



### To our Customers,

*“...ambition leads me not only farther than any other man has been before me, but as far as I think it possible for man to go...”* – Captain James R. Cook, March 1774

This ambition to travel inspires us to see and experience places and cultures both near and far and has driven Helloworld, since 1954, to give you the best possible advice and service planning and delivering your holiday dreams and your corporate travel needs.

Now, those ambitions and desires have been put on hold as the world engages in one almighty effort to thwart the spread of COVID-19. This crisis will come to pass and once again we will take to the skies, take to the beaches, take to the ski slopes and cruise the seven oceans.

But in the meantime, all our operations are working hard to ensure we get our customers home, that we re-book or cancel existing bookings for the next 4-6 months, process credits and refunds from our many supplier partners around the world and keep up to date with the evolving Government advisories.

Our 1,400 plus travel agencies and 400 plus travel advisors around Australia are available and working with their customers to manage the current circumstances. If your agency is not able to operate at their premises due to appropriate State restrictions, they are working from home and can be contacted on their normal business numbers.

Our internal leisure and corporate operations are working hard to answer calls and process the many deferrals and cancellations and working through those changes in order of date of travel. We have already cancelled and either refunded or credited many thousands of bookings and will continue to do so until every booking has been dealt with.

So from all of us we thank you for your support and patience during these difficult times. We look forward to once again planning and delivering your dream holidays and corporate travel needs and wish you all the very best over the coming weeks as we Stay Home and do the right thing.

Andrew Burnes  
CEO

Garry Hounsell  
Chairman

