

10 REASONS TO BOOK WITH AN ATAS ACCREDITED TRAVEL AGENT

Here's why you should always book with an industry accredited ATAS travel agent.



1 PEACE OF MIND

ATAS-accredited travel agents have experience you can trust. They are accredited through the peak industry body, the Australian Travel Industry Association (ATIA).

2 EXPERT GUIDANCE

Agents are trained destination and product experts who know how to sort through copious amounts of travel information. Their industry knowledge and networks mean they have access to the best products and first-to-market offers to ensure you get access to the best travel experiences.

3 THEY'LL SAVE TIME

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

4 IT'S CONVENIENT

A travel agency provides a one-stop shop that can advise on and book every aspect of a trip, including flights, ground transfers, accommodation, tours, activities and travel insurance.

5 GET EXTRA VALUE

Agents have access to technology and systems that mean they can go direct to suppliers to find great deals to which consumers simply don't have access. They'll find the best products for your unique travel needs.

6 PROFESSIONAL ADVICE

Your agent ensures you get where you want to go when you need to get there, providing timely, insightful, professional guidance along the way. Their experience counts.

7 THE PERSONAL TOUCH

Travel agents are an extra pair of eyes to ensure the accuracy of your booking details, can advise on visa applications, aid with travel documentation and offer valuable travel tips.

8 UNBIASED RECOMMENDATIONS

Travel agents work for their clients, not a travel supplier. Let your agent do the work for you – they'll filter options and provide only recommendations that make the most sense for you.

9 YOUR OWN TRAVEL SPECIALIST

Imagine a perfect trip planned just for you. A professional travel agent is trained to make your entire experience, from start to finish, hassle-free. As your trusted adviser, not only do they tailor the best itinerary to suit your needs, but can also guide you to the restaurant, museum or off-the-beaten-track excursion that's perfect for you.

10 THEY'RE YOUR ADVOCATE AND IF SOMETHING DOES GO WRONG YOU'RE SUPPORTED

If you experience a problem while away, your agent will act as your personal travel advocate to rectify any travel-related issues you may encounter.

All ATAS travel agents and tour operators are bound by the Code of Conduct which includes compliance and specific mandates relating to customer complaint handling processes. In addition to a 3 step complaints process, ATAS also includes an independent appeals process for consumers. Further information may be found here: atas.com.au/lodge-a-complaint