

ALWAYS LOOK FOR THE
ATAS SYMBOL
WHEN BOOKING TRAVEL



WHAT IS ATAS?

ATAS or the AFTA Travel Accreditation Scheme is a national scheme which certifies Australian travel agents. It is administered by the industry association, the Australian Federation of Travel Agents (AFTA).

HOW DO AGENTS BECOME ACCREDITED?

Agents must meet a set of strict criteria & professional standards in order to become accredited. Every year an agent must renew their accreditation and provide updated business compliance details.

HOW DOES ATAS BENEFIT ME?

ATAS is the stamp of approval that symbolises the Australian travel industry's highest level of customer service, training, ethics and professionalism. By using a travel agent that bears the ATAS symbol you can be sure that you are booking through the best in the industry.

HOW DOES ATAS PROTECT ME?

ATAS protects you by acting as a clear indicator of quality and reliability. Agents with ATAS accreditation meet high quality standards of business practices, training and professionalism.

This means you can book your travel knowing you're in the safe hands of a trusted and reputable travel agent.

COMPLIANT BUSINESS GUARANTEE

ATAS accredited businesses meet standards and criteria set by the industry association AFTA. The criteria includes assessment of finances, ensures minimum levels of training in product and destination knowledge, has a complaint resolution policy, and complies with the scheme's Code of Conduct, and Australian Consumer Law.

Travel with peace of mind & always book travel through an industry qualified ATAS accredited travel agent.
Trusted, quality and professional industry accredited travel agents can be found at www.atas.com.au.



To find an accredited agent visit www.atas.com.au or call **1300 00 TRAVEL**

TOP 10 REASONS TO BOOK WITH AN ATAS ACCREDITED TRAVEL AGENT

01 PEACE OF MIND



ATAS travel agents have met strict standards and criteria in order to become nationally accredited. Their accreditation means they are the best in the industry, credible, well trained and professional businesses. This means you can book your travel knowing you're in the safe hands of a trusted and reputable travel agent.

02 TRAINED EXPERTS



Agents are trained destination and product experts and know how to sort through the myriad of travel information available. Their industry knowledge and network means they have access to the best product suppliers and first-to-market offers to ensure you get access to the best quality travel experiences.

03 TIME SAVING



An agent has a world of travel information at their fingertips, saving you countless hours of online searching and frustration.

04 CONVENIENCE



Travel agents are a 'one-stop shop' who can handle every aspect of your travel – from booking airline tickets, ground transfers, accommodation tours and activities to travel insurance.

05 PRODUCT THAT SUITS



Agents have access to great deals and will find the best products for your unique travel needs. They have access to technology and systems that consumers simply don't have access to by going direct to suppliers.

06 PROFESSIONAL ADVICE



Your agent ensures you get where you want to go, when you want, and is there to provide timely, insightful, professional guidance along the way. Their experience counts!

07 A PERSONAL TOUCH



Travel agents offer a personal touch that is invaluable. From an extra pair of eyes to ensure the accuracy of your booking details, to advice with a visa application, assistance with travel documentation and valuable travel tips.

08 UNBIASED RECOMMENDATIONS



Travel agents work for their clients, not for a travel supplier. Let your agent do the work for you – they'll filter your options and provide only the recommendations that make the most sense for you.

09 TAILOR-MADE TRAVEL



A perfectly planned trip made just for you is priceless! A professional travel agent is trained to make your entire experience – from start to end – hassle-free. As your trusted adviser, not only do they tailor the itinerary to suit your needs they can guide you to the right restaurant, museum, or off-the-beaten-track excursion – that's perfect for you.

10 CUSTOMER ADVOCACY



If you experience a problem while travelling, your agent acts on your behalf as your personal travel advocate and is there to rectify any travel related issues you may encounter.

ATAS

travel accredited

To find an accredited agent visit www.atas.com.au or call 1300 00 TRAVEL