



THE GOVERNMENT OF NORFOLK ISLAND

IN REPLY PLEASE
QUOTE:

OLD MILITARY BARRACKS
KINGSTON
NORFOLK ISLAND

OPEN LETTER TO ALL PASSENGERS TO AND FROM AUSTRALIA

As a result of a decision by Norfolk Jet Express Pty Limited to appoint a voluntary administrator and cease flights to and from Australia late on 3 June 2005, the Government of Norfolk Island immediately set about establishing a recovery package for passenger air services to continue.

You, our visitors and old friends, are extremely important to us. Despite our community's small revenue base, the Government of Norfolk Island has taken the unprecedented step of underwriting flights and is honouring your ticket with little likelihood of recovering the cost of doing so, to ensure that inconvenience to you and other travellers is minimised. However, we regret that we are not able to cover any other expenses that you may incur.

I understand that Qantas reallocated all seating to ensure people could travel back and forth as quickly as possible and as closely as possible to their originally scheduled arrival and departure dates. Qantas is not able to undertake any further seat reallocation at the request of individual travellers in the immediate future. This means that some of you will not be travelling on the day you originally expected and as a result you may have to pay additional costs for accommodation, transport and other related items. Regrettably the Government of Norfolk Island will not be able to assist you in meeting these expenses. If you have travel insurance it may assist to produce this letter to your insurer.

This has been a difficult time for the Norfolk Island community and the travelling public. A longer-term proposal for passenger air services to Norfolk Island is now in place and I understand that reallocation of flights has now all been completed.

Over the past couple of weeks you may have experienced some uncertainty and confusion about flight arrivals and departures. It has not been easy to keep everyone informed and I thank you personally for your patience and cooperation.

Thank you for visiting Norfolk Island – we are proud to share our small paradise with you.

Yours sincerely

Geoff Gardner
Chief Minister

16 June 2005