

## **STONESTREETS TRAVEL UPDATE**

On 11th March the World Health Organisation declared the outbreak of COVID -19 (Coronavirus) to be a global pandemic. In the period both prior to and since the announcement the global situation has been changing by the hour, with significant modifications and cancellations of sporting events, rapidly evolving travel restrictions and guidelines for social distancing and quarantine periods.

Over the past weeks we have been closely following government announcements both in Australia and Internationally and making and implementing the difficult decisions required to ensure the health and safety of our clients and staff. During this period we have done our best to keep you informed individually of these decisions and how they may impact your travel plans. We would now like to take the opportunity to provide an update of our actions so far:

- We have cancelled our domestic tour program up until October, at this stage we are hopeful that we will still be able to conduct the tours we have planned for the last months of the year. We will continue to follow government recommendations regarding both travel and social distancing, and keep you apprised if this changes. Those of you who had tour bookings for the period until October will now have been contacted by Darren, Jacqui or Tracey. We have been processing refunds for any monies paid up from for cancelled tours. For those which have been postponed we are holding your funds in credit to be applied when the tour is rescheduled. If you have not yet spoken to one of our staff please contact us by phone or email.
- Over the coming months, as we learn more about the decisions that have been made to ensure the containment of the COVID-19 virus we will commence the planning of our 2021 program, and start circulating information about next year's tours
- Our International consultant Sue, is in the process of contacting all clients who have international bookings. We would like to reassure you that all monies prepaid for international credit is being held in credit by suppliers. Sue will be able to assist you with rescheduling once travel restrictions have been lifted. As you would imagine we are receiving a constant flow of information from suppliers in line with their government's advice. If we have not been able to provide full information to you so far we will do so as soon as possible.

Please rest assured the welfare of our clients and staff remains foremost in our minds at all times and we remain fully committed to ensuring that you are being provided with updates and any relevant refunds. If we have been unable to reach you please don't hesitate to reach out to us, we have closed the office for face to face operations in line with recommendations around social distancing, but we remain available by phone and email. This situation is unprecedented and ever evolving so we hope you all stay safe and we look forward to travelling with you again and promise you we will continue to "go the extra mile"

Phil Stonestreet and Bev Mules

Directors – Stonestreets Travel