

28 October 2020

## NOTICE TO CUSTOMERS – UPDATE 3

Dear Sir / Madam

**RE: STA TRAVEL PTY LTD (IN LIQUIDATION)  
ACN 004 801 512  
(REFERRED TO AS 'STA TRAVEL' OR 'THE COMPANY')**

### 1 Preliminaries

I refer to the appointment of Tim Norman and myself as Joint and Several Administrators and subsequently Joint and Several Liquidators of the Company on 21 August 2020 and 25 September 2020 respectively.

The Liquidators have prepared a summary schedule enclosed as **Annexure A** outlining the different types of customer claims and recommended next steps. **Please read this update carefully.**

### 2 Update on customer refunds and customer bookings

The business of STA Travel is now closed and all staff have been made redundant. Unfortunately, the Liquidators are unable to assist customers with individual enquiries regarding the status of their booking.

Consequently, customers are encouraged to contact travel providers directly regarding any booking that existed at 21 August 2020.

Broadly, there are three categories of customer claims as outlined below:

- i. Refunds that had been requested by customers and were being facilitated by STA Travel with the travel providers prior to 21 August 2020 (date of the appointment of the Voluntary Administrators)***

The Liquidators are presently in control of STA Travel and are entitled and obligated to take all reasonable steps to recover debts due and payable to STA Travel which arose prior to the appointment. This includes refunds for cancelled travel booked by STA Travel on behalf of its customers. The Liquidators have actively sought refunds from travel providers where customer refunds had been requested by the customer and were being facilitated by STA Travel up to the date of the appointment of the Administrators. Impacted customers will be notified in due course regarding customer refunds received by the Liquidators and the subsequent distribution process which will be subject to a Court application.

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This category of claims will take some time to resolve. The Liquidators request that customers in this category lodge a Proof of Debt or Claim Form (**Form**). This Form is available via the following link [www.deloitte.com/au/STATravelAU](http://www.deloitte.com/au/STATravelAU) and once completed should be sent with supporting documentation via email to [STATravel@deloitte.com.au](mailto:STATravel@deloitte.com.au). If you have already lodged a claim, you do not need to lodge a further claim unless the amount of your claim has changed.

***ii. Customer bookings that existed at 21 August 2020 where a refund had not been requested by the customer and was not being facilitated by STA Travel***

It is our understanding that the travel providers have a direct contractual relationship with STA Travel's customers. Consequently, the Liquidators' have sought confirmation from each travel provider that they will honour these bookings according to their terms and deal directly with those customers going forward in relation to tickets, cancellations, variations and/or refunds. STA Travel was the agent of the travel provider resulting in the customer entering into a contract with the travel provider in respect of the supply of the relevant travel product.

The Liquidators have sought an undertaking in writing from the respective travel providers that they will honour all customer bookings according to their terms and deal directly with those customers going forward. For airline tickets, this extends to both International Air Transport Association (**IATA**) and Student Air Travel Association (**SATA**) customer bookings.

A copy of the Notices sent to airlines and other travel providers are posted on our website which are available via the following link: [www.deloitte.com/au/STATravelAU](http://www.deloitte.com/au/STATravelAU).

***iii. Customers holding a credit note; crisis recovery voucher and / or gift card issued by STA Travel or customer refunds that had been deposited by travel providers with STA Travel prior to the appointment of Administrators***

The effect of our appointment is to place a moratorium on the payment of unsecured creditors' accounts in relation to debts incurred up to the date of our appointment. This extends to customer claims by virtue of customers holding a credit note; crisis recovery voucher and / or gift card issued by STA Travel or customer refunds that had been deposited by travel providers with STA Travel prior to the appointment of Administrators.

