

GETAWAY GOLF & LEISURE TRAVEL – COVID-19 POLICY

As at Monday 30 March 2020

We are writing, as many companies are, in response to the growing concerns around the spread of coronavirus (COVID-19) that is rapidly changing the way we are going about our daily lives. Getaway Golf & Leisure Travel has implemented this policy to help navigate through these uncertain times.

We are experiencing an extremely high number of enquiries in relation to the evolving COVID-19 situation. Please be assured that we are working tirelessly to obtain the best possible outcome for all involved.....you, our clients, our team and our extended family of suppliers and partners. The impact of this situation will be felt by all and your patience and understanding during this time is greatly appreciated

So what happens next?

Getaway Golf & Leisure Travel has implemented this policy to help clarify the current situation. This will change as the situation evolves and we will keep you updated on anything that may affect your holiday. Our intention is to get the best possible outcome for all stakeholders.

Getaway Golf & Leisure Travel has grouped all current bookings into 3 categories as follows:

Level 1 Current bookings due to travel from now until the 31 March 2020

As of right now, we're prioritising our resources to focus on our customers travelling right now, and those set to depart until the 31st of March 2020.

For customers departing after this date, we respectfully ask that you please remain patient and await an update from our team. Your safety and wellbeing is paramount to us, however, it is important that we wait until we have a stronger understanding of the specifics of your holiday before we make decisions relating to your departure.

Level 2 Bookings due to depart for travel between 01 April 2020 – 01 October 2020

This level will still experience disruptions to their travel plans and may not be able to travel depending on the destination. We will reach out to each client in this group with an individual update regarding their booking as soon as possible. Again, we ask for your patience while we work through this level by actioning the most urgent clients first.

Level 3 Booking due to travel after 30 June 2020

With the COVID-19 situation changing at such a fast pace, it is hard to know how much these bookings will be impacted. Clients in this level will be included in all updates from Getaway Golf & Leisure Travel and will be assessed as soon as possible, again based on the most urgent clients first.

Cancellation / Credits / Refunds

DEPOSITS: Getaway Golf & Leisure Travel's Cancellation Policy (as per our schedule of fees) states that all deposits are non-refundable.

Getaway Golf & Leisure Travels Updated Cancellation Policy – COVID-19

As a gesture of good will due to the current situation, Getaway Golf and Leisure Travel has updated this policy to allow customers affected by the current COVID-19 situation to obtain a credit* (on deposits paid) which is valid for 12 months from original date of departure and can be used to book any destination we offer.

FINAL BALANCES: Getaway Golf & Leisure Travel will contact clients individually to discuss options regarding obtaining a credit or refund based on supplier policies. We will do our best to get the best possible outcome for all parties.

CREDIT / REFUNDS: During this time of unprecedented postponements & cancellations please allow up to 12 weeks for credits/refunds to be processed. Will are doing our best to minimise this and appreciate your patience.

We appreciate how it looks from your side but you can be assured the last thing we would ever want to do is upset our greatest asset, which is you, our customer.

* Please note: if deposits have been paid to suppliers on your behalf, Getaway Golf and Leisure Travel will adhere to the vendors cancellation /refund / credit policy in this matter.

Each booked client will receive a comprehensive update and outline of their options from Getaway Golf & Leisure Travel showing all information needed to make an informed decision regarding their trip.

Resources – Please find below useful links relating to the COVID-19 Emergency:

Australian Government Department of Health <https://www.health.gov.au/>
Smart Traveller <https://www.smartraveller.gov.au/>
Australian Health Protection Principal <https://www.health.gov.au/news/latest-statement-from-the-australian-health-protection-principal-committee-ahppc-on-coronavirus-covid-19>

We are doing our best to limit the impact that the current emergency has on all our clients.

How can you help us?

The travel industry is currently experiencing an unprecedented and challenging time. While not all in our industry will weather this storm there is opportunity for us to support our industry and those we serve.

Be patient with us, we're doing the best we can. We're busy contacting airlines, hotel, car hire companies, cruise lines etc to try and get the best possible outcome for you.

Limit unnecessary refund requests for holidays with dates of departure over 6 months into the future (after August 2020).

The situation is changing at such a fast rate that's impossible to predict what the situation will be in 6 months time. Leaving your holiday in credit will allow us to minimise our exposure and keep Getaway Golf & Leisure Travel in a stable position going forward. We understand that for some people this may impact them negatively and will look at each client's individual needs on a case by case basis.

We're offering more flexible credit terms including offering a credit to clients will deposits on file.

Holiday at Home

Support local businesses and the economy by holidaying at home (when it is safe to do so). Local business will be offering some amazing specials once things settle down. Take advantage of these and help the industry recover.

There is a lot of variation between trips, even in 'normal' times. Some trips are more flexible than others. The COVID-19 crisis is proving to be a tough situation for so many people around the world, including our travellers. We are progressively working with the operators on each of our trips to see what we can organise.

Why we can't we give refunds

One of the reasons we are able to offer such great prices is because we book and pay well in advance. This means as early as 72 hours after your purchase, we start to secure components of your trip, such as your airline tickets, cruise line cabins, accommodation, tours and more. Therefore, we do not hold onto your money.

IF YOU'RE ASKING WHY WE CAN'T GIVE REFUNDS.....

This is what happens to your money after you have paid for a Golf & Leisure Travel holiday:



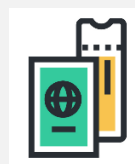
AIRLINES

Airline tickets are paid for at time of booking (except for group fares) to secure your seat and lock in the best price.



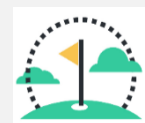
TOUR OPERATORS

Hotels, Resorts and Tour Operators are pre-paid to secure your accommodation at the sharpest rates possible



REGULATORY TAXES, FEES & INSURANCES

Hotels and Resorts pay taxes and fees shortly after the booking is paid for and confirmed



GOLF COURSES

Golf Courses often require the pre-purchase of round for Golf and Leisure Travel to offer our discounted pricing