



Dear Partners

Following the latest developments in the COVID-19 outbreak around the world the Travellanda team is making sure we support as much as possible your business and the safety of your clients.

There is no doubt that the outbreak is unprecedented and affects every one of us and particularly travel businesses. This is the reason the entire team is actively taking extra measures that go above and beyond industry standards to provide you with the confidence when booking with us.

A few actions have been implemented that we would like to share with you.

- We have a special team that is monitoring the situation, travel ban and regulations in order to assist you 24/7. Their objective is to make sure your bookings are secured when travelling and refunded when needed.
- As our first concern is health and safety, starting this week we made sure the entire Travellanda team in London, Istanbul, Delhi, Bangkok, Phuket, Berlin, Beijing and Palma are safe and working from home remotely with the right material and IT capacities in the best conditions to be able to provide you the best service and support.
- Our finance team have been working around the clock to make sure every client receives credit notes for the thousands of reservations cancelled free of charge and secure your clients travelling.
- We made sure the financial position of Travellanda remains strong during all that period and beyond.

We have been in touch daily with several UK Government bodies to benefit their guidance and they gave us assurance that we have their full support during this entire crisis.

We ask all of you to make sure to check daily with your clients if they will travel or not, as it is important that you cancel all bookings that you think will not travel. We ask that you only keep the bookings that think will be able to travel.

Stay safe and healthy and we will remain together until the recovery.

The Travellanda Team

If you require more information - please contact us Sales@Travellanda.com