

V TRAVEL NETWORK AN OPEN LETTER TO OUR CLIENTS



Dear VTN Agents & Clients,

During this time of unprecedented uncertainty, all here at V Travel Network, are concerned about the safety and well-being of our families, colleagues, customers, partners, and all who make up the travel industry's global family. Our hearts are with those who have been affected personally by the outbreak of coronavirus (COVID-19) as well as the many communities around the world that are facing extreme measures in the attempt to slow its spread.

V Travel Network has remained fully operational throughout the last few months, despite the Covid-19 crisis that has impacted businesses globally. We responded to local government directives early with all staff relocating to home offices in mid-March, which allowed us to ensure a smooth transition to virtual systems and workplaces without disruption to our customer service focus.

During this time, the priorities of V Travel Network and our network of international suppliers were initially focused on assisting clients who were travelling or had impending departures. We continue to assist several thousand travellers in revising their future travel plans impacted by government travel bans and restrictions worldwide.

Fortunately, many of our clients have decided to heed the industry request to "postpone not cancel" their dream trip. This has ensured the extensive time taken by the client, their travel agent and the VTN team, in creating the perfect itinerary for them, is not wasted. However, we do understand for some, this is not possible due to personal reasons or changed circumstances and for those we have honoured cancellation requests and provided refunds where possible.

'V Travel Network' is independently owned and operated and there have been no changes to this operational structure. Fortunately VTN was in a strong financial position prior to this unexpected downturn in the travel industry, however considering the unknown nature of the current situation and the length of time till recovery commences, the VTN Management Team have taken judicious steps to secure access to additional funding should it be required in the future.

Though as I am sure you are aware, our operations are also dependent on the services provided by our network of international suppliers. The multitude of postponed and cancelled travel plans have created both an exceptional level of unexpected requests and associated financial stress for our many international suppliers. Initially this did cause delay in responses and initial refunds being processed, so to overcome this issue, VTN has chosen to transfer prepaid funds to credit with most international suppliers, even where bookings have been postponed with no future travel date or cancelled with cash refunds required. This strategy will help maintain the financial health of our local suppliers and their ability to promptly provide quality services when clients can start to travel again.

Our teams have also taken this time to work together in revising our product range and source new and exciting adventures for the independent traveller in 2021 and beyond - both globally and closer to home. Our expanded range of Australian & New Zealand experiences, together with Fiji products launched late last year, will soon be available to book, and our new 'Australian/New Zealand brochure' will be on travel agent shelves by end June 2020.

We hope this answers any questions or concerns you may have and thank you for your support and patience during these challenging times.

Stay Safe!

Vanessa Wallace

General Manager - V Travel Network