



Issue 1: SPRING 2020 NEWSLETTER

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We are open for business and are more than happy to chat with you about any travel queries you may have.

Welcome

It's fair to say that the travel industry has been one of the most affected by Covid-19 and it has been an extraordinarily difficult time. Australian travel agents plan and manage over 10 million leisure and corporate travel bookings each year. In March this year all travel, came to a standstill under the directive of our government, all Australian's state and national borders closed and intrastate restrictions were introduced in response to Covid-19.

From Cairns to Albany, Bairnsdale to Broome, and everywhere in between, travel agencies have supported their local communities, managing the return of billions of dollars in refunds from overseas airlines, cruise companies and others suppliers.

Just like many agencies across our nation, we saw it our role to reduce anxiety and support our clients in the best possible way. We have assisted our clients safely home, cancelled existing bookings, processed refunds or credits and deferred travel plans for 2021 and beyond.

In the past nine months, our agency alone has processed all client our 2020 bookings, with options of credits, deferred travel arrangements or full refunds. Refunds have been inclusive of; any earnt commission, rebate gift or financial incentives by our travel partners. ALL trips for 2020 where applicable have been honoured refunds *less unavoidable fees by partner suppliers*.

Processing by the team so far, has included:

- 70 airline tickets
- 25 Insurance policies
- 10 Cruises
- 31 Hotel reservations
- 4 Car hires
- 18 Land tours and River Cruises
- 25 deferred bookings for travel in 2021/22

With the same ambition as Dr Livingstone, we hold hope that this crisis will soon come to pass and we will once again take to the skies, take to the beaches, take to the ski slopes and cruise the seven oceans.

Please remember your support counts! On behalf of our team and travel partners, we would sincerely say thank you, to our loyal clients for your support, patience and understanding; it is truly appreciated!

We ask you to please continue the travel journey with us, as we stay committed to our purpose and aim; to indulge your curiosity of the world and

ensure that your time away is perfect!

– Kristie & Nicole



CLIENT TESTIMONIALS:

“

Diane & Ed

“We visited Kristie last year to plan our next UK trip for 2020, we were full of ideas and expectations, facing the reality that this would probably be our last “long haul” holiday, as we are now in our seventies. Little did we know what 2020 had in store for us back then. Accommodation, flights, car hire – all paid for ahead of time. As the virus spread, the realisation hit home that our plans were about to be “hijacked”. Thank-you Kristie for helping to unravel the financial loss we would have suffered. Over time, we have come to terms with the mental loss and disappointment that surely followed as our plans disintegrated. But, luckily, with Kristie on our case, she is gradually clawing back our financial loss. Hopefully, we start again next year – another trip, maybe closer to home, with Kristie’s guidance again. I would definitely recommend Kristie for all vacation planning needs!”

“

Shirley & Doug

“Due to so many changes to travel during the Covid 19 pandemic, we became concerned about how our travel for 2020 would happen. We contacted Kristie at Travel Connections to see what, if anything, could be done about postponing our trip to 2021. Kristie assured us that she could check out all the companies involved in the booking of our trip. Very soon Kristie let us know that our trip was able to be transferred to the 2021 date. Kristie took all the stress out of our situation for us as she worked diligently to reset our air fares, insurance and trip from Darwin to Adelaide on the Ghan. We are truly grateful to her for her attention to every detail of our journey and are now looking forward to enjoying our trip in August 2021. Thanks Kristie, we really appreciate all your hard work on our behalf.”

FROM THE NEWSROOM

QANTAS BIDS FAREWELL TO QUEEN OF THE SKIES



On the 20th, July, 2020 Qantas marked the end of an era with the final departure of the national carrier's last Boeing 747 jumbo jet.

Flight number QF7474 departed Sydney at 2pm, bringing to an end five decades of history-making moments for the national carrier and aviation in Australia.

The first delivery of the 747 was August 1971, the same year that William McMahon became Prime Minister, the first McDonalds store opened in Australia, Daddy Cool topped the music charts and Kristie was born, what a year!

The fleet of 747 aircrafts not only carried generations of Australians on their first overseas holiday, it also offered a safe voyage for hundreds of thousands of migrant families who flew to their new home in Australia, aboard the 'roo' tailed jumbo.

