



Wildlife Safari Consultants



Dear valued clients,

In these uncertain times we thought it important to share a little about the Travel Industry with you. There is no doubt that globally some travel agents, tour operators, hotels, airlines, and the associated industries, will suffer losses which result in them not being able to continue.

Firstly we think it is appropriate that we share with you some information about our business. For the past 27 years we have always held client funds in a Trust Account from which we disperse payments to operators/hotels/airlines etc., and then we only draw down for our own operations after the client has departed. This means that at all times we did not, and do not, face a client debt situation. We mention this because it is not the normal M.O. for many agents in Australia and overseas, and drawing commissions prior to client departures has been a prime cause of agent and operator failure over the years.

As we are small and owner operated, we are in a good position to weather the coming months of hardship for our industry. We will be here throughout the year, ready to assist clients now, and as future needs arise.

At this time we are working hard to help clients return to Australia as soon as they can, and to process cancellations and rebookings. You will appreciate this is a slow and tedious process as the industry struggles with the dynamic changes of airline and tour operator policies, and Government travel bans. We ask you to bear with us while we ensure that every one of our clients receives the best attention and be assured that, where you have sought refunds, we will be pursuing them as far as possible. In that regard, we are bound by each airlines/hotels/operators different terms and conditions and we can only achieve what they permit or offer.

We wish you and your family all the best during the coming months.

Dennis Jones & Alison Garland
(19 March, 2020)