

# TRAVEL AGENTS EXPERIENCE YOU CAN TRUST

Top reasons to book with a travel agent

## TRAINED EXPERTS

Travel agents are trained destination and product experts. They have the knowledge, networks and travel booking technology to ensure you get access to the best quality travel products and experiences. Their expertise counts!

## CONVENIENCE

Travel agents are a 'one-stop shop'. They can handle every aspect of your travel – from booking airline tickets, ground transfers, tours and activities, travel insurance and so much more. As your personal travel specialist they are there to make your entire experience – from start to end – hassle-free.

## TIME SAVING

An agent has a world of travel information at their fingertips, saving you countless hours of online searching and frustration.

## PROFESSIONAL ADVICE

Let your agent do the work for you – they'll filter your options and provide only the recommendations that make the most sense for you. They'll ensure you get where you want to go, when you want to go, and is there to provide timely, insightful and professional guidance along the way.

## CUSTOMER ADVOCACY

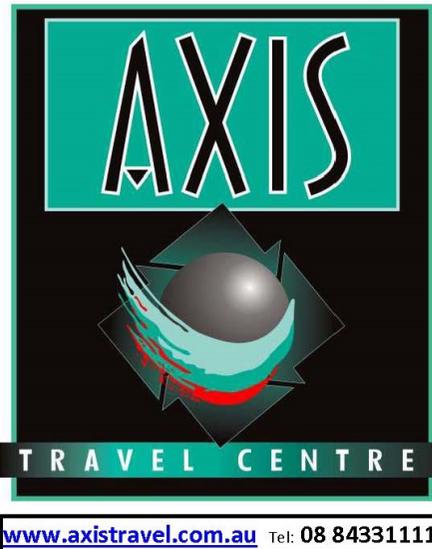
If you experience a problem while travelling, your agent acts on your behalf as your personal travel advocate. If your flight is delayed or cancelled, if you need to reschedule, if a supplier ceases to trade, or a natural disaster or personal accident occurs, the agent can provide support and assistance in a timely manner.

ALWAYS LOOK FOR THE  
**ATAS** SYMBOL  
WHEN BOOKING TRAVEL

TRAVEL ADVICE  
WORTH PACKING



Important things to consider  
when making a travel purchase.



Find an ATAS accredited travel agent at  
[www.atas.com.au](http://www.atas.com.au)

ATAS is a national accreditation scheme administered by the industry association, the Australian Federation of Travel Agents.



Planning a holiday is exciting. At the Australian Federation of Travel Agents (AFTA) we understand that a travel-related booking can often be a large purchase and so we encourage travellers to take simple steps to protect themselves in the same way they would for any purchase.

HERE ARE SOME IMPORTANT THINGS TO CONSIDER WHEN BOOKING YOUR NEXT TRIP



## 1. LOOK FOR THE ATAS SYMBOL

In Australia, the Australian Federation of Travel Agents (AFTA) administers the only accreditation scheme for travel businesses called ATAS (AFTA Travel Accreditation Scheme). The ATAS symbol represents that the business has met strict criteria in order to become nationally accredited and that the business is credible, experienced and professional.

## 2. PAY FOR TRAVEL BOOKINGS WITH A CREDIT CARD

Travel is a global economy, so there will from time to time, be business failures both domestically and overseas.

The best way to protect your travel booking against fraud or a supplier going insolvent, is to pay by credit card. The rules governing credit card purchases generally provide that where a service or good is not provided, the payment may be reversed (this is called a chargeback). Check with your credit card provider as to the rules for your card.

Whilst credit card payments attract a surcharge fee, this fee provides a valuable insurance in the event you don't get what you paid for.

**TIP!** A chargeback can only be claimed when the purchase is made by Credit.

## 3. BUY TRAVEL INSURANCE

It is strongly recommended that you take out travel insurance, especially when travelling overseas. Read your insurance policy and PDS closely and make sure you know what it covers.

Be aware that most policies will not offer compensation if you lose money because the business you booked with stops operating. If you want this type of insurance, ask the business if they have it.

## 4. ALWAYS READ THE BOOKING TERMS AND CONDITIONS

You are entering a contract when you purchase your holiday. Pay particular attention to the following:

- Cancellations fees.
- Non-refundable deposits/components.
- Change fees.
- Visa and passport responsibilities.
- Check your itinerary and flight time.  
e.g. 01:00 equates to 1am in the morning.
- Before signing or paying monies, ensure you understand the terms and conditions fully.

If you are unsure of something, ask your travel agent.



PAYING BY CREDIT CARD OFFERS YOU ADDED PROTECTION

**AXIS TRAVEL CENTRE \***  
311 Glen Osmond Road, Glenunga, 5064,  
South Australia. TEL: 08 84331111  
EMAIL: [axis@axistravel.com.au](mailto:axis@axistravel.com.au)  
WEB: [www.axistravel.com.au](http://www.axistravel.com.au) FAX: 08 84331100  
\*Where professional advice and quality service matter most\*  
\*Trading under Priority Portfolio Travel Pty Ltd

Axis Travel Centre gives our clients FREE monetary protection via our agency insurance protection schemes against monetary failures by Airlines, Suppliers and agency, governed by our professional accreditations.



## ATAS PROVIDES THE FOLLOWING PROTECTIONS

### IT'S AN AUSTRALIAN REGISTERED BUSINESS

By booking through an Australian business, you can be certain that your rights under the Australian Consumer Law (ACL) will be enforceable. Whilst the ACL also applies to overseas online sellers, it is difficult to obtain a remedy under Australian laws or any other consumer protection laws in that country due to the distance.

Pay particular attention when booking online that the company is an Australian registered business or look for the ATAS symbol.

### COMPLAINTS MANAGEMENT

You can be certain that by booking with an ATAS accredited travel agency any complaint that may arise will be managed professionally. ATAS accreditation means that the business has a robust 3-stage complaint process available to consumers: internal dispute resolution by the agent, escalation to AFTA for review and thirdly, an independent review committee should the matter remain unresolved.

AFTA only accept and manage complaints against ATAS accredited agents.

### ATAS CODE OF CONDUCT

Only ATAS accredited businesses agree to conduct their business pursuant to the ATAS Code of Conduct which sets out the service obligations of the business to you, the consumer.