The incredible reliability and size meant the 747 were used on numerous rescue missions. Flying a record 674 passengers out of Darwin in the aftermath of Cyclone Tracey, evacuating Australians from Cairo

during political unrest and flying medical supplies in and returning tourist home from the Maldives and Sri Lanka following the Boxing Day Tsunami in December 2004. Qantas flew 4500 tourists home from the Bali bombing attack within 24 hours and the team had deployed nine 747 on their evacuation mission. Its last and most recent rescue was the return of hundreds of stranded Australians in Wuhan at the epicentre of Covid-19 in February this year.

The Queen of the skies took its final flight in the command of Captain Sharelle Quinn, Qantas's first female Captain. Sharelle said, the aircraft has a very special place in many hearts, not just Qantas staff, but aviation enthusiast and travellers alike. "I have flown this aircraft for 36 years and it has been a privilege" Captain Quinn added, "it has been a wonderful part of history, truly ground breaking aircraft and while we are sad to see the last one go, it's time to hand over to the next generation of aircraft with more efficiency."

The Queen of the skies flew from Sydney through to Los Angeles and now rests in her final home in Mojave.



The 747 through time - Top: The Queen greeting guests. Bottom: In the 1990s Qantas commissioned two striking Indigenous artworks.

Queensland

YOU'RE GOOD TO GO



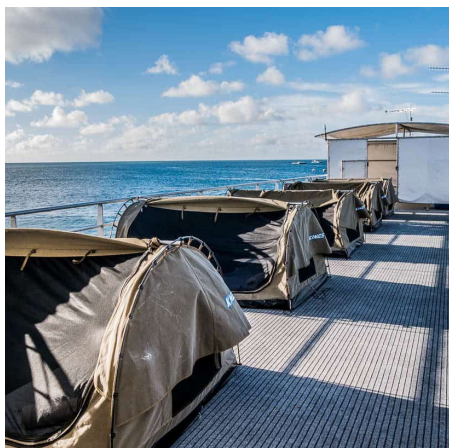
From beachcombing the lapping blue waters and white sand of Queensland Islands to delving into the luscious greens of ancient rainforests to exploring the deep rustic hues of the country, the places to visit in Queensland are breathtaking, ever changing and seemingly endless.

Now is the time to take advantage of

amazing travel packages through local companies. Not only are you supporting the local economy and tourism businesses that desperately need your support, but you will have incredible experiences. You can soar above treetops on the Kuranda Skyrail, peer into the depths of Carnarvon Gorge, finally make that trip to the Great Barrier Reef, or swim with the whales in Mooloolaba.

Queensland is good to go, promising world class attractions and theme parks, ancient and marvelous landscapes, and award-winning dining! Isn't it time for you to take a break to reconnect and rejuvenate with loved ones in your own back yard?

Check out a few of our QLD deals on the following page!



1 REEFSLEEP

HARDY REEF, THE WHITSUNDAYS

A once-in-a-lifetime, breathtaking and memorable overnight experience. Spend the night under the stars staying on a permanently moored pontoon on Hardy Reef, 40 nautical miles from shore on the Great Barrier Reef in the beautiful Whitsundays.

- 1 Night in a Reefsleeper Swag
- 2 Days at Cruise Whitsundays reef pontoon on Hardy Reef
- Breakfast, morning and afternoon tea, lunch
- Beer, wine and soft drinks
- Semi-submersible tour and access to underwater viewing chamber
- A million-star dinner experience

*T&C's Apply, prices may vary, subject to availability

2 DAYS FROM **\$595** pp twin share



2 SANCTUARY BY SIRROMET

MOUNT COTTON

Enjoy a two night 'Ultimate Winery Escape' at Sanctuary by Sirromet. Tucked away on the grounds of Sirromet Winery, a 45 minute drive from Brisbane, the private tented Honeymoon Pavilions overlook the lagoon and offer elegant comfort and style in the tranquil bushland setting.

