



Kia Ora,

The COVID-19 pandemic is continuing to present unprecedented challenges for the tourism industry worldwide.

September marked the beginning of the 2020/2021 touring season for Grand Pacific Tours (GPT) and at this stage for reasons beyond our control we have had to make the difficult decision to suspend tours departing from **01 September 2020 to 28 February 2021 inclusive (including any aligned module tours)**. The contributing factors for this suspension are:-

- ❖ Currently the New Zealand borders remain closed to all international travellers. Whilst there is speculation of a Trans-Tasman bubble between Australia and New Zealand, the timeline is unknown. As a National Operator it will be important that all key cities throughout Australia have borders open to New Zealand for touring to continue as normal.
- ❖ Until the borders open between Australia and New Zealand the airline schedules across the Tasman remain unknown and the affect this may have on the regularity of our tour departure dates.
- ❖ GPT continues to receive updates from various key hotels and attractions included in our itineraries that they will not be 'tour ready' on a full-time basis to align with the start of our touring season. As a New Zealand specialist, our key objective is to provide all travellers with the holiday of a lifetime and with many iconic attractions not currently operational to suit our departure dates; or selected hotels unavailable due to their commitment to the Ministry of Health, our touring experience would be severely compromised.

We recognise that this is a very unsettling period for all our travel partners and extremely disappointing for the traveller. Hence, it is our intention to make the process very simple for key decisions to be made regarding your client's travel plans and ensure they can amend arrangements to travel when the time is right.

Due to the unknown timeline of the borders opening, GPT will be encouraging travellers to book a date within the new 2021/2022 touring season (01 September 2021 – 31 May 2022). Following is a brief introduction highlighting a summary of the exciting range of tours on offer.

The graphic features a black background on the left with the Grand Pacific Tours logo (a globe and a map of New Zealand) and the text 'GRAND PACIFIC TOURS', '2021 / 22 Touring season', and '3 WAYS TO TRAVEL', '4 STYLES OF TOURING', '30 ITINERARIES', '250+ GUARANTEED DEPARTURES*'. A blue circle with 'OUT NOW!' is overlaid on the right. The right side shows hands holding a green plant against a patterned background.

GRAND PACIFIC TOURS

2021 / 22
Touring season

3 WAYS TO TRAVEL
4 STYLES OF TOURING
30 ITINERARIES
250+ GUARANTEED DEPARTURES*

OUT NOW!

ANNOUNCING NEW DATES FOR 1 SEPTEMBER 2021 – 31 MAY 2022

We are delighted to launch the **2021/22 season** with **3 WAYS TO TRAVEL. 4 STYLES OF TOURING. 30 ITINERARIES. 250+ GUARANTEED DEPARTURES***

3 WAYS TO TRAVEL

20 **Ultimate Business Class** Seats + (4.5 Star accommodation)

32 **Signature Premium Economy** Seats + (4 Star accommodation)

48 **Classic Touring** Seats + (Classic Touring - 4 Star accommodation / Classic Affordable - 3.5 Star accommodation)

Please visit the Travel Agent Portal to download a copy of the new departures dates and rates.

www.gptnzNOW.com

1. EXISTING & SUSPENDED BOOKINGS

Existing bookings being held for travel from **mid-March-31 May 2020 and 1 September 2020 – 28 February 2021** that have had their tour suspended can move to a new departure date for travel in the 1 September 2021 - 31 May 2022 touring season.

Once a new date is selected travellers will retain their current tour pricing on any tour of the same type through to May 2022; including any pre/post tour accommodation where GPT is holding an allotment and/or merchandise.

If clients decide to rebook and continue to hold their reservation, the standard GPT Booking Terms & Conditions will apply from this point in conjunction with wholesale airfare terms and conditions, where applicable.

This will be administered as a transferred booking, not a new reservation.

A **Land Only** booking means Grand Pacific Tours has booked the tour component only; the Travel Agent or traveller has booked the airfare component.

- As GPT has not booked the airfare component of the tour, the travel agent or traveller are responsible for liaising with the airline regarding respective airfare changes and charges. **IMPORTANT:** Any changes to travel arrangements should be done in tandem with the airline terms and conditions for the nominated travel period.

