



Travel provider change – example scenarios

*Please note, scenarios follow Fire and Emergency's policy of submitting travel booking requests at least **21 days** before intended travel date. To view the Policy, please visit the [Travel Office Portal Page](#).*

Scenario 1:

The Travel Office receives a request on 29 May 2024 for travel on 21 June 2024. The Travel Office processes this booking via Orbit Travel. Itinerary is generated by Orbit Travel and traveller/s can call Orbit Travel's after-hours line in case of any disruption.

Scenario 2:

The Travel Office receives a request on 27 June 2024 for travel on 22 and 26 July 2024. The Travel Office processes this booking via Tandem Travel. Itinerary is generated by Tandem Travel and traveller/s can call Tandem Travel's after-hours line in case of any disruption.

Scenario 3:

The Travel Office receives a request on 15 June 2024 for travel on 8 August 2024. The Travel Office will process the booking after 26 June 2024, via Tandem Travel. Itinerary is generated by Tandem Travel and traveller/s can call Tandem Travel's afterhours line in case of any disruption.

Scenario 4:

A traveller's booking has been made with Orbit Travel on 10 June 2024 for travel on 15 July 2024. The traveller experiences a disruption outside of business hours and calls Orbit Travel's afterhours line.

Scenario 5:

A traveller emails the Travel Office to make a change to their booking for September that was booked in January 2024. The Travel Office will request the change through Orbit. If the change is requested afterhours, the traveller will still need to contact the original travel provider as indicated on their itinerary. The updated itinerary will come through from the same provider where the original travel booking was made.

If you're unsure, please reach out to the Travel Office at travel.office@fireandemergency.nz.