-advice-for-train-travel-in-europe-13200</a>   |
| Cruise                  | <b>RCCL - Azamara Cruises, Celebrity &amp; Royal Caribbean</b> | <a href="https://www.azamara.com/en-au/travel-advisory">https://www.azamara.com/en-au/travel-advisory</a><br><a href="https://www.celebritycruises.com/travel-alert">https://www.celebritycruises.com/travel-alert</a><br><a href="https://www.royalcaribbean.com/aus/en/cruise-ships/itinerary-updates">https://www.royalcaribbean.com/aus/en/cruise-ships/itinerary-updates</a> |
| Cruise                  | <b>Regent Seven Seas</b>                                       | <a href="https://www.rssc.com/collections/details?Id=f0941649-a430-4456-ba43-f4c2c78b7232">https://www.rssc.com/collections/details?Id=f0941649-a430-4456-ba43-f4c2c78b7232</a>   |
| Cruise                  | <b>Scenic</b>  | <a href="https://www.scenic.com.au/media-centre/coronavirus">https://www.scenic.com.au/media-centre/coronavirus</a>   |
| Cruise                  | <b>Silversea</b>   | <a href="https://www.silversea.com/temporary-amendment-to-cancellation-policy.html">https://www.silversea.com/temporary-amendment-to-cancellation-policy.html</a>   |
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| Travel Related Services | <b>Sure Save/NIB Travel Insurance</b>                          | <a href="https://www.suresave.com.au/customer-service/covid-information-hub">https://www.suresave.com.au/customer-service/covid-information-hub</a>   |
| Land                    | <b>Wendy Wu</b>  | <a href="https://www.wendywutours.com.au/before-you-go/travel-advice/">https://www.wendywutours.com.au/before-you-go/travel-advice/</a>   |
| Coach                   | <b>The Travel Corporation - AAT Kings/Inspiring Journeys</b>   | <a href="https://www.aatkings.com/about-us/travel-alerts/">https://www.aatkings.com/about-us/travel-alerts/</a>   |

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| Coach  | <b>The Travel Corporation - Busabout</b>  | <a href="https://www.busabout.com/travel-update">https://www.busabout.com/travel-update</a>   |
| Coach  | <b>The Travel Corporation - Contiki</b>   | <a href="https://www.contiki.com/au/en/resources/travel-alerts">https://www.contiki.com/au/en/resources/travel-alerts</a>   |
| Coach  | <b>The Travel Corporation - Insight Vacations/Luxury Gold</b>                               | <a href="https://www.insightvacations.com/au/information/travel-update">https://www.insightvacations.com/au/information/travel-update</a>   |
| Coach  | <b>The Travel Corporation - Trafalgar/CostSaver</b>   | <a href="https://www.trafalgar.com/en-au/resources/coronavirus-travel-update">https://www.trafalgar.com/en-au/resources/coronavirus-travel-update</a>   |
| Cruise | <b>The Travel Corporation - Uniworld</b>  | <a href="https://www.uniworld.com/en/already-booked/travel-information/">https://www.uniworld.com/en/already-booked/travel-information/</a>   |
| Coach  | <b>Topdeck</b>  | <a href="https://www.topdeck.travel/community/travel-alerts">https://www.topdeck.travel/community/travel-alerts</a>   |
| Air    | <b>Virgin Australia</b>   | <a href="https://www.virginaustralia.com/au/en/bookings/flight-status/travel-alerts/">https://www.virginaustralia.com/au/en/bookings/flight-status/travel-alerts/</a>   |
| Air    | <b>Virgin Atlantic</b>  | <a href="https://flywith.virginatlantic.com/gb/en/news/coronavirus.html">https://flywith.virginatlantic.com/gb/en/news/coronavirus.html</a>   |
| Cruise | <b>Worlds Leading Cruise Lines - Princess, Holland America, Seabourn, P&amp;O, Carnival</b> | <a href="https://www.carnival.com.au/travel-advisory">https://www.carnival.com.au/travel-advisory</a><br><a href="https://www.hollandamerica.com/en_US/news/coronavirus-travel-advisory.html">https://www.hollandamerica.com/en_US/news/coronavirus-travel-advisory.html</a><br><a href="https://www.pocruises.com.au/news-centre/notices-advisories">https://www.pocruises.com.au/news-centre/notices-advisories</a><br><a href="https://www.princess.com/news/notices_and_advisories/notices/global-ship-operations-pause.html">https://www.princess.com/news/notices_and_advisories/notices/global-ship-operations-pause.html</a><br><a href="https://www.seabourn.com/en_US/news.html">https://www.seabourn.com/en_US/news.html</a> |

## **Air Tickets**

Airline carriers are changing advice daily and we encourage agents to monitor the Air Tickets portal for full information.