Unfortunately, it is likely that your claim will rank as unsecured against the Company. The Liquidators request that customers in this category lodge a Proof of Debt or Claim Form. This Form is available via the following link [www.deloitte.com/au/STATravelAU](http://www.deloitte.com/au/STATravelAU) and once completed should be sent with supporting documentation via email to [STATravel@deloitte.com.au](mailto:STATravel@deloitte.com.au). If you have already lodged a claim, you do not need to lodge a further claim unless the amount of your claim has changed.

### **3 Other avenues for customers seeking compensation**

Customers might be eligible for a chargeback via their financial institution subject to the relevant scheme rules. Customers should be aware that it is our understanding that under the relevant scheme rules, a chargeback can be denied by the end merchant where customers are able to either receive the good or service that they paid for, or receive a refund for same. Given this, we strongly encourage customers to contact the relevant airline, land or tourism operator prior to making a chargeback request.

Customers are also encouraged to check the terms and conditions of any travel insurance they may have purchased as part of their travel arrangements.

Customers are also advised that if they have lodged a successful chargeback and / or travel insurance claim for the full amount of their customer booking, they are no longer a creditor of the Company. Customers are requested to contact the Liquidators office at [STATravel@deloitte.com.au](mailto:STATravel@deloitte.com.au) providing an update should this occur.

Please note the Liquidators are unable to address specific enquiries relating to customers' ability to recover funds from third parties including travel providers, insurers and financial institutions.

#### 4 Contact information for travel providers

Enclosed at **Annexure B** and **Annexure C** are schedules of contact information for air vendors and non-air vendors respectively. This contact information is provided only as a guide to assist affected customers. The Liquidators have not verified the contact information provided in the attached schedules and make no warranties regarding its completeness nor its accuracy.

#### 5 Separate communications for impacted customers of specific travel providers

Customers with bookings with the following travel providers will be provided with separate communications:

Travel provider	Reason
Contiki	Co-mingling of customer monies and STA Travel monies with the travel provider. Further information will be provided to impacted customers shortly.
Allianz Insurance	Co-mingling of customer monies and STA Travel monies with the travel provider. Further information will be provided to impacted customers shortly.
Thai Airways	On 14 September 2020, the Central Bankruptcy Court in Thailand granted the business reorganisation petition and appointed the planners to Thai Airways International Public Company Limited. A Notice was sent to customers of Thai Airways on 26 October 2020 providing details of the claims process with the airline. A copy of the notice can also be found on the STA Travel webpage: <a href="http://www.deloitte.com/au/STATravelAU">www.deloitte.com/au/STATravelAU</a>
Virgin Australia	Virgin Australia and associated entities entered into Voluntary Administration on 21 April 2020. A Notice will be sent to customers shortly providing details of the claims process with the airline.

## 6 Contact details for consumer agencies

Should a customer believe that their travel provider has not remedied their situation sufficiently, customers may wish to consider contacting the relevant consumer protection agency that can provide information about your rights and options.

Area	Area	Phone	Website
National	Australian Competition & Consumer Commission (ACCC)	1300 302 502	<a href="http://www.accc.gov.au">www.accc.gov.au</a>
ACT	ACT Fair Trading (Access Canberra)	13 22 81	<a href="https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/2270/">https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/2270/</a>
NSW	NSW Fair Trading	13 32 20	<a href="https://www.fairtrading.nsw.gov.au/">https://www.fairtrading.nsw.gov.au/</a>
NT	Northern Territory Consumer Affairs	1800 019 319	<a href="https://consumeraffairs.nt.gov.au/">https://consumeraffairs.nt.gov.au/</a>
SA	Consumer and Business Services	131 882	<a href="https://www.cbs.sa.gov.au/">https://www.cbs.sa.gov.au/</a>
TAS	Consumer, Building and Occupational Services	1300 654 499	<a href="https://www.cbos.tas.gov.au/">https://www.cbos.tas.gov.au/</a>
VIC	Consumer Affairs Victoria	1300 55 81 81	<a href="https://www.consumer.vic.gov.au/">https://www.consumer.vic.gov.au/</a>
WA	Department of Mines, Industry Regulation and Safety	1300 304 054	<a href="https://www.commerce.wa.gov.au/consumer-protection">https://www.commerce.wa.gov.au/consumer-protection</a>

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Yours faithfully



**Jason Tracy**  
Joint and Several Liquidator

**Customer claims and next steps**

The following schedule has been prepared to outline the three broad categories of customer claims and the associated risk of customer monies not being returned in full.

