



Spring 2020

Well here we are, already into October 2020.

I know that the year certainly hasn't gone anywhere close to what I had hoped 2020 would bring. Our way of lives, businesses and working environments I would say have all been effected by COVID 19.

Pretty much every booking that we had/have in place for 2020 has been cancelled, postponed or amended due to this PANDEMIC. What is the most important thing is that we can all get through this and move onto some sort of post Covid 19.

I will give you a little more of an insight into Flying Colours Travel plans going forward and some ideas to think about for 2021-2022.

We must continue to 'PLAN'. If you are like me you now hate that word PLAN..but in this case we can certainly make some really fantastic PLANS to aim towards.

I would like to thank everyone that we have to contact throughout the year about your travel arrangements and appreciate the kindness and respect that you have shown myself and the Flying Colours team. The procedures that we have to follow to refund, credit or cancel reservations take at least 5 times longer than actually making a reservation.

The patience people have shown us while we worked through your bookings and waited for policies to come into place has been greatly appreciated by us all.

We certainly look forward to assisting you with your future travel plans when we are able to safely do so.

Thank you again,

Jacqui Ingram



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SPECIAL POINTS OF INTEREST

- Briefly highlight your point of interest here.
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TRAVEL GOING FORWARD

When can we travel again? Where can we travel to? Can we get Travel Insurance? When should we book? What are the penalties if we need to change?

These are just some of the questions we are getting from people, and we certainly would love to be able to answer them for you. Unfortunately at the moment we are all living in a very different world to what anyone of us would have thought we would ever experience.

We are certainly doing our best to keep up to date with the latest policies that the Government/Governments have in place. Unfortunately with the individual states of Australia having their own set of rules the current situation for Victorians isn't great. This could change very quickly though which is why it is a good idea to start thinking of some of the places within Australia that you might like to travel to.

We of course need to make sure that the weather seasons are taken into account when deciding where to travel to and when. There are some areas in Australian that during the wet season that you might just want to avoid, other people might find that this is a fabulous time to travel to these areas.

We are here to help with those travel plans. We have all been doing extra training during this time and have all covered quite a bit of Australia in our own travels.

One thing for certain is that due to 2020 we have been unable to travel, 2021 and 2022 are going to be in big demand. You may also find that some States bring out incentives to get you to travel to their State when the borders are open.

Northern Territory has been one of the first to bring out an incentive like this:-

The \$5 million **NT Summer Sale** Campaign aims to incentivise demand for the NT over the summer period, and offers consumers \$200 off for every \$1000 spent on an NT booking made through campaign partners (up to a maximum of \$1000 discount).

Discounts are valid for flights, look out for amazing fares we will have with Jetstar, accommodation deals and packages, tours and attractions and vehicle hire through Viva Holidays. (**conditions apply, contact us for more details).

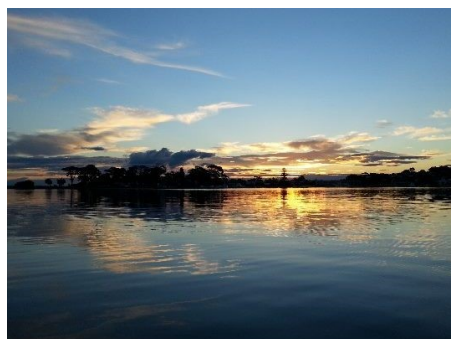
You can still get Travel Insurance although Pandemics are of course excluded. We have found that a lot of companies have reduced deposits and final payment requirements are a little different. What we do suggest is that you check the rules of what you are booking before making any payments, maybe look for refundable rates and not lock in "Instant Purchase Non Refundable" best rates of the day. We deal with many operators that require only an initial deposit be paid to hold accommodation, car hire and tours. This I think is certainly going to be extremely important going forward due to the uncertainty of State borders and rules being imposed.



Local Ideas

Travelling within our own State can be a great option. Locally we have some absolutely world class destinations right at our door step. It is really interesting to think about some of the beautiful places in Gippsland and think of what you can compare them to with another destination. I stated doing this back in March and thought it would make a great marketing idea, but then I thought about it...do we really want everyone to know what an amazing part of the world we live in. I have listed a few of my ideas/thoughts below...let me know what yours might be? Sometimes you need to use your imagination a little.

Ninety Mile Beach	Hawaii Beaches
Gippsland Lakes	Mediterranean
Buchan Caves	Carlsbad Cavern
Dargo	Shenandoah Mountains
Gippsland Winery's	Regional France
Dinner Plain	Grindelwald
Phillip Island	Akaroa
Tarra Bulga	Daintree



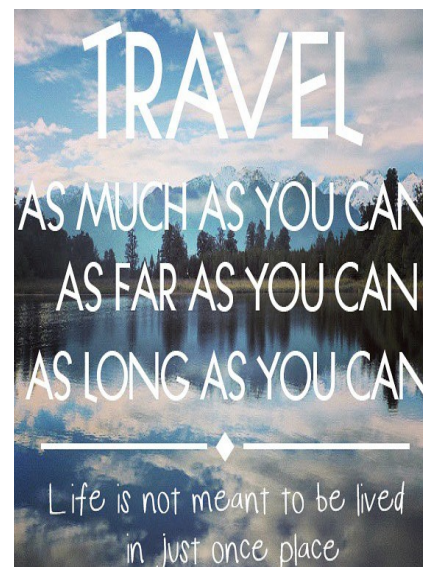
STAFFING

The staff numbers have changed and unfortunately this is something that we have all had to deal with.

