

Apollo Update- COVID19

Travel impacting all Apollo Brands

14th March 2020

Dear Partners,

As more countries in the world choose to tackle COVID19 by taking different measures, we understand that you are faced with reacting to the changes very rapidly. We want you to be clear about our stance in these situations, so you can help our mutual Guests as easily as possible and try to keep guests travelling safely now and in the future with Apollo.

We communicated our stance on USA on 12th March following the announcement of President Trump. This remains in place until further notice.

However, as restrictions widen several other countries are restricting departures/arrivals and/or imposing self-isolation periods, therefore making travel difficult/impossible in the short term to some of our Apollo destinations.

Guests travelling from/to countries with government restrictions or 14 day plus self-isolation period.

Where Guests are due to travel to/from a Country which has imposed a short term travel ban and where they cannot travel to their Apollo destination, we have several options for Guests to choose:

- If Guests wish to cancel with no rebooking, we will waive cancellation fees.
- Rebook to a future date in the 2020 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. Any increase in price will be charged to the guest.
- Rebook to a future date in the 2021 season, where we will reprice the new trip details based on the new prices for the 2021 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.
- 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
- 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 where they can still travel (Canada, USA, Australia, New Zealand, Europe, UK & Ireland) for travel up to 31st March 2021. The booking would be quoted as per the date of enquiry in the currency appropriate to the new pick up location. 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.

Guests travelling from/to a country without government restrictions or 14 day plus self-isolation periods.

Where Guests are due to travel to/from a Country where there are currently no travel restrictions Apollo is maintaining our standard cancellation policy.

Please note - Apollo is focusing all resources on those guests who have been disrupted and I would please ask that those guests enquiring about their future travel be assured that at this stage our conditions remain unchanged, so they can change or cancel their booking under our standard terms and conditions.

New bookings

We do want new bookings to be made with confidence, therefore for the booking period from today up to 30th April 2020 for the travel period up to 31st October 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:

1. Allow rebooking to another date up to 31st March 2022
2. Or waive the cancellation fee with a full refund

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

Scott Fahey

COO – Rentals

t +61 7 3265 9214

m +61 403 348 337

e s.fahey@apollotourism.com

w apollotourism.com

a 698 Nudgee Road, Northgate (Brisbane), Qld 4013,
Australia

