

Dear Traveller,

As Managing Director of Trafalgar, I am writing to share some thoughts that I hope will be helpful as you review this brochure and consider your travel plans for 2021.

All of us at Trafalgar are in the business of turning travellers' dreams into reality, delivering great service and value each time. Throughout the one hundred years since our founder, Solomon Tollman, started our parent company The Travel Corporation (TTC), we have done just that, year after year. It is why we exist. However, this past year, the reality of a global pandemic has interrupted our collective travel dreams in unprecedented ways.

Now, as we look to travel in 2021, we are beginning to let ourselves dream again – starting with the brochure you are looking at today. As you do so, we wish to personally assure you that we are **intensely** focused on the realities of travel in this new era. On behalf of the entire team, I want you to know that your wellbeing is and will always be our top priority. While this has always been the case, we have spent these past months working hard to bring this care to an entirely new level, developing policies and protocols that will allow you to book your journey and travel **with complete comfort and peace of mind**.

With regards to our ongoing financial strength, improved booking policies new flexible change options and more, please visit trafalgar.com/worry-free-travel. During your travels, you will see many steps and innovations designed to do all we can to ensure your health and wellbeing when traveling with us. These include the all new, industry-first Wellbeing Director position we've created, by your side 24/7 to look out for you when you travel, as well as numerous additional hygiene and distancing protocols. You will read about some of these innovations in your chosen brochure. We also invite you to visit TTC.com/comfort to learn more - we are constantly updating this information to keep you updated and informed about all we are doing to better meet your needs and expectations.

If you have travelled with us before, you know that we believe deeply that we must all **make travel matter**, and you may also have learned of some of meaningful, fantastic work being done by our foundation, TreadRight. As we begin to rediscover the world in 2021, our travels will matter even more. With about ten percent of the world's economy supported by travel and tourism, the pandemic has had a terrible impact on communities around the world that serve travellers. As we return, this year and in the years to come, we will all be playing a crucial role in helping heal and rebuild these communities.

While TTC is a large, financially secure and strong company with numerous travel and hospitality brands, we are, first and foremost, a family business, now in our fourth generation. Our balance sheet remains very strong, and at a time when other travel and hospitality companies have gone out of business, or may in the near future because of the intense financial pressures we're all facing, we can assure you that we are not going anywhere. Because we are a family business, we take your concerns very personally. Thus, if I you have any questions, comments or feedback, I invite you to contact me personally, either before, during, or after your journey at kbarry@trafalgar.com. I will be sure to respond promptly.

With that, I invite you to enjoy this brochure and let your travel dreams come alive – knowing that we are keeping a very close watch on reality and stand ready to serve you.

Sincerely,



Katrina Barry
Managing Director
Trafalgar Australia