<b>Category</b>	<b>Description</b>	<b>Contact travel provider (a)</b>	<b>Lodge a Proof of Debt or Claim Form (b)</b>	<b>Risk profile</b>	<b>Comment</b>
i.	Refunds that had been requested by customers and were being facilitated by STA Travel with the travel providers prior to 21 August 2020 (date of the appointment of the Voluntary Administrators)		✓	Medium	Subject to recovery from travel providers and a Court application
ii.	Customer bookings that existed at 21 August 2020 where a refund had not been requested by the customer and was not being facilitated by STA Travel	✓		Low	Travel provider should honour bookings
iii.	Customers holding a credit note; crisis recovery voucher and / or gift card issued by STA Travel or customer refunds that had been deposited by travel providers with STA Travel prior to the appointment of Administrators		✓	High	There were limited free funds available on appointment that are subject to competing claims and will also be subject to a Court application

**Notes:**

- (a) It is recommended that customers contact their travel provider. Enclosed at **Annexure B** and **Annexure C** are schedules of contact information for air vendors and non-air vendors respectively. This contact information is provided only as a guide to assist affected customers.
- (b) The Liquidators request that customers in categories i and iii lodge a Proof of Debt or Claim Form. This Form is available via the following link [www.deloitte.com/au/STATravelAU](http://www.deloitte.com/au/STATravelAU) and once completed should be sent with supporting documentation via email to [STATravel@deloitte.com.au](mailto:STATravel@deloitte.com.au). Customers are advised that they are not required to submit a further Proof of Debt or Claim Form with the Liquidators office unless the amount that the customer is claiming has changed.

## Schedule of air vendor contact information

<b>Airline</b>	<b>Phone</b>	<b>Website</b>
Aer Lingus	0011 353 1 761 7835	www.aerlingus.com
Aeroflot	+7 (495) 223-55-55	www.aeroflot.ru
Aerolineas Argentinas	+ 54-11-4480-6396	www.aerolineas.com.ar
Aeromexico	02 8644 1883	www.aeromexico.com
Air Astana	+ 7 (727) 244 44 77	www.airastana.com
Air Asia	02 7201 9160	www.airasia.com
Air Asia X	02 7201 9160	www.airasiax.com
Air Botswana	+267 3688400	www.airbotswana.co.bw
