

20 April 2020

Dear Valued Client,

Advice on travel cancellations due to COVID-19

Swagman Tours and our valued clients have been severely impacted by Covid-19.

The current situation is unprecedented. There are tens of thousands of claims across the world in relation to travel refunds. We ask for your patience and understanding while we enquire and wait for our payments to be recalled and reconciled. Rest assured our accounts staff are working tirelessly to reconcile and resolve each and every claim as soon as possible.

At this time we wish to provide the following guidance as a result of Covid-19:

1. Initial instalments (deposits) paid in respect of cancelled travel cannot be refunded.
2. You may be able to claim your loss with your travel insurance company. To that end, please contact us by email to request cancellation advice to that you may provide to your insurer. We will waive our normal documentation fee to provide cancellation advice to your travel insurance company.
3. In accordance with ACCC advice due to Covid-19 we will endeavour to provide a refund or other remedy such as a credit note or voucher. Guidance provided by the ACCC can be found at: <https://www.accc.gov.au/media-release/advice-on-event-and-travel-cancellations-due-to-covid-19>.
4. The current circumstances constitute a *Force Majeure* in accordance with our Terms and Conditions. Our complete terms and conditions can be found at <https://www.swagmantours.com.au/wp-content/uploads/2018/11/Swagman-Terms-and-Conditions-Nov18.pdf>.
5. In the current circumstances, if we can recover a payment that has been made to a third party such as an airline or accommodation provider (**third party payments**) we will refund same to clients upon our receipt of the funds from the third party, less any cancellation charges incurred.



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6. Until we are in receipt of the funds, we are not able to provide a cash refund to clients in relation to third party payments. Swagman Tours shall not be held liable for amounts that cannot be retrieved from third parties. However, we will always endeavour to provide an credit note or voucher of equivalent entitled value.

Examples:

- a. The funds paid to an airline will be refunded, less any cancellation fees imposed, to the client upon receipt by us. This process usually takes 8-12 weeks from the date of cancellation and in the current climate may take considerably longer.
- b. The funds paid to an accommodation provider will be refunded, less any reasonable costs, to the client upon receipt by us. Alternatively, we may issue a credit note or voucher in respect of such services if we cannot recover the funds.

The guidance given here is in accordance with the Australian Consumer Law and our Terms and Conditions.

Further general information about travel arrangements affected by Covid-19 may be found here:

<https://www.atas.com.au/traveller-info/covid19-update>

<https://www.choice.com.au/travel/on-holidays/advice/articles/travel-agent-refunds>

Should you have any queries please do not hesitate to contact us.

Thankyou and kind regards,

Wayne Hamilton & Soula Burgess

Directors

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