

26 August 2020

**STA Travel (NZ) Limited
(Administrators Appointed)
(STA or the Company)**

**CUSTOMERS OF STA TRAVEL (NZ) LIMITED
NEW ZEALAND ONLY
FREQUENTLY ASKED QUESTIONS
(FAQs)**

The purpose of this FAQ is to provide a further update on the voluntary administration. The Administrators are receiving a high volume of enquiries and therefore it is not possible to respond to all enquiries individually. This should be read in conjunction with our FAQ dated 24 August 2020 which contains further details on the background to our appointment.

1. How do I obtain a refund for my flights / holiday booking?

The Administrators are not in a position to provide refunds to customers. The Administrators are not permitted to make payments in relation to pre-appointment debt during the administration process. Notwithstanding this, there are very limited funds available in the voluntary administration.

As noted in our previous FAQ, customers may lodge a pre-appointment unsecured creditor claim against the Company by lodging a Proof of Debt Form. These forms will be made available on our website on Thursday 27 August 2020.

2. I have an STA Travel credit note (i.e. not an airline / holiday credit note). Can I have this credit note refunded in cash?

We have become aware that, in many circumstances, STA Travel has received refunds from airlines / hotels and issued credit notes to customers. If this applies to you, your claim will unfortunately rank as an unsecured creditor claim in the administration. See above for details on how to lodge a Proof of Debt Form.

3. I have an STA Travel credit note (i.e. not an airline / holiday credit note). Can I use this credit note to rebook my flights?

No. If this applies to you, your claim will unfortunately rank as an unsecured creditor claim in the administration. See above for details on how to lodge a Proof of Debt Form.

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4. My flight / accommodation / other is booked and I have paid for it. Can you please advise me if my travel booking is valid?

We strongly recommend that you contact the airline / hotel directly. STA Travel had ceased to trade prior to the appointment of Administrators and, in many circumstances, this information is held overseas. Therefore, the Administrators are unfortunately not in a position to provide this confirmation at this time. We are continuing to discuss with overseas based STA staff sourcing the information pertaining to bookings.

5. I have been advised by STA that my airline has issued a credit note, but the airline has no record of this. Can you confirm the status of my credit note?

STA Travel had ceased to trade prior to the appointment of Administrators and, in many circumstances, this information is held overseas. Therefore, the Administrators are unfortunately not in a position to provide this confirmation at this time.

6. Where can I find a Proof of Debt form?

This will be made available on our website (<https://www2.deloitte.com/nz/en/pages/finance/solutions/sta-group-travel-voluntary-administration-information.html>) by 5pm on Thursday 27 August 2020.

7. Who should I contact if I still have more queries?

Please direct your queries to the Administrators' staff by email to nzstatravel@deloitte.co.nz. While we are not able to answer all queries directly, we are monitoring this email address and will provide further updates to common questions regularly.