

Apollo Update- COVID19

Travel impacting Apollo Australia and New Zealand: Apollo Group

March 20, 2020

Dear Valued Partners,

Like you, we are all uncertain how long this enforcement will continue so we are proceeding cautiously until things start to become clearer. We hope these steps will help protect future business while give options to those who do not wish to wait until we are more certain about the length of the restrictions.

We will continue to update you as more information becomes available.

This announcement supersedes all previous statements released for Australia and New Zealand.

1. Guests who are residents of Australia or New Zealand booked to travel in their country.

We want to ensure that where guests can still travel within Australia or New Zealand are supported with options, should they wish to change their booking plans, we will offer the following options:

- I. Rebook to a future date in the 2020/2021 season, where the value of their current booking will be carried into their new booking. Any difference in price for the new booking will be charged and however price decreases are non-refundable. A change of location or unit type is permitted in this rebooking process and any available special offers will be applied.
- II. If Guests wish to cancel with no rebooking, standard cancellation fees apply

2. Guests travelling from overseas to Australia/New Zealand from countries with Government restrictions for pickups up to 30th April 2020.

We have several options for Guests to choose:

- I. Rebook to a future date in the 2020/21 season, where the value of their current booking will be credited for them to use on the new trip, subject to availability. Any special offers given at that time would also be carried over or if a new offer was better they would receive the better option. Any increase/decrease in price will be applied to the new booking.
 - a. Where guests booked a relocation offer/special offer which is not available for their new selected dates, we will credit the value of the booking to a new booking and any additional charges will be applied to the new booking. *
- II. Rebook to a future date in the 2021/22 season, where we will reprice the new trip details based on the new prices for the 2021/22 season giving the new early booking offers for the new dates of travel. Change of location/units are also permitted in this rebooking process. Any increase in price will be charged to the guest. *
- III. Rebook in a different Apollo destination: As a Global RV company, we are also happy for Guests within this restricted period to move their booking to another Apollo destination in their own country where they can still travel (Canada, USA, Australia, New Zealand, Europe, UK & Ireland) for travel up to 31st March 2021. We will carry over the value of their existing

booking into the new booking at the current exchange rate, any increase in price would be charged to the guest. *

IV. If Guests wish to cancel with no rebooking, we will waive cancellation fees.

*Note: if the new booking is subsequently cancelled, the original cancellation fee of the original travel dates will be applied.

3. Guests travelling to Australia/New Zealand from overseas countries with current Government restrictions for pickup after 01 May 2020

While the continuation of travel restrictions is unknown we recommend that Guests do not cancel their booking and maintain their travel plans as booked. Should extended travel restrictions be announced we will revise our policies accordingly. If guests are then unable to travel due to these announced Government or country-imposed travel restrictions, we will waive cancellation fees.

Guests may however also:

1. Move their booking to a new date in 2020 or in 2021 as outlined in point 2.i to 2.iii.
2. Cancel their reservation at the standard cancellation fee if they do not wish to wait for further announcements.

Please note - Apollo is focusing all resources on those guests who have been imminently disrupted and we would please ask that those guests enquiring about their future travel to be patient.

New bookings

We do want new bookings to be made with confidence, therefore for the booking period from today up to April 30 2020 for the travel period up to October 31 2020, we will offer flexibility on new reservations such that if there should be government travel restrictions put in place due to COVID19 making their journey impossible we will allow rebooking to another date up to March 31 2022.

Self-Isolation in RV's

The NZ government has released the following rules on self-isolation:

<https://www.tia.org.nz/news-and-updates/industry-news/novel-coronavirus/#SelfIsolation>

We are yet to hear from the Australian Government regarding self-isolation.

We recommend that guests do their research on campgrounds/caravan parks etc

Change of location

If guests choose to change their return pick up location, we will waive the change of location fee. There is no refund for unused days.

We will continue to monitor the situation and reserve the right to amend these terms as needed.

Please address any questions to your Account Manager or our friendly reservations team.

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