



Company Update: September 2020

Just another Month...

Saturday 5th September: Nigel (Morris the Younger and company MD) arrives back from Hamburg after supervising the arrival, transfers and accommodation of Elite athletes from competing nations for the one and only ITU World Series event of 2020;

Sunday 6th September: Nigel's brother Micky (Morris the Elder) arrives back from IRONMAN Tallinn with a 10 minute personal best of 9hrs 34 and 10th place in Age Group; happy? No, moaning bitterly because an overcooked bike left him running a 3:15 marathon, when 2:50 should have been easily within him, giving a finish of around 9hrs 10;

Lovely e-mail from a 60+ Age Grouper at IRONMAN 70.3 Les sables d'Olonne, thanking Nirvana for our efforts in getting him to the start line;

Monday 7th September: Brendan leaves Hamburg after supervising the departure of 135 Elite athletes from Germany;

Series of e-mails from National Federation Team Managers in Hamburg thanking us for "flawless services at the WTS in Hamburg"

Just another Month.

Except it wasn't was it? In this extraordinary year of 2020, this was a first step back, for international triathlon competition, for elite athletes, for those very serious sub-elite athletes, for participation level athletes and for us at Nirvana Europe.

For months now, a skeleton staff at Nirvana HQ have battled against the tide with wave after wave of race postponements, race cancellations, flight cancellations, requests for refunds, requests for deferments, chasing airline refunds, hotel refunds, date changes, etc, etc;

Have we made all our clients happy with our responses? Well, no, inevitably, not absolutely all of them, but it does seem that we have satisfied the vast majority.

We chose not to follow the widespread exhortations of the consumer protection lobby, because intuitively and by careful analysis we did not believe this to be the best way forward for all clients.

A huge number of affected clients would have enjoyed zero protection under Package Travel Regulations etc, and the demise of their travel agent would have left them out of pocket and with nowhere to go.

So what HAVE we done? As all our clients will know by now, we have assiduously chased airlines, hotels etc., for refunds and where successful, have refunded the maximum amount possible to clients.

Has this been a popular approach? It is with a deep sense of gratitude that I can say absolutely with hand on heart that an enormous majority of affected clients have bent over backwards to communicate their support and appreciation for our efforts, many expressing a truly heart-warming happiness that we survive to look after their future travel arrangements;

This process of picking through the entrails of cancelled and deferred events is almost done now and be assured we will do our utmost to bring it to a speedy conclusion.

Will Nirvana Europe survive? You bet your life we will, thanks to the belief and trust of clients and the naked determination and endeavour of a small number of staff who have made superhuman efforts on the company's behalf. They know who they are, and they know what I think of them!

So NOT just another month, but a month when Nirvana Europe clients were in the air again, being met by orange T-shirts in Arrivals Lounges again and we move on from here.

Our Chief Operating Officer, Dave Newton, undertook his very own half marathon in the North on the weekend of what would have been the 40th Great North Run. Dave undertook a 13.1 mile hike which includes climbing Ben Nevis! Makes the climb away from the Tyne Bridge seem like child's play!

2021 events are on sale now! The phones are ringing again, the e-mails are flooding in again.

The 2021 Nirvana Europe travel product will reflect not just organic improvements but also the very best industry practice in response to the COVID pandemic. We've taken best practice from the major hotel chains, the airlines we rate the best, the best run airports and we have welded all of this together with best event delivery practice emerging from British Triathlon, ITU and IRONMAN Global Advisory Medical Group to offer clients the highest possible benchmark in post-COVID sports travel.

Only a small number of people are back from furlough at this stage and a tiny core are trying to cover all bases, but if you can't get through or if you can't see what you want on a slightly in need of refresh website, just send us an e-mail and we are ready to serve whatever your sporting needs are for 2021.

Thank you for your patience and trust

**Ken Morris
(Morris the Eldest)
Chairman.**