An **airfare inclusive** booking means Grand Pacific Tours has booked both the tour component and airfare on behalf of the traveller.

- Any new airline bookings will be made in accordance with released airline schedules and their nominated terms and conditions. Please discuss with the GPT reservations team the preferred flights to be rebooked; any additional fare or tax amounts will be charged.

Files can be held in a suspense account until 30 June 2021 whilst travellers decide on a new tour date.

2. REQUEST TO CANCEL A FILE

If the above option to transfer to a new date or hold monies in suspense is not suitable please contact the Grand Pacific Tours Reservations Team on 1800 622 768 to discuss the circumstances.

Any airfare inclusive bookings are subject to the terms and conditions of the airline. All airline bookings are based on wholesale airfare terms and conditions and any credits must be booked in tandem with a Grand Pacific tour.

Please note: Suspended bookings in the travel period of 17 March 2020 – 31 May 2020 that moved to new departure date that now choose to cancel, the original administration fee of A\$500pp will apply.

Once a file is cancelled, if travellers wish to rebook in the future, normal brochure prices will apply, and the above allowance to travel at the same pricing will not apply.

3. NEW BOOKINGS

Grand Pacific Tours has launched the new 2021/22 season with Land Only pricing.

A new land only booking can be put in place on any departure date for travel in the 1 September 2021 – 31 May 2022 touring season and no deposit will be requested until the Trans-Tasman (Aust/NZ) border opens for travel. The reservation will be put in place with an "ON HOLD" status.

Once the borders open, the GPT Reservations team will make contact to reconfirm the travellers booking and from this point the standard tour deposit will be required to be paid to GPT. On receipt of deposit the GPT Booking Terms & Conditions will apply. Booking Terms & Conditions for the 2021/22 season can be viewed on our Travel Agent Portal www.gptnzNOW.com

TERMS & CONDITIONS

The above COVID-19 terms and conditions relate to "seat on coach (FIT)" bookings only, all group allocations will be communicated directly via the Groups Department. These terms and conditions supersede previous COVID-19 conditions dated 12 October 2020.

New or Suspended bookings now put in place for travel 01 September 2021 – 31 May 2022 will adhere to the COVID-19 Disclaimer outlined below.

COVID-19 DISCLAIMER

GPT has compiled the content of all tour itineraries based on the knowledge that all accommodation and attraction suppliers will be fully operational by commencement of the 2021/22 touring season. If for any reason the component of a tour is not available at the time of touring, a replacement or refund will be provided. Any refund amount is based on GPT's negotiated pricing and not retail prices. **GUARANTEED DEPARTURES:** GPT promote guaranteed departures with full expectation of delivering this, which has been a key selling point for 25 years. However, due to COVID-19, with no visibility on the timeframe of opening the Trans-Tasman or International borders at the time of print (Sept 2020), all bookings for the 2021/22 season will initially be administered with an 'ON HOLD' status until Trans-Tasman borders open. Once Trans-Tasman borders open, GPT will then reconfirm the selection of guaranteed departure dates that will travel and reserve the right to remove selected dates based on sell time. If any of your clients are affected the GPT team will be in contact at this time to make alternative arrangements for travel on a near or future date.

FORCE MAJEURE

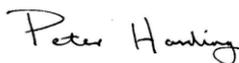
The COVID-19 situation is classified as a Force Majeure event where the performance of our contractual obligations is prevented or affected by reason of circumstances, all out of our control. The above terms and conditions provide additional benefit to our normal policy, however, will be less irrecoverable third-party costs and overhead charges that form part of the booking process.

CLIENT TRUST ACCOUNT

Your client funds are 100% secure as Grand Pacific Tours run a Trust Account holding client's monies until tour payments are settled. All tours are prepaid to the New Zealand hotels and attractions.

Whilst these continue to be difficult times for the travel industry, the latest information on the Trans-Tasman bubble opening has been very encouraging. All at GPT are 100% committed to supporting you, our valued Travel Agent partners. Our position as the market leader for New Zealand Coach Holidays has never been clearer and we look forward to welcoming your clients to New Zealand in the not too distant future to enjoy the holiday of a lifetime.

Kind regards,



Peter Harding
Managing Director

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