



ACLAND TRAVEL'S RESPONSE TO COVID-19

We wish to thank all our customers and suppliers for their support and kind words throughout the COVID-19 crisis. We believe in the power of travel. It connects families, friends and businesses. Throughout this crisis you Acland Travel has made the following adjustments to maintain continuity of business.

Acland Travel is open for business as normal, including 24/7 customer support, to answer all your questions about existing bookings and airline policies related to your bookings. Our phone, email and 24/7 customer service offering remain unchanged.

Our travel booking tools, conference and group planning technology, reporting metrics and supporting travel app's are all operating as normal.

Our team is all fully connected and working from home. We will continue to do so until the Government advises we can return to our office location. All elements of our customer service strategy remain unchanged.

Acland Travel has quickly adjusted it's business model to reflect declining revenues for the short term. We are using this time to better position our business for the return of normal trading conditions.

Acland Travel remains a fully accredited IATA and ATAS participant. To comply with these standards our client trust fund and business finances are independently audited every year. Our business must continue to adhere to these standards at all times to maintain this industry accreditation. Acland Travel will continue to communicate with all clients through-out this period. All of our customers have returned home safely and all existing bookings have been refunded or re-positioned. Our team has worked with every client to systematically ensure no client has been adversely affected.

We know this will pass and we look forward to continuing our business relationships with all clients and suppliers.

