

The benefits of booking with an ABTA approved travel company



We're with you every
step of the way

 **ABTA**
Travel with confidence

BOOKING WITH AN ABTA MEMBER

If you've booked your holiday with an ABTA Member then you'll be able to relax safe in the knowledge that you've booked with a reputable travel company. You'll also be able to take advantage of the ABTA offer: support, protection and expertise. Remember not every travel company is an ABTA Member so always look for the logo.



WHO ARE WE?

ABTA is the UK's largest travel association, representing travel agents and tour operators that sell £38 billion of holidays and other travel arrangements each year. We offer advice and guidance to you, the travelling public, as well as leading the travel industry in supporting high service standards, working with ABTA Members on health & safety, and promoting responsible tourism at home and abroad.

ABTA's Code of Conduct

ABTA Members abide by a Code of Conduct, which governs areas such as accurate advertising, fair terms of trading, changes to bookings and managing customer complaints. The Code requires all ABTA Members to provide you with information on insurance, visas, passports, health requirements and alterations to your travel arrangements.



HOW WE SUPPORT YOU

Our Members manage fantastic experiences for millions of holidaymakers, but sometimes things don't go to plan. If you have an issue that you haven't been able to resolve with one of our Members, we're here to help resolve it. If needed, you'll get access to our fast, cost-effective and independent complaints resolution service which could save you time, money and hassle.

Customer helpline and advice

Booking with our Members means you'll be able to use a range of our advice services. You can visit us at abta.com where you will find a selection of guidance and information, and if you need further help you can call our **Consumer Helpline on 020 3117 0599**.

We promise to help you travel with confidence

HOW WE PROTECT YOU

You've planned a holiday, so it's time to unwind. That becomes a little easier when you know that our Code of Conduct means that you can expect high standards from our Members. You'll also be reassured to know that all package holidays that have been sold by ABTA Members are protected financially in the event of a company failure. This means that in the unlikely event your travel company goes out of business, there is a simple process for you to follow, so you'll be able to continue your holiday as planned or get your money back.

Many ABTA Members also offer additional financial protection for services such as hotels or flights, which may not automatically be protected under a scheme. Well-known financial protection schemes include ABTA's own scheme as well as ATOL, which covers all flight-based packages.



Ask your travel company about the type of financial protection it has in place

We handle thousands of enquiries from travellers, so to benefit from our expertise go to abta.com

THE ABTA OFFER: Support Protection Expertise



THE EXPERTISE WE OFFER TO YOU

ABTA provides expert help and advice for holidaymakers. We work with the Foreign Office and with destinations all over the world so we know what is happening and when. It means we can provide around-the-clock expert advice in a crisis.

We are also here to help you understand your rights; for example, if your flight is cancelled or delayed, or if government travel restrictions are announced which affect your holiday plans. We are there to help when you need us most by providing regular updates to you and your travel company on our website and social media channels.

So, if you're planning a getaway, just remember be smart and always book with an ABTA Member.

DID YOU KNOW...

★ ★ ★ ABTA is ranked the UK's most trusted travel association ★ ★ ★

74%

of people **expect** their holiday company to be a **Member of ABTA**

75%

of people feel **more confident** booking a holiday with an **ABTA Member**

62%

of people feel **less positively** about companies that are **not ABTA Members**

65%

of people feel that **ABTA's help and advice** in the event of a crisis is **essential**

★ ★ ★ ABTA was voted both a **Business and Consumer Superbrand** in 2018 ★ ★ ★

With you
EVERY STEP
of the way



*Loved the holiday you booked?
Share it with us #beABTAsmart*

Customer support number: **020 3117 0599**

Website: **www.abta.com**

Twitter: **@ABTAtravel**

Facebook: **ABTAlovetravel**

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