HOW 2021 UNFOLDED



OUR RESPONSE TO COVID-19 & HOW WE SUPPORTED OUR CUSTOMERS

2021 was a challenging year as we faced new COVID-19 variants - Delta / Omicron and moved in and out of lockdown. However, we remained resolute in supporting our customers with their business travel. Check out how we supported our customers throughout this turbulent year.

Now more than ever, it's time to bring a travel management company on board, to help navigate the new travel world as borders start to re-open in 2022.

14 FEB

Auckland moves up to Alert Level 3 and rest of the country to Alert Level 2.

20 FEB

Pfizer vaccination programme starts in NZ.

28 FEB

Auckland moves up to Alert Level 3 and rest of country moves to Alert Level 2.

19 APR

Trans-Tasman quarantine-free travel bubble starts. T

29 JUN

Travel bubble with Australia paused.

23 JUL

Quarantine-free travel to NZ from Australia suspended for at least 8 weeks. Managed return flights scheduled to get Kiwis home.

15 DEC

Auckland regional border opens, all of NZ remains in the COVID-19 Protection Framework.

02 DEC

All of NZ moved to the COVID-19 Protection Framework, also known as the traffic light system. This marks the end of the COVID-19 Alert system.

24 NOV

Reconnecting NZ announcement - Fully vaccinated NZers and other eligible travellers can travel to NZ from Australia without an MIQ stay, from 16 January.

14 NOV

Shorter MIQ stays for international travellers, reducing from 14 to 7 days.

30 OCT

The Govt. self isolation business travel pilot begins.

17 AUG

Auckland & Coromandel moves to Alert Level 4.

5,095

CUSTOMER AIR CREDITS SECURED



13,685

REFUNDS PROCESSED

99%

CUSTOMERS RETAINED



93%

OF CUSTOMERS UPGRADED TO A SUPERIOR OBT - SAVI, WITH A 13% ONLINE IMPROVEMENT FOR CUSTOMERS

52,753

CALLS RECEIVED



6,416

AFTER HOURS CALLS

27,573

CONSULTANT ASSISTED BOOKINGS

58 CUSTOMER

□22%

AS WE WELCOME OUR PEOPLE
BACK INTO THE BUSINESS

©53,347

NUMBER OF KIWI TRAVELLERS TRACKED **54,459**

INFORMATIVE EMAILS DELIVERED

Reference: FCTG Corporate Data Excellence Centre, 01 Jan-19 Nov 2021