- 2 night in a Deluxe Honeymoon Pavilion
- Hot breakfast daily
- 8-course Taste Plate Dinner with matched wines on one evening
- Guided Behind the Scenes Winery Tour and premium tasting
- 2 bottles of award winning Le Sauvage wines

*T&C's Apply, prices may vary, subject to availability

3 DAYS FROM **\$765** pp twin share



3 LADY ELLIOT ECO RESORT

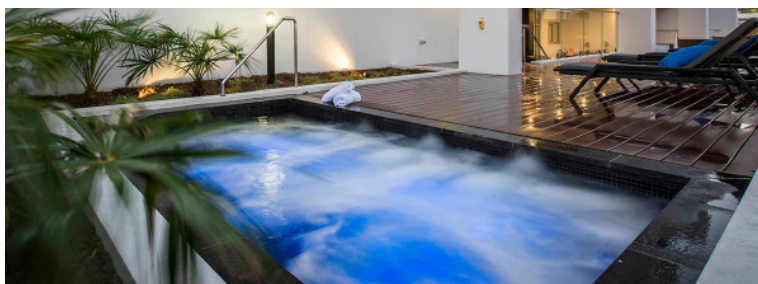
LADY ELLIOT

Lady Elliot Island is a coral cay located at the southern tip of the World Heritage Listed Great Barrier Reef. Only metres from the Lagoon, stay in a spacious Glamping Tent set amongst native coral cay vegetation.

- 3 nights in a Glamping Tent
- Breakfast and buffet dinner daily
- Glass bottom boat and snorkelling tour
- Use of snorkelling equipment and lessons
- Range of guided tours and activities
- Return scenic flight transfers from Bundaberg Airport to Lady Elliot Island

*T&C's Apply, prices may vary, subject to availability

4 DAYS FROM **\$1,515** pp twin share



4 SYNERGY BROADBEACH

GOLD COAST

Synergy Apartments in Broadbeach is the latest in contemporary accommodation offering the best in lifestyle and convenience. With a stunning design, modern rooms, facilities and great views of the ocean, staying at Synergy Apartments Broadbeach will leave you feeling refreshed & ready to experience the Gold Coast. Not only does Synergy offer the best in Broadbeach luxury, but our holiday apartments are located opposite the Gold Coast Convention and Exhibition Centre in the heart of Broadbeach with convenient access to fantastic shopping centres, Kurrawa Beach, and over 100 superb cafés and restaurants. Exploring the Gold Coast has never been easier with the new light rail tram station located just outside Synergy Apartments.

- 7 NIGHTS accommodation at Synergy Broadbeach (4.5 stars) in a One Bedroom Apartment
- Complimentary WiFi and Foxtel
- Complimentary Car parking for 1 vehicle per apartment for the duration of the stay

8 DAYS FROM **\$539** pp twin share

*T&C's Apply, prices may vary, subject to availability

ADELAIDE — A TOUR AT THE D'ARENBERG IS NOT TO BE MISSED

For an insight into what to expect from a visit to d'Arenberg, look no further than owner-winemaker, Chester Osborn himself. Known as the Willy Wonka of winemakers, his vibrant and expressive character is evident throughout both the design and sensory experience you'll find at this estate. We don't wish to expose the secret as we highly recommend a visit; be prepared to delight your senses! The stand out for Kristie would have to be his amazing collection and exhibition of her favourite artist - Salvador Dali.

To venture through the futuristic wine wonderland of the d'Arenberg Cube – a five-floor Rubik's Cube-shaped building set in the middle of the vineyards – is to take a dizzying trip into Chester's kaleidoscopic mind. The Cube features, among many mind-bending oddities, a fully

automated 'natural winemaker', a Wonka-esque inhalation room and an 'Alternate Realities Museum'. The Cube also houses a tasting room on the top floor, where you can sample from the huge d'Arenberg wine range – the 'icons' Dead Arm Shiraz, Coppermine Road and Ironstone Pressings are all worthy of your attention – with 360-degree views of the McLaren Vale region. You can also experience hosted masterclasses, or play winemaker for the day by blending and bottling your own wine. There's something for everyone, even if you just want to see the view from the top!

Name of wine estate: D'Arenberg

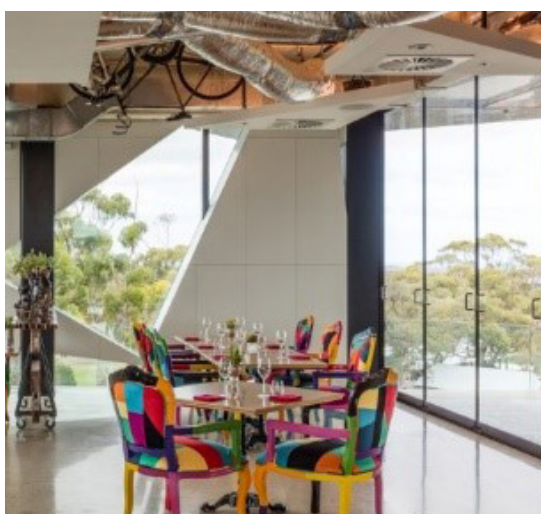
Wine region: McLaren Vale

Winemaker: Chester Osborn

Wine style: Vibrant New World wines in a diversity of styles – 70 wines from 37 grape varieties!

