

Simply Ferntastic™



NZET COVID-19 Update 23/3/2020

Kia Ora,

Given the rapidly changing situation regarding COVID-19 we wanted to send an update as soon as possible.

As of Saturday, the Government has advised that New Zealand is in a COVID-19 Level 2 state of Alert which means limiting non-essential travel.

The wellbeing of our staff and students is at the forefront of everything that we do and therefore, it is with regret we are **cancelling all April tours.**

We will be contacting each student individually with their options for cancelling their tour or transferring to a tour later in the year should the situation change.

We would greatly appreciate if you would refrain from contacting us at this time, as we work through these cancellations for transfers tour by tour.

Cancellation:

- If a student wishes to **cancel** will issue a full refund, less a \$200 administration fee.
- Flights are non-refundable but a credit can be applied for to travel at a later date (subject to airline policy).
- If a student wishes to **transfer** to a tour later in the year, we can work on changing their flights.

We will be in touch with the students directly with options in the next few days, so please bear with us as we work through this difficult time.

Adele Marsden

Director

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