



Update 2 – 01st May 2020

Important update on our business operations

To our valued clients

Our team is fully operational and working remotely, each person is working 4 days per week and we are very pleased to advise that most of our bookings to the Pacific Islands for travel up 30 June 2020 have been managed with our customers to the point where in most cases, airfare credits are recognised and documented, and accommodation and other arrangements cancelled, with travel deferred or refunds being processed.

Our Cruise customers have been contacted and discussions held about individual bookings as to what can be done dependent on the cruise line, as their policies vary considerably. Our Asia, Our Aussie, and Our Luxe bookings have also been contacted and reviewed depending on the destination and travel arrangements involved.

Today 01st May 2020 Air New Zealand announced they are extending their Flexibility Policy for international services through to 31 July 2020, and customers on non-refundable airfares will be entitled to an airfare credit for all Pacific airfares, and in some cases additional Airpoints bonuses are now offered depending on the type of airfare purchased. We expect other airlines flying to the Pacific Islands to announce their updated policies very soon.

Our Plan for May & June 2020 :

- Deal with Pacific Island departures to 31 July 2020 – our recommendation is cancel and defer travel.
- For Asia, Australia, Cruise & Luxe bookings, please discuss with your Specialist, as we await updates from each cruise line or supplier.
- All our existing contact details remain the same.
- Our operating hours are 8.30am – 5.30pm, Monday – Friday.
- Our travel specialists are here to assist & advise you, though each will be on leave 1 day per week.

Please be assured that our team are working hard for all our customers, using our industry contacts and our expertise to secure the best solutions and outcomes possible. While we have not always been 100% successful getting the outcomes from our suppliers that we all want, you can be assured that by booking with our company you are not alone, and as your travel agent we will continue to push the boundaries as far as possible on our customers behalf.

We are grateful that our “Team NZ” of 5m Kiwis is progressing through the different Covid-19 levels and that Level 2 and 1 are within our sights. News becomes more positive about some travel bubbles especially between New Zealand and the Pacific Islands which are being explored. The Our World team is working hard to ensure we are well informed about progress so we can update you as soon as possible as the situation evolves, and we look forward to planning your next holiday when the time is right.

We are here to assist, and always, stay safe.