“

Listed at Number 34 it is no surprise this quirky and unique Adelaide winery makes it onto the World's best Vineyards 2020!



Above: Kristie at D'Arenberg





4 NIGHT WINERY INDULGENCE

Barossa, Clare Valley

- 2 nights at Barossa Weintal with complimentary breakfast daily
- 2 nights at Clare Country Club including a BONUS upgrade to a Superior Spa Room
- Bottle of Clare Valley wine
- Bottle of Barossa Valley wine

*T&C's Apply, prices may vary, subject to availability

5 DAYS FROM **\$299** pp twin share



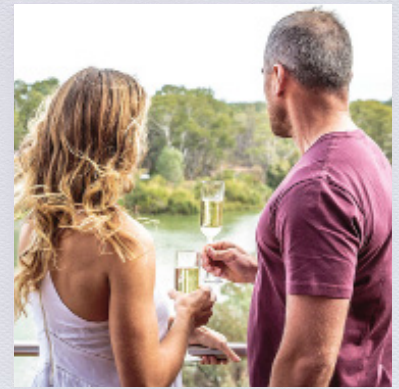
5 NIGHT SEAFOOD FRONTIER

Port Augusta, Port Lincoln, Ceduna

- 2 nights at Majestic Oasis Apartments, Port Augusta
- 2 nights at Port Lincoln Hotel
- 1 night at Ceduna Foreshore Hotel

*T&C's Apply, prices may vary, subject to availability

6 DAYS FROM **\$499** pp twin share



3 NIGHT MIGHTY MURRAY WAY

Adelaide

- 1 night at Comfort Inn Victor Harbor in a Queen Room
- 1 night at Mannum Motel in a Standard Room
- 1 night at Berri Resort Hotel in a Standard Room

*T&C's Apply, prices may vary, subject to availability

4 DAYS FROM **\$195** pp twin share



Deposit only \$99!



SAVOUR SOUTH AUSTRALIA TOUR

Barossa, Adelaide Hills, McLaren Vale

We invite you to embark on the ultimate food and wine lover's extra-long weekend, showcasing the best of the Barossa, Adelaide Hills and McLaren Vale wine regions. This culinary discovery connects you to the passionate makers behind South Australia's food and wine scene. Be treated to long lunches and wine tastings at some of Australia's best wineries, and show your support to bushfire-affected communities by filling your #EmptyEsky with local produce.

Deposit a trip for only \$99PP- until 17 December secure your future travel with AAT Kings
Applicable for travel September, 1 2020 - October 31, 2021 T&C's apply
Early bird savings of up to 10% T&C's apply

*T&C's Apply, prices may vary,
subject to availability



5 DAYS FROM **\$2995** pp twin share



Traveller Wellbeing



We have all adapted to this new world, where it's imperative for us to take additional measures to stay healthy.

That's why guests can travel with us reassured that we have put numerous new measures in place to elevate our hygiene standards and protocols. The health and wellbeing of our guests and team has always been, and always will be, our primary concern.

In this new, fast changing Covid-19 era, we are doing all we can to adapt to new requirements and expectations. Here are some important new steps and procedures that we have implemented to enhance hygiene protocols, to comply with physical distancing requirements by relevant government authorities and to give you the needed peace of mind during your travel with us.

TRAINED TRAVEL DIRECTORS

Our Travel Directors have been newly trained in new and enhanced hygiene and physical distancing procedures. During the trip, they will operate with a duty of care and monitor the hygiene etiquette of our guests, reacting and advising as needed, to ensure high standards are maintained. We will also look to your clients being well informed before they travel about new protocols required in these areas, and that guests cooperate with and heed the advice and direction of our Travel Directors while on their trip. Our Travel Directors have preventative measures in place to ensure guest wellbeing and in the event that any unexpected issues arise on trip, they will activate additional protocols.

