

## TAANZ: Emergency package 'really helpful, with limitations'

The Travel Agents Association of New Zealand (TAANZ) says that for the smaller travel agency and broker community, yesterday's government announcement was 'as good as we could hope for in round one.'

'Large and complex employers have more work to do and it's not clear on who they need to speak to, yet. We'll start contacting MBIE about this today,' says chief executive Andrew Olsen.

The quantum of 30% downturn doesn't reflect the downturn for travel agents which in most cases now down 90 –100 – 120% (with refunds) compared to last year and in 12 weeks' time, unless there is a dramatic global improvement, may look the same. We will be seeking targeted travel agency assistance in round 2.

In a statement today, Olsen congratulated agents on providing an invaluable and largely free service, processing refunds and dealing with changes to travel arrangements. 'It might not seem like it right now but this is an investment in your company relationship which, when the recovery gets moving, will see you well placed.'

More in TRAVELinc Memo Friday 20 March.