

CONSUMER INFORMATION SHEET – UNDERSTANDING THE ROLE OF A TRAVEL AGENT

A travel agent can provide you a 'one-stop shop' who can handle all aspects of your travel, from airline tickets, to ground transfers, accommodation, tours and activities. They have a world of travel information at their fingertips and years of expertise. This information sheet highlights some of the key aspects in understanding the role of a travel agent and the legal relationships between consumer, travel agent and Travel Providers.

Your Travel Agent provides a booking and advisory service.

It is **not** the provider of travel.

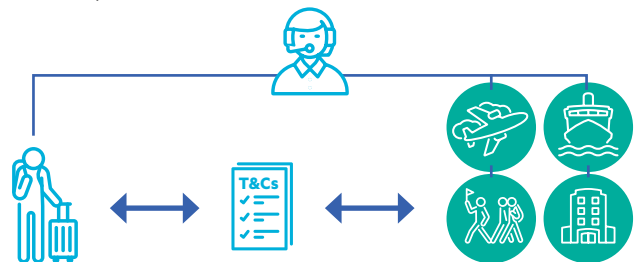
Your Travel Agent will provide you **Terms and Conditions** that cover the services provided by the Travel Agent to you.



Travel is provided to you by **Travel Providers** such as airlines, tour operators and cruise operators.

Your Travel Agent **arranges** the travel between you and the Travel Provider.

Each Travel Provider will have a set of T&C's that your Travel Agent will provide you access to which details the T&C's between you and the Travel Provider.



Fees are set out in the T&C's of the Travel Agent and the Travel Providers. It is important to understand what will happen in the event that:

1. You cancel the booking
2. The Travel Provider cancels the booking; and
3. In the event of COVID restrictions or 'force majeure' events.

A Travel Agent may receive commissions, fees, gifts or financial incentives from Travel Providers where your travel is completed.

Your Travel Agent will help you facilitate any **refund or credit** from your Travel Provider.

If you are entitled to a refund under the T&C's, you will only be provided a refund once the Travel Agent receives it back from the Travel Provider.



Your Travel Agent can guide you through the complexities of travel. However it is your responsibility to ensure you keep up to date in relation to requirements for **visa, vaccinations and COVID** as these are constantly changing. Talk to your travel agent to understand liabilities and check the T&C's.



Travel insurance is recommended. It is your responsibility to ensure that you are adequately protected by an appropriate travel insurance policy suitable to your individual circumstances.

There is a 14-day cooling off period for any travel insurance purchased. You must obtain a Product Disclosure Statement (PDS) before you consider purchasing.