Air Tickets is asking consultants to electronically queue through urgent bookings, amendments and cancellations and they will be dealt with in departure date order.

## **Viva Holidays, Sunlover Holidays, Seven Oceans and ReadyRooms**

### **Reminder of Increased Booking Flexibility**

One of the benefits of the Viva Holidays and Seven Oceans wholesale business has been the flexibility we give agents. As a wholesale business we have generally been able to provide flexible terms on bookings.

For all bookings for Viva Holidays and all Seven Oceans bookings globally:

- All amendment fees will be waived

- Viva Holidays and Seven Oceans deposits can now be kept on file and rebooked to depart anytime until 30 June 2021
- Any amendment, deposit or cancellation charges from a third-party supplier will be passed on

In addition to instant purchase rates, ReadyRooms has significant inventory that can be booked and held with zero money due until the payment deadline. These rates in ReadyRooms are also a source of additional flexibility when required. You can identify these rate types by looking for the clock symbol next to the sell price.

We have also set up dedicated contact details for agents looking to cancel or amend last minute bookings.

### **Call Centres**

We are experiencing a high volume of calls to our call centres and to assist with an increasing number of cancellations and amendments we have set up hotlines for each business unit.

We have also brought staff onto the phones from other parts of our business to support agents in this difficult time.

### Hotline numbers

Viva Holidays: 1300 552 323  
Seven Oceans Cruising: 1300 130 451  
Sunlover Holidays: 1300 793 997

Callers will receive three options and they will be prioritised in that order:

1. Departures within 24 hours
2. Departures within 7 days
3. All other departures

Email also remains an option. To enable faster responses please include the booking number and departure date in the email subject line. Emails are also being prioritised in departure date order.

Viva Holidays: [cancellations@vivaholidays.com.au](mailto:cancellations@vivaholidays.com.au)

Seven Oceans Cruising: [cancellations@sevenoceans.com.au](mailto:cancellations@sevenoceans.com.au)

### **Updated Operating Hours**

Effective 18th March 2020, Viva Holidays, Sunlover Holidays and Seven Oceans Cruising will have new Operating hours. Operational Hours for our brands are available below:

#### **Viva Holidays**

- Monday – Friday: 9.00am - 7.30pm AEDT (Daylight Saving until Friday 3<sup>rd</sup> April 2020)





- Monday – Friday: 8.00am - 6.30pm AEST (Non-Daylight Saving from Monday 6<sup>th</sup> April 2020))
- Saturday and Sunday: Closed
- \*Scandinavia Specialist Team: Mon - Fri: 9.00am - 5.00pm (Melbourne time)

### **Sunlover Holidays**

- Monday - Friday: 9.00am – 5:30pm AEDST
- Saturday and Sunday: 9.00am – 1:00pm AEDST

### **Seven Oceans Cruising**

- Monday - Friday: 9.00am – 5:30pm AEDST
- Saturday and Sunday: Closed

Don't forget Tango is available to book online 24/7.

Plus, our 24/7 customer care number remains available if your customer requires emergency assistance. For travellers overseas please call +61 2 9317 7799.

### **QBT**

QBT is using its best endeavours to keep our clients informed about flights affected by COVID-19.

We are issuing daily updates to client contacts about flights with known coronavirus cases and whether they may have had passengers on board.

Each airline has individual waiver and cancellation conditions in place which need to be processed manually. The relevant QBT offline fee will apply.

If you need to discuss alternative arrangements to an existing trip, or you would like to speak further about planning a trip via an alternative flight route, please contact QBT on your dedicated 1300 number.

QBT continues to:

- provide general information and updates to organisations on COVID-19
- facilitate new travel bookings and process cancellations and changes at the direction of organisations or as a consequence of route or schedule changes by airlines.

### **THANK YOU**

These are difficult and challenging times for all of us. This crisis will pass and life will return to normal, however it will be some months before we see any sign of that and many more months before “normality” returns.





In the meantime, we thank you for your support of our business and the businesses of our many travel agency members in our networks, of our corporate, wholesale and inbound businesses and on behalf of everyone at Helloworld Travel Limited & our agency members we look forward to again organising your leisure and corporate travel in the very near future.

**Andrew Burnes**  
**Chief Executive Officer**