

Issue No.: 008

Thursday, 31 March 2011

Dear Travel Partners and Customers,

This letter seeks to offer reassurance about your Japan holiday in the present uncertain situation in the earthquake and tsunami affected districts.

Travel Japan will offer customers wishing to defer their travel to both the Kanto Area* and Tohoku Area^, holding confirmed hotels, tour reservations or tickets issued on or before 11 March 2011, for travel and/or stay from 1 April 2011 to 30 June 2011, may rebook to an unaffected area in Japan or alternatively apply for credit which will be held until 31st December 2011 to be applied for any future bookings or travel products and not restricted to Japan.

The above policy applies to Travel Japan's amendment fees only, any third party costs/penalties, such as airlines, hotels or other ground operator fees or differences in exchange rates or price increases incurred cannot be waived by Travel Japan.

In addition, you won't be entitled to any additional compensation as the reason for any change to your Japan holiday is obviously outside the control of Travel Japan.

For the latest information regarding Travel Advice for Japan, please visit the following websites:
Smart Traveller – Australia <http://www.smarttraveller.gov.au/zw-cgi/view/Advice/Japan> or
Safe Travel – New Zealand <http://www.safetravel.govt.nz/news/index.shtml#japan>

This update supersedes issue number 007 and all previous updates and may change as the situation in Japan changes. Travel Japan is keeping the matter under constant review and will contact your Travel Agent or you closer to your departure date if it's necessary to change your Japan holiday.

*Kanto Area: Chiba, Gunma, Ibaraki, Kanagawa, Saitama, Tochigi & Tokyo Prefectures

^Tohoku Area: Akita, Aomori, Fukushima, Iwate, Miyagi & Yamagata Prefectures

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