Air Caledonie	1300 655 737	www.air-caledonie.nc
Air Canada	1800 854 196	www.aircanada.com
Air China	02 9232 7277	www.airchina.com
Air France	1300 390 190	www.airfrance.com
Air India	03 7019 8270	www.airindia.in
Allianz Airlines	1300 780 970	www.allianceairlines.com.au
Air Mauritius	1800 247 628	www.airmauritius.com
Air New Zealand	13 24 76	www.airnewzealand.com.au
Air Niugini	07 4080 1600	www.airniugini.com.pg
Air North	1800 627 474	www.airnorth.com.au
Air Serbia	1300 781 747	www.airserbia.com
Air Tahiti Nui	02 9061 8909	www.airtahitinui.com
Air Vanuatu	1300 780 737	www.airvanuatu.com
Alaskan Airlines	0011-800-25275200	www.alaskaair.com
Alitalia	1300 551 080	www.alitalia.com
All Nippon	1800 081 765	www.ana.co.jp
American Airlines	02 9101 1948	www.aa.com
Asiana Airlines	02 9260 4300	www.flyasiana.com
Austrian Airlines	1300 655 727	www.austrian.com
Avianca	+57 3114006797	www.avianca.com
Bangkok Airways	+662 270 6699	www.bangkokair.com
British Airways	1300 767 177	www.britishairways.com
Brussels Airlines	1300 781 747	www.brusselsairlines.com
Cathay Pacific	131 747	www.cathaypacific.com
China Airlines	1300 668 052	www.china-airlines.com
China Eastern	02 9373 8600	www.oa.ceair.com
China Southern	1300 889 628	www.csair.com
COPA Airlines	+57 1 419 8989	www.copaair.com
Croatian Airlines	03 9699 9355	www.croatiaairlines.com
Czech Airlines	1800 063 257	www.csa.cz
Delta	1800 458 368	www.delta.com
Druk Air	+975 8 271856	www.drukair.com.bt
EgyptAir	1300 309 767	www.egyptair.com
El Al	1300 655 770	www.elal.com
Emirates	1300 303 777	www.emirates.com
Ethiopian Airlines	1300 600 001	www.ethiopianairlines.com
Etihad Airways	1300 532 215	www.etihad.com
EVA Air	07 3114 1120	www.evaair.com
Fiji Airways	1800 230 150	www.fijiairways.com
Finnair	02 8248 0070	www.finnair.com
Garuda Indonesia	1300 363 330	www.garuda-indonesia.com
Gol Linhas Aereas	+55 11 5504-4410	www.voegol.com.br
Gulf Air	1300 734 393	www.gulfair.com
Hainan Airlines	02 8188 0155	www.hainanairlines.com
Hawaiian Airlines	1300 661 339	www.hawaiianairlines.com
Hong Kong Airlines	1300 889 190	www.hongkongairlines.com
Hong Kong Express	1300 889 190	www.hkexpress.com
Iberia Airlines	+34 915816790	www.iberia.com
Iceland Air	1300 659 021	www.icelandair.com
Japan Airlines	03 8326 3394	www.jal.co.jp

