

Bronwen Hill

From: Darci Murray
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To: Bronwen Hill
Subject: March 2020 Newsletter and Travel Update/ From Robyn B.

PERSONAL TRAVEL MANAGEMENT

Travel Update

March, 2020

First and foremost, there has never been a time when I can honestly say that I truly hope this newsletter finds you well and keeping safe.

I just wanted to post an update on the events currently happening that I, along with my industry colleagues, have been working through the past few weeks.

When the Coronavirus was declared a "known event" by our travel insurer on the 5th March, we knew that changes were going to be happening. The extent of these changes in a relatively short period of time has been rather profound to say the least. Not only have we been dealing with what seems to be the minute by minute changes from various Governments and their policies worldwide, but also having to liaison with our suppliers on the ground, changes and updates to airlines, hotel bookings, car

rentals, day tours and so forth. The impact on travel of this global emergency trickles all the way down to the local farmer of the village we visit that rely on us, the traveller, just as much as we rely on the local people who open their doors to us, allowing us a glimpse in experiencing their way of life and culture.

Our daily mantra right now is rescue, reissue, refund and repeat! Amazingly enough, we are still laughing which is the best remedy to ease the stress. I am so privileged to be working with such dedicated colleagues and amazing clients, some of whom have known me when I was still a backpacker (that says it all!).

The travel industry has endured crisis after crisis from H1N1, 9/11, SARS, not to mention various earthquakes, storms, volcanic eruptions, tsunamis & political fallout. Each time we have been there for our clients and we have always come back with more purpose and a greater understanding of our role in providing you with a personal service and an experience to carry and share.

We are still working and currently assisting travellers to get home from the comforts of our own home at this time. Our team is meeting frequently by way of video conferencing to evaluate the information that is coming in and collectively working to share solutions for our clients.

Lastly, we are all travellers, sharing an intrinsic need to connect and perhaps it's time we can look inwards for now to reconnect with ourselves, our families and explore the possibilities of future trips in our mind's eye. Travel will always remain and we can all enjoy the memories of past trips until we are able to step back out there and fill our curiosity with a heightened sense of appreciation once again.

Stay well everyone and please reach out if you like!

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