

Dear valued partner

Further to the COVID-19 travel restrictions that have been put in place for travel into New Zealand and Australia, including the self-isolation requirements and Government imposed travel bans from other countries, please be advised that effective immediately we have updated our cancellation policy and the following will apply for all existing and new bookings:-

- Standard cancellation fees will now apply to **all cancellations** including those due to pick up between now and 30<sup>th</sup> March 2020 if the booking is cancelled.
- Should the customer wish to **defer** travel, we will offer flexibility to use the value of the booking towards a future booking up until March 31, 2021 and a credit will be held against the existing booking number until new dates are determined. Many partners have already highlighted to us that this is the preferred option, as it allows us to both retain the customer and be successful longer term.
- For hires picking up between now and April 30 2020, we have also applied this enhanced option to offer greater flexibility, which also includes offering a credit for future booking should the customer wish to cancel
- Should a customer wish to **rebook** with new dates, the value of the booking will be carried over and deducted from the new price
- This replaces any previous cancellation fees / waivers that are in place

We understand this is a highly unprecedented situation and as a long-term partner we value the relationship with you and we will continue to work closely with you during these testing times, as we have for many years.