**LEISURE NETWORKS CRUISE & CORONAVIRUSES COVID-19**

**UPDATE TO BOOOKED CUSTOMERS - 10 MARCH 2030**

Dear

I am writing with an important update in regards to your planned cruise with Leisure Networks due to depart on May 20th, 2020.

**SMART TRAVELLER ADVICE**

This morning advice was posted on the Australian Government Smart Traveller website regarding going on an overseas cruise:

*“Australians, particularly those with underlying health concerns should reconsider taking an overseas cruise at this time due to COVID-19. If in doubt, consult a medical professional before travelling”*

Smart Traveller provides regular updates and information about travel advice <https://www.smartraveller.gov.au/news-and-updates/coronavirus-covid-19>

**LEISURE NETWORKS DECISION TO CANCEL THE CRUISE**

Keeping our customers and staff safe is the most important issue when making decisions at Leisure Networks and as a result of this recent advice I have made the decision to cancel the cruise.

I appreciate that this decision may cause disappointment for some of our customers, however, this latest advice from the Government indicates that the risk of potential exposure to people infected with coronavirus COVID-19 is increasing on international cruises. This risk is one I am not prepared to take for either my staff or our customers.

**CANCELLATION INSURANCE AND REFUNDS**

Based on the earlier advice of our travel agent, Leisure Networks had already purchased “Cancel for any Reason” travel insurance. This means that there will be a refund for customers.

We have requested the travel agent to proceed with an insurance claim and to provide an estimate of the expected refund. The Insurance Policy Product Disclosure Statement indicates that re-imbursement will be in the vicinity of 75% of costs.

As soon as the insurance claim has been approved, customer refunds will be processed. We will keep you up to date with the progress of this insurance claim, however it may take a few weeks due to the impacts of the coronavirus COVID-19 on the travel industry.

**WILL WE GO CRUISING AGAIN?**

As a team, we are really disappointed to not be able to provide this wonderful opportunity of a cruising holiday.

However, when the circumstances around the Coronavirus COVID-19 are resolved and it is safe once again to travel internationally and by ship, we will certainly be arranging another opportunity. Should you wish you will be a priority for rebooking.

**WHAT’S NEXT**

If you would like to have a chat with Dani or Meg about the decision to cancel the cruise, they are very happy to talk to you over the phone or face to face. Please pop into the office this week, just let them know when you are coming in so they can be available.

Dani and Meg are also really interested to hear your ideas about a replacement holiday. We would like to offer an interesting and fun holiday experience during the same-time if possible, however we will not be travelling internationally. We look forward to your ideas and feedback.

Again, thank you for your understanding about ensuring the health and safety of our customers and staff.

Libby Mears

CEO Leisure Networks

**COVID-19 RESOURCES**

A trusted source of information is the [dedicated page set up by the Australian Government’s Department of Health](https://afl.us20.list-manage.com/track/click?u=7cd32ad25c565a577b74060a9&id=96d7e1eb5e&e=30addd6a17) <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

The Department of Health and Human Services has established a hotline where any member of the public can call to seek information on COVID-19 on 1800 675 398.

The DHHS website is:   <https://www.dhhs.vic.gov.au/coronavirus>

For further health information the number for Victoria's 'Nurse on Call' is 1300 60 60 24