Jet Airways	1300 304 553	<a href="http://www.jetairways.com">www.jetairways.com</a>
JetBlue	0011-1-801-449-2525	<a href="http://www.jetblue.com">www.jetblue.com</a>
Jetstar	13 15 38	<a href="http://www.jetstar.com">www.jetstar.com</a>
Kenyan Airways	1300 787 310	<a href="http://www.kenya-airways.com">www.kenya-airways.com</a>
KLM	1300 392 192	<a href="http://www.klm.com">www.klm.com</a>
Korean Airlines	02 9262 6000	<a href="http://www.koreanair.com">www.koreanair.com</a>
Kuwait Airways	+61 7 3860 6700	<a href="http://www.kuwaitairways.com">www.kuwaitairways.com</a>
Lao Airlines	1800 905 614	<a href="http://www.laoairlines.com">www.laoairlines.com</a>
LATAM Airlines	1800 126 038	<a href="http://www.latam.com">www.latam.com</a>
LOT Polish Airlines	1300 781 747	<a href="http://www.lot.com">www.lot.com</a>
Lufthansa	1300 655 727	<a href="http://www.lufthansa.com">www.lufthansa.com</a>
Malaysia Airlines	13 26 27	<a href="http://www.malaysiaairlines.com">www.malaysiaairlines.com</a>
Malindo Air	02 8073 9355	<a href="http://www.malindoair.com">www.malindoair.com</a>
Olympic Airlines	0011 30 21 0355 0500	<a href="http://www.olympicair.com">www.olympicair.com</a>
Oman Air	+61 2 9286 8955	<a href="http://www.omanair.com">www.omanair.com</a>
Philippine Airlines	1300 887 822	<a href="http://www.philippineairlines.com">www.philippineairlines.com</a>
Qantas	13 13 13	<a href="http://www.qantas.com">www.qantas.com</a>
Qatar Airways	1300 340 600	<a href="http://www.qatarairways.com">www.qatarairways.com</a>
Regional Express Airlines	13 17 13	<a href="http://www.rex.com.au">www.rex.com.au</a>
Royal Brunei	03 8651 1000	<a href="http://www.flyroyalbrunei.com">www.flyroyalbrunei.com</a>
Royal Jordanian	(02) 9244 2701	<a href="http://www.rj.com">www.rj.com</a>
SAS Scandinavian	1300 727 707	<a href="http://www.flysas.com">www.flysas.com</a>
Scot	02 9061 7088	<a href="http://www.flyscot.com">www.flyscot.com</a>
Singapore Airlines	13 10 11	<a href="http://www.singaporeair.com">www.singaporeair.com</a>
SN Brussels	+32 2 723 23 62	<a href="http://www.brusselsairlines.com">www.brusselsairlines.com</a>
Solomon Airlines	1300 894 311	<a href="http://www.flysolomons.com">www.flysolomons.com</a>
South African	1300 435 972	<a href="http://www.flysaa.com">www.flysaa.com</a>
Sri Lankan Airlines	1300 853 081	<a href="http://www.srilankan.com">www.srilankan.com</a>
Swiss	1300 655 727	<a href="http://www.swiss.com">www.swiss.com</a>
TACA	0011-573-1140-06797	<a href="http://www.avianca.com">www.avianca.com</a>
TAM Airlines	1800 126 038	<a href="http://www.latam.com">www.latam.com</a>
TAP Portugal	1300 304 871	<a href="http://www.flytap.com">www.flytap.com</a>
THAI	1300 651 960	<a href="http://www.thaiairways.com">www.thaiairways.com</a>
Turkish Airlines	02 9255 9900	<a href="http://www.turkishairlines.com">www.turkishairlines.com</a>
Ukraine Intl Airlines	+61 2 8644 1884	<a href="http://www.flyuia.com/ua/en/home">www.flyuia.com/ua/en/home</a>
United Airlines	131 777	<a href="https://www.united.com/en/us">https://www.united.com/en/us</a>
Varig Brazilian Airlines	(02) 9244 2179	<a href="http://www.varig-airlines.com/en/">www.varig-airlines.com/en/</a>
Vietnam Airlines	03 8605 7888	<a href="http://www.vietnamairlines.com/au/en/home">www.vietnamairlines.com/au/en/home</a>
Virgin Atlantic	+44 (0)344 874 7747	<a href="http://www.virginatlantic.com">www.virginatlantic.com</a>
Virgin Australia	13 67 89	<a href="http://www.virginaustralia.com/au/en/">www.virginaustralia.com/au/en/</a>

