



# Valerie Galanou

TravelManagers Australia

**Valerie Galanou**  
Your Personal Travel Manager  
0416 245 582  
valerieg@travelmanagers.com.au  
[travelmanagers.com.au/ValerieGalanou](http://travelmanagers.com.au/ValerieGalanou)



**TravelManagers**  
As individual as you are

# 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](http://travelmanagers.com.au) to read our terms and conditions and privacy policy.

**Valerie Galanou**  
Your Personal Travel Manager

0416 245 582

[valerieG@travelmanagers.com.au](mailto:valerieG@travelmanagers.com.au)

[travelmanagers.com.au/ValerieGalanou](http://travelmanagers.com.au/ValerieGalanou)



**TravelManagers**  
As individual as you are

# Professional Service Fees

Fees are commensurate with my time, expertise, knowledge and personalised professional service.

Service	Service Fee (incl GST)
Booking Management Fee	\$100 per person
International Air Ticketing Fee	\$50 - \$120 per ticket
Domestic Air Ticketing Fee	\$11 per flight sector per person
Trans-Tasman Air Ticketing Fee	\$50 - \$80 per ticket
International & Trans-Tasman Air Changes Before Ticketing	No Fee
International & Trans-Tasman After Ticketing	\$80 per ticket
Domestic Air Changes Before Ticketing	No Fee
Domestic Air Changes After Ticketing	\$55 per ticket
After Hours Ticketing Fee	\$100 per ticket
Emergency Assistance After Hours (to avoid fees, refer to your "in country" service provider as a 1 <sup>st</sup> point of call)	\$100/hr minimum 1 hour
Booking Amendment Fee (excludes airfare arrangements)	\$50 - \$55 per person
Refund Processing Fee International & Trans-Tasman	\$100 per person
Refund Processing Fee Domestic	\$55 per person
Additional Service Requests (advanced seating if available to book online, Theatre/Show Tickets, Rail Tickets)	\$5 - \$10 per sector/service per person
Document Completion For 3 <sup>rd</sup> Party Insurance Claims (insurance not purchased through TravelManagers)	\$200 per request
Travel Documents – Printed & mailed	\$15 + postage
Travel Documents – Electronic (Pocket Travel App)	No Fee
Travel Documents – Electronic (Printable PDF)	No Fee

Please visit [travelmanagers.com.au](http://travelmanagers.com.au) to read our terms and conditions and privacy policy.

**Valerie Galanou**

Your Personal Travel Manager

0416 245 582

[valerieg@travelmanagers.com.au](mailto:valerieg@travelmanagers.com.au)

[travelmanagers.com.au/ValerieGalanou](http://travelmanagers.com.au/ValerieGalanou)



**TravelManagers**  
As individual as you are