

Friday, 17 July 2020

Dear Lyfestyle customers,

The COVID-19 pandemic is causing far reaching challenges to our health, livelihood and general freedoms.

Restrictions on travel and public gatherings have decimated the events and travel industry which has gravely affected all facets of our business in terms of generating revenues and executing your experience packages.

With this comes a wide range of responses from frustration to compassion. We are steadfast in our approach to seeing this through but cannot accommodate requests for refunds.

In the instance you have already confirmed your booking date, payment from Lyfestyle to our accommodation or experience partner has already been made. Additionally, auction proceeds from the sale of this package have been made to the fundraising recipient either on the date of the transaction or within days thereafter.

Many of our packages are either heavily discounted and in many cases donated. We cannot accommodate any refunds, for the simple fact in the majority of instances we do not have the funds to refund.

If you are concerned that you cannot travel into 2021, please understand that is not a condition we are imposing. If you cannot fit this into your calendar, Lyfestyle Experiences customers are extremely fortunate that they can transfer their original package to one or more other packages. This would not be an option if we were a solitary package provider.

Lyfestyle Experiences customers have a stable of options to select from, with generous extensions. Outside of international travel, we have beautiful accommodation options in Victoria, Queensland and Tasmania. Along with an incredible selection of in-home premium chefs, plus a range of vineyard, restaurant, private driver, cinema, corporate hospitality, sporting and other packages.

We are currently implementing better systems to make package exchanges clearer and more efficient.

We look forward to hearing from you and supporting you as best we can through this uncertain period in history.

Yours faithfully,

Simon C. Braham

Director.