

Escalation Examples: GO = Ground Operator / BT = Bunnik Tours / TD = Tour Director/Guide

Issue	Who is responsible	Action Required
Missed transfer / cannot locate clients at the airport	GO	<ul style="list-style-type: none"> • Call the clients phone number provided to GO • Arrange alternative transport • Refund client (if required) • Notify Bunnik Team • If a client is extremely distressed call the Emergency Assist Team or Bunnik Contacts
Change of Tour Director	GO	<ul style="list-style-type: none"> • Notify BT Operations • Advise clients of new details • If a significant issue negatively impacts the whole group (unhappy clients) call the Emergency Assist Team or Bunnik contacts
Change of bus	GO	<ul style="list-style-type: none"> • Notify BT Operations • Advise clients • If a significant issue negatively impacts the whole group (unhappy clients) call the Emergency Assist Team or Bunnik contacts
Difficult client	BT / TD	<ul style="list-style-type: none"> • Notify BT Operations & Emergency Assist Team, if group is impacted • BT to liaise with TD / GO for best way to proceed
Poor physical mobility	BT / TD	<ul style="list-style-type: none"> • Notify BT Operations or Emergency Assist Team who will liaise with TD / GO for best way to proceed – we want to avoid it impacting the others on tour and of course the TD as well
Change to itinerary	GO / BT	<ul style="list-style-type: none"> • Notify BT Operations for best way to proceed • Advise clients about new arrangements
Illness or injury requiring medical attention or hospitalization	GO / TD / BT	<ul style="list-style-type: none"> • Notify BT Operations or Emergency Assist Team immediately so we can provide support and make changes to their arrangements. • If client is hospitalized or confined to their room, please have daily contact with them ensuring they have access to food, medical care, interpreter when required and provide us with updates. • Ensure any travelling partner is cared for and is contacted daily • Assist with any arrangements (Example: additional nights of accommodation, transfers etc.) • Regular updates are required until resolved • While supporting the affected client/s, it is also important that the Tour Director ensures they are adequately rested and remain focused on the overall management and experience of the main group. The

Customer Sales & Enquiries

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IT'S WHO YOU GO WITH

Small Groups
All Considered
Freedom to Explore

		Ground Operator is responsible for assisting with coordination and support where possible so the Tour Director can continue to effectively manage the wider group experience.
Client unhappy with hotel or other aspect of tour	GO / BT / TD	<ul style="list-style-type: none"> • TD to try to rectify with hotel / clients • Advise BT Operations or Emergency Assist Team
<p>Please note: Very minor injuries/illness (not requiring medical attention) or minor inconveniences on tour do not need to be advised to the Bunnik Team.</p> <p>Any situation that cannot be rectified by the GO / TD that is significantly affecting the passenger/s must be advised to Operations and our Emergency Assist Teams.</p>		

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