



## Hon Todd McClay

Member of Parliament for Rotorua

5 August 2021

Hon Dr David Clark  
Minister for Commerce and Consumer Affairs  
MP for Dunedin

By email: [d.clark@ministers.govt.nz](mailto:d.clark@ministers.govt.nz)

Dear Minister,

I am writing to you in your capacity as Commerce and Consumer Affairs Minister regarding the Consumer Travel Reimbursement Scheme.

Travel agents have worked hard to recover over \$430 million of refunds and credits for New Zealand consumers who are not able to travel due to the border closure. As you are aware, this has been at considerable cost to their businesses. An additional \$500 million of travel bookings remains to be refunded or credited, mainly from international travel providers. Travel agents are committed to finishing this work on behalf of the New Zealand public. The retrieval of these funds is in the best interest of consumers, who are likely to lose their money should agents not be in a position to continue this work.

Travel agents have contacted me recently with their concerns, principally, that the reimbursement rate and commencement date of the government scheme does not meet the significant efforts or costs they incur.

Given the slow pace of vaccine rollout, the suspension of quarantine-free travel to Australia and ongoing uncertainty over when the border will reopen, they request that you revisit decisions made in respect of the scheme. The reimbursement rate for credits, and commencement date of the scheme, should better reflect the effort and cost of recovering funds for New Zealand travel consumers.

The sector is seeking a restructure of the scheme to ensure they are able to continue to recover refunds and credits for their customers. Given the substantial time and cost burden involved processing credits and refunds the scheme should be changed to better reflect the effort undertaken by the travel sector.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Todd McClay', written over a white background.

**Hon Todd McClay**

National Party Spokesperson for Commerce & Consumer Affairs and Tourism