



Heather Taylor

TravelManagers Australia

Heather Taylor
Your Personal Travel Manager

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As individual as you are

Professional Service Fees

With over 30 years in the travel industry, I pride myself on my knowledge, service and availability 24/7 in the event of an emergency. As with all other professions, the travel industry has moved to a service fee environment. The fees below reflect the time spent investigating, sourcing the best value and supporting you before, during and after your holiday. These fees do not include any Supplier amendment charges or deposit conditions. All fees are non-refundable.

Service	Service Fee (incl GST)
Itinerary Design. Redeemable on final payment	\$150 (per quote)
All Bookings	Includes ticketing fee
Domestic	\$55.00 per booking
Trans-Tasman/South Pacific	\$55.00 per booking
International	\$75.00 per person/\$150 per family
International – internal flights	\$33.00 per booking
International – originating from overseas	\$200.00 per booking
All Changes	
Domestic & International Air – before ticket issue	No fee
Domestic Air – after ticket issue	\$55.00 plus airline fee & any fare/tax increases
International Air – after ticket issue	\$55.00 per ticket plus airline fee & any fare/tax increases
Domestic Tickets – in other countries	\$33 per ticket
Itinerary Amendment fee Applicable any time after deposit paid.	\$55 per change
Cancellations (includes the refund process)	
Domestic	\$33.00 plus airline fees
International	\$77.00 per ticket plus airline fees
Domestic Tickets in other countries	\$33.00 per ticket plus airline fees
Land Component	15% of total
Other	
Frequent Flyer Award Redemption – per person	\$77.00 Domestic. \$110 International
Theatre, Sporting, Special Event Tickets	\$100 per booking
Visa Processing Fee Consulate visa charge & courier fees in addition	\$55.00 per passport, per visa
Insurance Claim Facilitation Fee Policy purchased independently	\$110.00

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[TravelManagers Terms & Conditions](#)

[TravelManagers Privacy Policy](#)



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The Value of a Personal Travel Manager

Travel starts long before you leave home. Whether it's for a holiday with loved ones, a bucket list adventure or your next business trip, researching and booking all your arrangements can be time consuming and overwhelming. Leave that to me.

I'll help you prepare for your trip

The way we travel has changed. There is now a lot more to consider before you leave home. Staying up to date with ever-changing health and travel requirements and associated costs can be complex to navigate on your own. As a personal travel manager, I can use my professional knowledge and resources to help you prepare for your upcoming trip. Whether it be assisting you with your vaccination and COVID testing requirements, visas and permits or travel insurance requirements, I can help you make those important decisions.

I know travel

With my extensive knowledge and experience from my own travels, as well as a successful career in the travel industry, I can offer you expert travel advice. I'm passionate about travel. There is so much more to see and do than what you find in a brochure or from an online search, which I love to share with my clients. You can leave the research and logistics to me and be confident you will be heading off on your travels with an itinerary that is tailored to your individual needs and budget, and packed with 'insider information', so you won't miss a thing.

Value for money

Being part of the TravelManagers Australia network and having strong relationships with reputable airlines, hotels, cruise companies, wholesalers and tour operators means that I have

access to and can offer you competitive rates, and exclusive deals. And with so many offers available, I'll save you time and money by comparing all deals and matching those that are right for your trip.

You can book with confidence knowing your travel savings are secure

When you book with me, you can relax knowing your hard-earned cash is safe. TravelManagers places all customer money in a dedicated client trust account until they are passed on to the supplier. Keeping your funds separate from the general business accounts ensures they are secure and only used for what they were intended. Our dedicated client account is audited by an external and independent chartered accounting firm on a quarterly basis and these audit reports are available on our website. TravelManagers also has its own additional trust account fidelity risk insurance. This insurance protects your funds in the unlikely event that they are missing from, or not paid into the insured trust account.

My service doesn't end when you leave home

No two trips are the same. If something unexpected happens while you're away, whether it's missed flights, cancelled flights, a medical situation or emergency, I'll be on hand to support you and help get you back on track. I have the skills, experience and relationships with our supplier partners to help resolve any issues that may arise.

Please visit travelmanagers.com.au to read our terms and conditions and privacy policy.

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