

# 10 REASONS TO BOOK WITH AN ATAS ACCREDITED TRAVEL BUSINESS

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

## 1 PEACE OF MIND

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

## 2 EXPERT GUIDANCE

You're dealing with trained destination and product experts who know how to sort through the copious amount of travel information available. 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

Travel agents and tour operators have a world of travel information at their fingertips, saving you countless hours of online searching and potential frustration.

## 4 IT'S CONVENIENT

An agency or operator provides a one-stop shop for all your travel needs. They can advise on and book every aspect of a trip, including flights, transfers, accommodation, tours, activities and travel insurance.

## 5 GET EXTRA VALUE

Agents and operators have access to exclusive deals and will find the products that best fit your unique travel needs for the best possible value.

## 6 PROFESSIONAL ADVICE

Your agent or operator will ensure 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

Your travel agent or tour operator offers an extra pair of eyes to ensure the accuracy of your booking details. They can advise on visa applications, aid with travel documentation and offer valuable travel tips.

## 8 UNBIASED RECOMMENDATIONS

Travel agents and tour operators work for you, not for a travel supplier, so let them do the work – they'll filter your options and provide recommendations that make the most sense for you.

## 9 YOUR OWN TRAVEL SPECIALIST

Imagine a perfect trip planned just for you. Professional travel agents and tour operators are trained to make your entire experience, from start to end, hassle-free. As your trusted adviser, not only do they tailor the itinerary to best suit your needs, but they can also suggest the right restaurant, museum or off-the-beaten-track excursion to suit you.

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

If you experience a problem while travelling, your agent or operator acts 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.

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](https://atas.com.au/lodge-a-complaint)