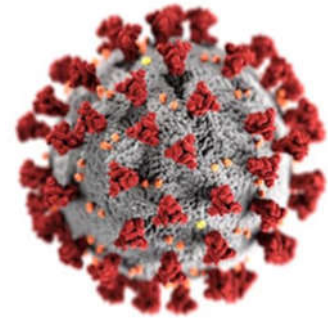


VIP Milford will not be operating as of 24th March 2020. We are hopeful we will be back up and running by 25th of April.

We will be reassessing this closer to the time.

What is the current COVID-19 situation in New Zealand?

Last updated 24 March 2020

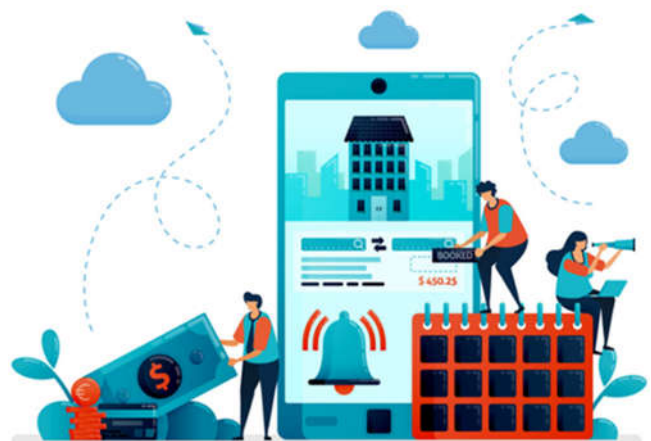


- New Zealand currently has 155 confirmed cases and probable cases of COVID-19.
- Prime Minister Jacinda Ardern has announced New Zealand COVID-19 alert levels. These new alert levels specify the public health and social measures to be taken. Nationwide, New Zealand is currently at Level 3 – Restrict. This means there is heightened risk that the disease is not contained.
- As of 11.59pm on the 24th of March New Zealand will be at alert level 4. This means it is likely the disease is not contained. Sustained and intensive transmission with widespread outbreaks.
- Level 4 measures - People instructed to stay at home, Educational facilities closed, Businesses closed except for essential services (e.g. supermarkets, pharmacies, clinics) and lifeline utilities, Rationing of supplies and requisitioning of facilities, Travel severely limited, Major reprioritisation of healthcare services
- People coming into New Zealand Including New Zealand Citizens and Residents will be required to self-isolate for 14 days. Travellers from 17 identified Pacific Island nations are exempt such as Fiji. Travellers from Australia are however required to Self-Isolate for 14 days.
- People who have visited any of the 17 identified Pacific Island Nations who develop symptoms such as fever, cough or shortness of breath are requested that they seek medical advice- by phoning Healthline's dedicated COVID-19 number **0800 358 5453** or contact your GP, including phoning ahead before your visit.
- Spot checks will be completed on those persons required to Self-Isolate. NZ quarantine powers may be used to keep possible COVID-19 cases in hospital if they refuse to self-isolate at home.
- Any place the public congregates must close. Any event which includes public congregation must be cancelled. This will apply for the next four weeks from 23 March 2020.
- On March 15th, the Australian Government announced restrictions of persons travelling into Australia from any overseas country from midnight Sunday 15th March. This will mean that all travellers into Australia will also require the same 14 days self-isolation as in New Zealand

I have a booking, what can I do?

If you are travelling from overseas and currently unable to join VIP Milford, please contact us as soon as possible to confirm your cancellation for the best possible outcome and to avoid the risk of disappointment.

- If you have made your booking through a 3rd party website such as Bookme.co.nz please contact them directly to make the cancellation. Unfortunately, VIP Milford is unable to make any cancellations unless we have been informed of this by the 3rd party you have booked through.



- If you have made your reservation directly with us by phone, email or through our website and need to cancel your booking, please contact our friendly reception staff as soon as possible so we can amend your booking and process refunds when applicable.
- If you have a reservation and are still planning on and able to visit Te Anau and join our VIP Milford day tour, please be aware of the precautions you can take to keep yourself and others safe. Below are a few tips to help stop the spread of COVID-19.

What you can do to help stop the spread of COVID 19.

Clean your hands often

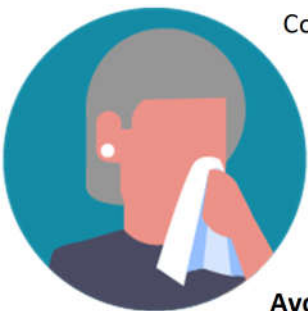


Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.

If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.

Avoid touching your eyes, nose, and mouth with unwashed hands.

Cover coughs and sneezes



Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.

Throw used tissues in the trash.

Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Avoid close contact

Avoid close contact with people who are sick.



Put distance between yourself and other people. Avoid gatherings with large numbers of people. This is especially important for people who are at higher risk of getting very sick.

What is the most effective way to wash my hands?

Washing your hands properly takes about as long as singing "Happy Birthday" twice, using the images below.



What are we doing to help stop the spread of COVID-19.

We take the safety of our guests and employees very seriously and are taking the following measures to ensure everyone's safety:

- Hand sanitiser available on our coaches.
- Effective handwash technique posters at handwashing stations
- Information sheets on coaches to help stop the spread of germs
- in reception after each interaction
- No customers permitted on the tour who are in self-isolation
- All staff with flu like symptoms taking time away from work
- Daily memos and updates on the situation uploaded to our website and sent to staff