

## Important Information Regarding: Bangkok, Thailand

Issued: 14<sup>th</sup> April 2009

Applies to the "Options", "Business", "Essentials", "Save-More" &  
"Corporate" products

The following advice relates to policies issued before the 12<sup>th</sup> April 2009.

The Ministry of Foreign Affairs (MFAT) have updated their Travel Advice to Thailand. MFAT have stated (in part) "There is now **high risk** to your security in Bangkok and we advise against all tourist and non-essential travel to Bangkok and districts in nearby provinces (Nonthaburi, Samut Prakarn, Pathum Thani, Nakhorn Pathom and Ayutthaya) where a State of Emergency was declared on 12 April. We recommend that New Zealanders in Bangkok limit movement in the city to essential journeys only, comply with any restrictions and instructions issued by the local authorities, monitor events closely and remain vigilant as the security situation could change quickly. If you are in an area affected by demonstrations or violence, you should find a safe location, remain indoors and heed any local advice. Airport routes are currently open. Those travelling to and from the airport should nonetheless exercise caution and avoid any protest areas en route." For further travel advice please refer to [www.safetravel.govt.nz](http://www.safetravel.govt.nz)

### FOR PEOPLE ALREADY ON THEIR JOURNEY:

Please allow extra travel time to reach the airport in case of traffic delays. Flights have not been disrupted at this stage. If you require emergency assistance please phone our 24hr Emergency Assistance team, reverse charges on +61 2 8907 5240

### FOR PEOPLE WHO HAVE NOT YET DEPARTED:

If your final destination is Bangkok or the surrounding provinces of Nonthaburi, Samut Prakan, Nakon Pathom, Ayuthaya and Pratum Thani and you are due to arrive prior to 28<sup>th</sup> April 2009, there is provision to claim for amendment or cancellation costs (whichever is less) for the part of your journey which has been affected. We understand that many suppliers are waiving their normal amendment fees, so in most cases it will be cheaper to amend your journey rather than cancel. You should discuss with your travel agent the best available options for you. If you are due to be in these areas after the 28<sup>th</sup> April 2009 please check our website for updates closer to the time of travel.

If your final destination is not Bangkok or surrounding provinces (e.g. Phuket, Koh Samui, Chiang Mai, etc) then there is no provision at this stage to claim for amendment or cancellation costs. This is because MFAT have not recommended travellers to reconsider their need to travel to these areas.

**Should you have any further enquiries please contact our Customer Service Team on 0800 500 225 or from Thailand + 64 9 308 2120**