A FULL TEAM OF SUPPORT 24/7

It's not just the Travel Director and Driver who will be taking care of your clients. Behind the scenes, our operations and guest support teams are in contact with them and on call 24/7, so you can rest assured that they are in good hands.

STRINGENT ON THE ROAD PROTOCOLS

Our customised luxury coaches are sanitised before the start of the trip and have always been kept to very high standards. Following the outbreak of COVID-19, we have taken additional measures to elevate our hygiene and sanitary practices in accordance with guidance from the World Health Organisation (WHO) and as required, applicable government regulations.

Our drivers are trained with the latest hygiene protocols and will clean and disinfect all surfaces including handrails, door handles, tables, seats, air-conditioning filters and overhead lockers on a daily basis.

All our guests are asked to follow hygiene practices recommended by the World Health Organisation including the thorough and regular washing of hands and sanitising when required. Hand sanitiser is freely available on board for our guests to use throughout the day. Please advise guests to bring their own washable face mask and gloves with them, and additional hand sanitiser to make them feel comfortable.

Should an unexpected situation arise, additional face

masks, rubber gloves, antiviral sprays and wipes are available for guest distribution on all trips.

TRUSTED PARTNERS, EXCEPTIONAL STANDARDS

We are very selective in who we work with and choose to only use hotels, restaurants, suppliers and venues that take the health and wellbeing of our guests as seriously as we do and agree to meet expected guidelines and specifications. We only work with establishments that we are confident will consistently adhere to our standards.

SMALLER GROUPS, MORE PERSONAL SPACE

Thanks to our perfect-sized smaller groups travellers will find more personal space on board. Smaller groups also mean less queuing whilst embarking and disembarking, as well as at hotels and attractions, so it's easier to maintain a comfortable physical distance. Group sizes will be continuously reviewed to align with government recommended protocols.

AIR CONDITIONING

Our coaches with more than 32 seats will be equipped with high efficiency MERV 9 rated filters that will work in conjunction with the standard primary and secondary filters installed from new. We have changed how the fresh air system works on all our coaches ensuring that the air is completely exchanged in the cabin in less than 15 minutes.

ALWAYS IN THE KNOW

As part of The Travel Corporation (TTC), AAT Kings is kept up to date with all government advisories and travel alerts on a daily basis and is continually in touch with all of our partners on the ground in each destination. Also, rest assured that during the trip, our teams work to ensure our supplier partners (hotels, restaurants, museums and other venues) are also applying the same standard to these new hygiene and distancing protocols, to the extent possible.

PERSONAL RESPONSIBILITY – COVID-19 WARNING

We have introduced these enhanced hygiene protocols – for your clients, our other guests, and our team members.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the World Health Organisation and government health bodies, senior citizens and guests with underlying medical conditions are especially vulnerable.

We ask that your clients please take personal responsibility for their wellbeing. This begins with packing any personal protective equipment and sanitisers they require. Please advise them to adopt physical distancing and hygiene practises throughout their pre-trip travel arrangements and follow all health instruction whether physical signage, or requests from our professional staff once they are vacationing with us.

In choosing to travel with AAT Kings, your clients voluntarily assume all risks related to exposure to COVID-19.

Let's help keep each other safe and healthy.

Discover LONGREACH

Saltbush Retreat

1 SALTBUUSH RETREAT INDULGENCE PACKAGE

SALTBUUSH RETREAT
BOUTIQUE OUTBACK LODGING

LONGREACH

Look no further than Saltbush Retreat for an authentic outback stay without losing your creature comforts. Saltbush Retreat's rustic but beautiful accommodation reflects the unique textures and tones of Outback Queensland. The property is within walking distance of Longreach's attractions, Australian Stockman's Hall of Fame and Qantas Founders Museum. Dust off the day's adventures with sunset canapés and a relaxing soak at our exclusive outdoor bath terrace*. (*for Homestead Stables & Slab Hut guests only)

- Stay in Slab Huts or Homestead Stables
- Gourmet Breakfast Basket
- Pamper Pack
- BBQ Pack
- Pantry Pack
- Nibbles Platter & Bottle of Wine

3 DAYS FROM **\$359** pp twin share

*T&C's Apply, prices may vary, subject to availability



2 MITCHELL GRASS GLAMPING PACKAGE

MITCHELL GRASS
Retreat

LONGREACH

The vision of Mitchell Grass Retreat is to bring a new accommodation experience to Longreach that captures the essence of the Outback. Our luxury ensuite tents will appeal to the discerning visitor seeking an authentic outback adventure. Swim in our salt water pool and relax around the evening fire pit. The sense of freedom will be heightened as guests gaze out to the surrounding Mitchell Grass Plains.

