



23rd March 2011

UPDATE #3

Tohoku Region Earthquake and Tsunami Advice and Change/Cancellation Policy.

In response to the ongoing emergency situation in the north eastern areas of Japan JTB New Zealand has updated our "Change and Cancellation policies" for bookings that were made on or before 11th March 2011:-

Clients that have confirmed bookings for accommodation and tours in **affected areas** specifically mentioned on the New Zealand Safe Travel website as "non essential travel" are entitled to amend or cancel bookings without fee being charged by JTB New Zealand. Any supplier fees will be charged as this is out of our control.

Please refer to <http://www.safetravel.govt.nz/news/index.shtml#japan> for most updated information on affected areas.

JTB New Zealand's fully escorted tours due to depart from 10th April 2011 are planned to go ahead at this stage, the situation in Japan will be closely monitored and notice will be made directly to tour participants if this is to change. These tours visit Tokyo and regions to the west of Tokyo which were unaffected by the earthquake.

For JTB New Zealand customers departing prior to 10 April 2011 wishing to defer their travel to unaffected areas in Japan or cancel their booking, JTB New Zealand Ltd will hold **nonrefundable** deposits for a period of 12 months and apply the deposits to amended bookings. Changes and amendments to bookings to these non affected areas will not incur amendment fees, by JTB New Zealand Ltd but are subject to fees charges imposed by airlines, suppliers and other third party suppliers.

The above policy applies to JTB New Zealand's cancellation and amendment fees only, for bookings departing prior to 10th April 2011 taken by JTB New Zealand on or before 11 March 2011, charges imposed by airlines, suppliers and other third parties are beyond our control and are still payable.

This Policy update supersedes the original and all previous Tohoku Region Earthquake and Tsunami Advice and Change / Cancellation Policy updates and may change as the situation in Japan changes. JTB New Zealand is closely monitoring the situation and will keep our customers informed to the best of our ability.