## Schedule of non-air vendor contact information

Supplier	Phone	Website
AAT Kings	1300 228 546	www.aatkings.com
Acacia Africa	02 8011 3686	www.acacia-africa.com
Adventure Tours Australia	07 5401 555	www.adventuretours.com.au
Adventure World	1300 295 049	www.adventureworld.com.au
Allianz Travel Insurance	1800 901 078	
ANZCRO	1300 366 966	www.anzcro.com.au
APT	1300 336 932	www.aptouring.com.au
Autopia Tours	1300 944 334	https://www.autopiatours.com.au/
Awesome Adventures Fiji	00679 6750 500	www.awesomefiji.com
Bamba Experience	1300 884 332	www.bambatravel.com
Busabout, Haggis & Shamrock	1300 727 747	www.busabout.com
Carnival Cruise	13 31 94	www.carnival.com.au
CashFLEX	1300 360 715	
Club Med	1800 258 263	www.clubmed.com.au
Contiki	1300 856 394	www.contiki.com/au/en
Cosmos	1300 230 234	www.cosmostours.com.au
Cruise America & Cruise Canada	1-800-671-8042	www.cruiseamerica.com
Cunard Cruise	13 24 41	www.cunard.com
Dragoman	0011 44 1728 861133	www.dragoman.com
Driveaway Holidays	1300 363 500	www.driveaway.com.au
Eastern Euro Tours	1800 242 353	www.easterneurotours.com.au
Eastern Eurotours & Mediterranean Holidays	1800 242 353	www.easterneurotours.com.au
Exodus Travels	1300 131 564	www.exodustravels.com/au
Fraserway Campervans	1-800-661-2441	www.fraserway.com
G Adventures	1300 853 325	www.gadventures.com.au
Globus	1300 230 234	www.globus.com.au
Greyhound Australia	1300 473 946	www.greyhound.com.au
Insight Vacations	1800 001 778	www.insightvacations.com/au
Intrepid	1300 491 605	www.intrepidtravel.com/au
Intro Travel (Part of Real Asian Adventures)	02 9664 7000	www.introtravel.com
i-to-i Love TEFL	1300 88 42 70	www.i-to-i.com
JCR - AuPair & Nannyng Programs	0497 096 296	www.jcraupairs.com.au
Jucy	1800 150 850	www.jucy.com
Just Go Campervans	0011-44-1525-878000	www.justgo.uk.com
Kiwi Experience	0011 64 9336 4286	www.kiwiexperience.com
Norwegian Cruise line	1300 255 20	www.ncl.com
On the Go Tours	1300 855 684	www.onthegotours.com
One Life Adventures ( Part of Real Asian Adventures)	1800 819 498	www.onelifeadventures.com.au
Oz Experience	08 8131 5751	www.ozexperience.com
Oz Snow (AU, NZ, Japan, USA, & Canada)	1300 989 955	www.ozsnowadventures.com.au
P&O Cruise	13 24 94	www.pocruises.com.au
Peregrine	1300 854 445	www.peregrineadventures.com
Princess Cruise	1300 551 853	www.princess.com
Scenic Tours	1300 056 759	www.scenic.com.au
Sealink Travel Group	13 13 01	www.sealink.com.au
Ski Max	1300 136 997	www.skimax.com.au
Sno N Ski	1300 766 75	www.snonski.com.au
Spaceships	1300 132 469	www.spaceshipsrentals.com.au
Sportsnet Holidays	1300 888 858	www.sportsnetholidays.com
Stray Asia	0011 66 801020 165	www.straytravel.com
Stray Australia	02 6694 3440	www.straytravel.com
Stray New Zealand	1300 733 048	www.straytravel.com
Sunlover Holidays	1300 730 039	www.sunloverholidays.com.au
The UK Pub co.	03 9596 7427	www.ukpubco.com



The Visa Machine	02 8294 9496	<a href="http://www.thevisamachine.com">www.thevisamachine.com</a>
THL - Britz/Maui/Mighty Campervans	0011-64-9336-4299	<a href="http://www.thlonline.com">www.thlonline.com</a>
Topdeck	1300 886 332	<a href="http://www.topdeck.travel">www.topdeck.travel</a>
Trafalgar	1800 002 007	<a href="http://www.trafalgar.com/en-au">www.trafalgar.com/en-au</a>
Travellers Autobarn	1800 674 374	<a href="http://www.travellers-autobarn.com.au">www.travellers-autobarn.com.au</a>
Trek America	1300 157 153	<a href="http://www.trekamerica.com">www.trekamerica.com</a>
Tru Travels	0011 44 203 542 2463	<a href="http://www.trustravels.com">www.trustravels.com</a>
Tucan Travel	1300 769 249	<a href="http://www.tucantravel.com">www.tucantravel.com</a>
Unleashed (Schoolies Packages)	1800 981 320	<a href="http://www.unleashedtravel.com.au">www.unleashedtravel.com.au</a>
Vodkatrain & Sundowners	1300 559 860	<a href="http://www.vodkatrain.com">www.vodkatrain.com</a>
Viva Holidays	1300 872 835	<a href="http://www.vivaholidays.com.au">www.vivaholidays.com.au</a>
Villa Finder	02 9191 7419	<a href="http://www.villa-finder.com">www.villa-finder.com</a>

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