- Stay in a Luxury Ensuite Tent
- Gourmet Breakfast Basket & BBQ Pack
- Nibbles platter with a bottle of wine or 6 craft beers

3 DAYS FROM **\$399** pp twin share

*T&C's Apply, prices may vary, subject to availability

See Australia with **WALKING HOLIDAYS**



Cradle Mountain, Tasmania

Embark on a Walking Holiday along some of Australia and New Zealand's favourite tracks. Our new travel style allows a new adventure experience, curated closely by our expert journey designers.

Guided by an APT walking leader, head out on a new discovery each day with a maximum of 20 guests in your APT group, whilst equipped with a light day pack. Enjoy spectacular scenery away from the crowds with gourmet picnics, idyllic swims and the finest locally guided experiences along the way. Come evening, put your feet up in comfortable eco cabins, luxury bush retreats or boutique lodges, whilst indulging in some of the finest local produce. There's no better way to experience the heart and soul of a destination than by foot. Destination options ranging from Queensland's Scenic Rim & Sunshine Coast, Tasmania's Bay of fire's, New Zealand's Queen Charlotte Track. All-inclusive APT touring, small group, luxury fully guided walking tours.

■ GOURMET FOOD & DRINK

Shuck Bruny Island oysters straight from the water, discover fantastic local wines and dine at chef hatted restaurants, such as The Peak at Spicers Peak Lodge in Queensland

■ LUXURY ACCOMMODATION

Enjoy time to relax and unwind at boutique lodges surrounded by National Park area as well as city stays in central locations. Combine nature and luxury.

■ WALK IN SMALL GROUPS

Enjoy the luxury of travelling in a small group of 20 or less. Led by an APT walking leader, receive higher level of personalised service each day.



1 QUEENSLAND'S SCENIC RIM

Brisbane to Sunshine Coast

Walk through one of Australia's most untouched regions, the World Heritage-listed Gondwana Rainforest of Main Range National Park. Stay in exclusive eco cabins and a farm house & Spicers Peak Lodge. Enjoy locally-inspired gourmet dining, dine at the Chef-Hatted restaurant, The Peak at Spicers Peak Lodge. Finish with 2 nights at The Sebel in Noosa, with nearby beaches and national parks.

*T&C's Apply, prices may vary, subject to availability

9 DAYS
FROM **\$7595** pp twin share



2 TASMANIA WALKING HOLIDAY

Launceston to Hobart

Walk through pristine locations including Lake St Claire National Park, part of the Tasmanian Wilderness World Heritage area. Stay in boutique lodges surrounded by National Park at Bay of Fires Lodge & Lake St Clair Lodge. City stays in central location at the boutique Henry Jones Art Hotel, Hobart & Sebel Hotel in Launceston. Enjoy locally-inspired gourmet dining – a total of 18 meals.

*T&C's Apply, prices may vary, subject to availability

9 DAYS
FROM **\$6695** pp twin share



3 NEW ZEALAND WALKING HOLIDAY

Queen Charlotte Track and Marlborough Sounds

10 DAYS
FROM **\$6495** pp twin share

*T&C's Apply, prices may vary, subject to availability

- 9 night's luxury stays in boutique lodges and city hotels plus travel on the Coastal Pacific train from Christchurch to Picton
- Carry day packs only in a small group of up to 20 guests accompanied by your APT Walking Leader and local walking guides
- Enjoy locally-inspired gourmet dining – a total of 19 meals (9 Breakfasts, 5 Lunches, 5 Dinners) including wine with dinner during Queen Charlotte Track walk
- Guests (and luggage) travel between accommodation and trail-heads aboard a comfortable vehicle with an expert Driver-Guide
- Walk through pristine locations including Queen Charlotte and Kenepuru Sounds
- Discover the Marlborough wine region, with a delicious lunch including wine tastings
- Cruise the Interislander ferry with breathtaking views from the South to the North Island. Spend time discovering the New Zealand capital of Wellington with a walk or electric bike tour

P&O'S HEALTHY CRUISING JOURNEY

P&O Cruises value the health, safety and well-being of our valued guests, the communities we visit and our loyal crew, is a top priority. Our health and safety practices have always been of the highest standard. As our understanding of COVID-19 is still evolving, we are working closely with some of the best minds in medical science, public health and infectious disease control to understand the challenges posed by the virus and how to best mitigate its spread.

