

You're in safe hands



Trust and your peace of mind are our guarantee

When you book with TravelManagers you can relax before your holiday even starts knowing that your hard earned money is safe with us.

State and Territory travel agency licensing with its mandatory consumer protection was cancelled by the respective State and Territory governments with effect from 1st July 2014 and replaced with a voluntary accreditation program called ATAS (AFTA Travel Accreditation Scheme).

There are a number of significant differences between these two arrangements with the major contrast being that financial protection of consumer funds is no longer guaranteed whilst in the hands of a travel intermediary including travel agents.

Therefore prior to requesting a booking and before making payment to any travel intermediary TravelManagers recommends you check that adequate processes and proof of these processes are in place to ensure your funds are protected against travel intermediary insolvency or embezzlement.

In addition to TravelManagers being ATAS accredited we are also IATA (International Airline Transport Association) which means we have met strict financial criteria, customer service, training, ethics, business practices and professionalism.

The following is a summary of why you can trust TravelManagers and its Australia-wide personal travel manager network with your hard earned money.

Top 5 reasons why your money is safe with TravelManagers

- 1** All client receipts are directly deposited into an Australian audited client trust account with ANZ Banking Corporation and are held in trust until payment is made directly to each travel supplier.
- 2** TravelManagers has its own additional Trust Account Fidelity Risk Insurance (TACTAFI) which is underwritten by Liberty Specialty Markets who have been rated A (Strong) by Standard and Poors, and similar ratings by other impartial third party reviews.
- 3** TravelManagers operates a separate bank account for its day to day operational expenses with client trust funds and operational funds managed independently of each other.
- 4** Client funds held in trust are audited by an external and independent accredited chartered accounting firm on a quarterly basis and these audit reports are available on our website.
- 5** TravelManagers is a wholly-owned division of House of Travel one of the top 5 travel agent businesses operating throughout Australasia. In operation for 30 years, House of Travel has an annual turnover in excess of \$1.8 billion and employs over 1350 staff.



TravelManagers
As individual as you are