

**RE: Lifestyle Experiences Update from our Director**

**Wednesday 22 December, 2020**

Dear Lifestyle Experiences Customer,

At Lifestyle, it has been a tough road in 2020, however our resilience is strong and the wheels have slowly been turning, working to improve and rebuild in readiness for a 'new world' in 2021 and beyond.

For many Lifestyle Experience customers, local and international restrictions have caused unprecedented cancellations and postponements. "When to book?" "Can we book?" Uncertainty has been rife.

We have had to re-group as a team, and have unfortunately had to say goodbye to some valued experience partners along the way as well.

Moving into 2021, the landscape is clearer, yet we are mindful it can change and we will continue to support you.

Please bear with us, we are determined to deliver on your package where possible or seek an alternative to your satisfaction.

We will continue to add new experience partners available to all Lifestyle customers and provide updates accordingly.

Please read through our updates on the following page when you can. Stay safe this Christmas. The team and I look forward to hearing from you soon.

Kind regards and have a wonderful festive season,



Simon C. Braham

## **LYIFESTYLE EXPERIENCES UPDATES**

Bookings in 2021

### **INTERNATIONAL TRAVEL BOOKINGS**

At this stage there are three options we can assist with.

1. Look at travelling late 2021 or in 2022 with an extended travel voucher
2. Request an exchange for a local travel package(s) likely to be from July 2021 onwards
3. Request an exchange for a premium Food & Wine experience(s) in 2021

Please note, for some European destinations, we do not have final confirmation if there will be change of ownership to some of the Chateaux, Villa or like properties. Additionally, there may be a small gap fee imposed for extensions into 2022 bookings.

### **LOCAL TRAVEL**

Given the high demand of local travel destinations in the current climate, many of our partners have been swamped with direct market bookings. In addition we are also awaiting advice where some locations were placed on long term leases to combat travel restrictions.

Together, this will lend to recommending bookings from May 2021 and in some cases July 2021 onwards. We expect to issue more updates on each local travel destination early in 2021.

### **ALL OTHER PACKAGES**

For all our IN-HOME, DAY TOURS, CINEMA, SPORTING, GOLF, WINE and other experience packages, please use our online booking form to request your preferred dates provided they adhere to any state imposed restrictions.

Unfortunately we have had some suppliers forced to shut down or re-model their businesses, so re-booking may be delayed until a suitable experience partner is engaged.

### **PACKAGE EXCHANGES**

For customers seeking to exchange to a different or a range of different experience package options, please continue to email [bookings@lyfestyle.com.au](mailto:bookings@lyfestyle.com.au) and we will get back to you as soon as we can.

Thank you for your time in reading this.

All the best.

**Lyfestyle Experiences Team.**

[www.lyfestyle.com.au](http://www.lyfestyle.com.au)