We will resume cruising when society is ready, with enhanced health measures, developed in conjunction with government health authorities, public health experts, local ports and the Cruise Lines International Association. As Australia and the world re-opens social venues, we will continue to learn from their example and adjust our health and safety practices accordingly.

BEFORE WE LEAVE

All crew & guests will be required to complete a pre-embarkation health screening in accordance with prevailing health best practices. This may include touch free temperature checks where necessary. Those identified at risk will be asked to undergo an additional health evaluation by medical staff. Ships & terminals will be thoroughly sanitised between cruises. Boarding will be staggered, managed by adjusting the flow, timing, and size of groups to ensure responsible social distancing.

WHILE WE'RE CRUISING

Onboard Health Information
Onboard Health Information
Health information will be readily available on board. We'll give you regular reminders about ways to stay healthy while you're onboard and ashore.

ONBOARD HEALTHCARE

P&O will offer health checks as appropriate during the cruise for guests & crew. Our crew will be trained in all COVID-19 health protocols and we will have a team of medical staff including highly qualified doctors onboard. We will endeavor to provide the latest COVID-19 testing capabilities, medication that improves COVID-19 clinical outcomes, and dedicated onboard quarantine rooms should they be needed.

CLEANING & SANITISATION

At P&O, we've always strived to offer a clean and sanitised onboard environment. We will routinely use a safe disinfectant that's clinically proven to quickly kill novel coronaviruses. Staterooms and high traffic public areas will be frequently sanitised. Additional handwashing facilities and hand sanitisation stations will be provided for your convenience.

SOCIAL DISTANCING

Responsible social distancing will be managed by adjusting the flow, timing, and size of groups.

ONBOARD VENTILATION

Enhanced fresh air distribution into public spaces and staterooms and fresh air supply and HEPA exhaust filtration may be used in key areas such as onboard medical centres and isolation rooms.

PORT & SHORE VISITS

P&O will work in conjunction with government health authorities and public health experts at all our ports and shore destinations to ensure alignment on enhanced health measures. Disease activity and health regulations are regularly monitored in our ports and shore locations so we can adjust our cruise itineraries as necessary.

DISEMBARKATION

When disembarking, responsible social distancing will be managed by adjusting the flow, timing, and size of groups. Hand sanitiser and health information will be available for all guests.



Let's Discover

SAFE HASSLE FREE HOLIDAYS

Trip-planning during this time might be a bit more complicated than usual, but staying savvy and informed is key to a hassle-free holiday. Travellers can consult with their local agent, visit the official websites of their intended destination, accommodation provider or tourism operator to learn about local restrictions.



Accommodation Stays

Many major hotel and resort chains have introduced elevated hygiene measures including:

- Contactless check in
- Enhanced cleaning programs
- Disinfection of high-touch areas
- Sanitiser, wipes and masks
- With some offering access to medical professionals and tele-medical support



Activities & Gatherings

Even as restrictions continue to change, there are still plenty of places to go and activities to enjoy that adhere to COVID Safe guidelines. Pre-booking may be required and always best to have your local travel agent check to avoid disappointment. It is recommended you keep informed, by visiting the website of the specific place you would like to visit and ensure they are open.



Travel Status

Some state and territory borders are open while others remain closed. It is recommended you utilise the knowledge of a trusted local agent to help you navigate border changes. Our agents strive to be your biggest advocate and are here to help. Currently Queenslanders are able to visit QLD, NT, SA, the ACT and some parts of NSW."



Booking with Flexibility

Many airlines and travel companies are providing extra flexibility in bookings due to the COVID-19 pandemic. Our agents can help you navigate T&C's to ensure you have flexibility and choice.



Food & Drink

Tasting local produce can be one of the most enjoyable parts of travelling. Many food and drink establishments are open for trade with enhanced cleaning and cashless payments.

WE'RE
PROUD TO BE



The Facts on Refunds

The Australian Federation of Travel Agents (AFTA) is supporting the travel agency community, travelling public and travel suppliers during this COVID-19 pandemic. Due to the coronavirus (COVID-19) and government restrictions imposed on the population and travel, travel agents are experiencing an unprecedented volume of enquiries to change or cancel travel plans. We ask for your patience at this time, as your agent does their utmost best to manage an incredibly high level of requests, including yours.