The Jobkeeper payment has certainly been an incredible lifesaver for our business. Unfortunately with the reduction as of 29th September it makes it difficult for staff to meet their own commitments and Ange has decided to take up other employment for the foreseeable future.

Be assured that Flying Colours Travel has been operating for over 32 years and will continue to operate and provide the same professional friendly service that you are used to.

Currently we still have the door locked but we are in the office Monday to Friday 09.00am until 4.30pm. Please feel free to email, call or come to the door and we are more than happy to assist you in any way that we can.



Major milestone in cruise industry response to COVID-19

With Cruising being one of the most popular holidays with clients for many years, there are lots of questions about when will the Cruise Industry start again and what policies and procedures will be in place when it does.

Cruise Lines International Association (CLIA) has announced a significant step forward in the cruise industry's global response to COVID-19, with the adoption of mandatory measures to support cruise operations in the Americas.

The measures involve the core elements of a strong set of health protocols that will be implemented as part of a phased-in, highly controlled resumption of operations in key regions including the Caribbean, Mexico and Central America.

In addition to the resumption that has begun under strict protocols in regions including Europe, these latest initiatives will support an initial resumption in the world's largest cruise market and help guide discussions on resumption in other parts of the world, including Australia and New Zealand.

The core elements have been submitted to the US Centers for Disease Control and Prevention (CDC). Highlights include:

- Testing. 100% testing of passengers and crew for COVID-19 prior to embarkation
- Mask-Wearing. Mandatory wearing of masks by all passengers and crew whenever physical distancing cannot be maintained
- Distancing. Physical distancing in terminals, onboard ships, on private islands and during shore excursions
- Ventilation. Air management and ventilation strategies to increase fresh air onboard
- Medical Capability: Risk based response plans tailored for each ship to manage medical needs
- Shore Excursions: Only permit shore excursions according to the cruise operators' prescribed protocols.

CLIA Managing Director Australasia Joel Katz welcomed the core elements for the Americas and said they would help inform the development of global measures.

"These initiatives are part of a response that goes far beyond the measures of other industries and involves stringent protocols covering the entire cruise experience, from booking to disembarkation," Mr Katz said. "The core elements, which are applicable to CLIA member ocean-going cruise ships operating in the Americas, will help inform CLIA's global policy work, and represent an important milestone to support our ongoing discussions with the Australian and New Zealand governments."

Informed by leading scientists, medical experts, and health authorities, the core elements are the product of extensive work by CLIA oceangoing cruise lines and their teams of eminent scientific and medical experts. They include recommendations from the Healthy Sail panel established by Royal Caribbean Group and Norwegian Cruise Line Holdings Ltd, as well as MSC's Blue Ribbon group and Carnival Corporation's collection of outside independent experts. Other considerations included the effective protocols developed for the successful sailings in Europe by MSC Cruises, Costa, TUI Cruises, Ponant, Seadream, and others.

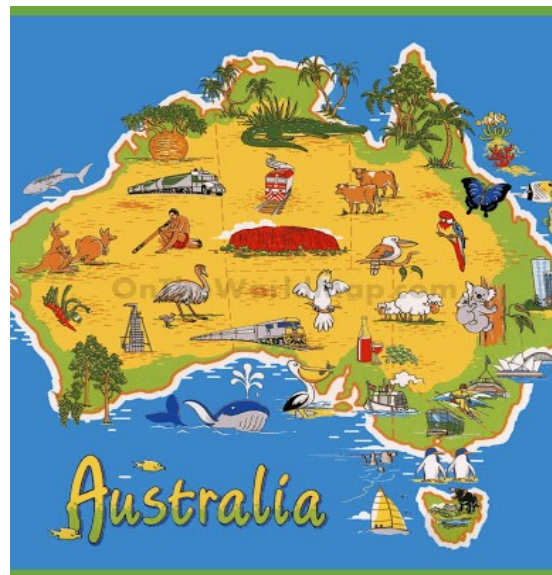
Cruise lines have brought in so many new policies from reduced deposits, to changes to cancellations and "Cruise with confidence" options in place for many cruise lines. If you are interested please give the office a call to check on the applicable policy for your preferred cruise line.

Something Special

Looking for something a little different for your next holiday. Make sure you have your email registered for our fortnightly deals that are emailed out to our data base. If you know someone who might be interested to receive these emails please let our office know.

We try and find interesting, different, good value and unique experiences to suggest through these emails. There are certainly some very different experiences that Australia has to offer from "Sail and stay at Ningaloo Reef", Sail on the Murray River, The Kimberley Region, Cocos Islands & Christmas Islands off Western Australia. The Ghan, Indian Pacific & Savannahlander train journeys. Maybe you might even like to take a tour travelling via small chartered aircraft...there really are so many options available to see this beautiful country we live in BUT you will need to plan. You may be like many of others that have had their travel plans put on hold for 2020 and as Australians we may find that in the early part of 2021 the only option for travel will be within our own country. Options will be limited so the early you book the better...just make sure you know the applicable terms and conditions to what you are booking.

We certainly look forward to helping you plan that dream holiday again for you.



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