



Southlands Travel & Cruise
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Dear Valued Client

Notice on response to COVID-19

The Prime Minister's 22 March announcement of closures of certain venues does not apply to our business and we will continue to operate.

We would like to reassure you that we are financially solid and in no danger of being forced out of business by the impact of COVID-19 on the travel and tourism industry. We have operated our agency since 1996. We have survived the effects of 9/11, the Ansett collapse and the Global Financial Crisis and we will survive COVID-19 as well.

Our primary concern is for the health and wellbeing of our staff and clients. We have guaranteed our staff that their jobs are secure, but we will be asking them to take some paid leave in the coming months. Our office is big enough to accommodate the 1.5 metre requirements of social distancing and we would appreciate your support in maintaining this wherever possible.

This is a stressful time for all concerned. Please rest assured that we will do our utmost to make alternative travel arrangements or arrange refunds, but also please understand that we are constrained by the policies of the travel providers. Please be patient and, together, we will get through this.

Kind regards,

Cathy & Bob Schroder

Owners/Southlands Travel & Cruise