Agents

Travel agents act as agents. When you make a booking, in almost all circumstances, the funds are transferred to the supplier and not held by the travel agent.

When you cancel a booking, the supplier, not the agent, determines whether you receive a credit or a refund depending on the terms and conditions of purchase.

If a refund is applicable, the agent has to wait for that money to be paid back to the agent before the agent is in a position to pass the money back to the consumer. If the end supplier is offering a credit, the agent is only in a position to offer a credit.

Delays

Many airlines, cruise, tour companies and hotels, in normal circumstances, take up to 12 weeks to process refunds. If applicable, travel agents will pass on the refund to you as soon as they have received the funds back from the supplier. In the current environment, there are clearly significant delays on top of this.

These delays are not the fault of the travel agent but are due to government imposed

restrictions. Travel agents are facing an incredibly high level of requests and please understand that they are doing all they can in the face of this pandemic to service consumers as best they are able.

Are Cancellation/ Service Fees allowed?

Yes. The ACCC has advised that if your travel is cancelled due to government restrictions, this changes your rights under the consumer guarantees. The terms and conditions of your contract will determine what cancellation/service fees may be applied. This may also include any 'force majeure' clause which may limit liability or detail what is to occur in such circumstances.

If this is not stipulated, the pandemic may give rise to what is called a 'frustrated contract' at common law or under legislation in some States. This allows 'reasonable expenses' to be deducted.

Travel agents, like everyone else, deserve to be paid for work that they do especially in situations like this which are not of their making and which are considerably more complex and time consuming than normal.

Travel agents make their revenue when they make the booking and the customer takes the travel, they do not receive revenue from suppliers for cancellations. The COVID-19 pandemic has presented a very difficult set of circumstances for both travel agents and their customers. In some circumstances travel agents will charge a fee for the work being done to cancel or re-arrange bookings. It is both fair and reasonable that travel agents are paid for the work they undertake and in order to operate their business.



Bookings with us
SUPPORT ST JUDES TANZANIA

The mission of The School of St Jude is to educate disadvantaged, bright students from the Arusha District to become moral and intellectual leaders in their country. St Jude's provides a

free, high-quality education to 1,800 students at a primary and secondary campus and has a program to also support its graduates through higher education. St Jude's graduates,

supported by the school, are also teaching over 10,000 government school students each year. Bookings with us support this initiative through Helloworld's higher impact program.



DESTINATION FUN FACT

60% of the world's lakes are located in Canada

Canada is the second largest country in the world and an astounding 9% of its surface is covered by fresh water. The number of lakes exceeding 3 square kilometres is almost 32,000. These include lakes that disappear and reappear seasonally, lakes with mineral densities three times saltier than the ocean, and lakes located within larger lakes.

Why book with us?



Book with Confidence

The logistics of travel can be complicated: our team are here to support and be your biggest advocate, available to navigate, problem solve and ensure your holiday is worry-free. We are a nationally accredited agency, we have met strict standards and criteria to become accredited with these travel industry associations: AFTA, ATAS, CLIA and IATA.



Personal Service

We are with you every step of the way as your personal travel advisors, providing timely, insightful, professional and unbiased advice. As seasoned travellers ourselves, we offer personal tips and recommendations, to truly inspire you in the creation of your journey. Our role is to make sure that your travels are filled with moments and memories, carefully curated to suit you.



Added Value

As your local Helloworld associate, we pride ourselves on our connection with, strong, long-standing and trusted travel industry partners, giving us access to exceptional benefits, including savings, upgrades, many negotiated exclusively for our clients. We are committed to making your holiday dreams a reality, offering unique journeys led by the needs and desire of our clients.



We Give Back

Bookings with us not only support the local Burnie Brae Centre, but also enable us to support the St Jude's Foundation, through the Helloworld Travel Higher Impact Program. Your booking with us will contribute to making a difference in the lives of both the students from The School of St Jude in Tanzania, and their community.



Group Travel Experts

After facilitating successful group trips to various destinations, our focus remains on creating group travel that suits your interests and needs. Our groups have travelled by rail, coach, walking adventures, and even African safari! We aim to immerse our guests in every way, with all-inclusive group travel that will provide you with a truly memorable journey.



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