

Benefits of booking your business travel through an ABTA Member

Contact ABTA

If you are a business travel company interested in joining ABTA, please visit abta.com/join, email joining@abta.co.uk or call **020 3117 0567**.

If you want to book your travel through an ABTA Member, please visit abta.com and go to our **ABTA Member search** page.

If you're already an ABTA Member and would like to discuss the benefits available to you, please contact the Member and Partner Information line on **020 3117 0597** or email membersinfo@abta.co.uk.



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About ABTA

ABTA has been a trusted travel brand for over 65 years. Our purpose is to support and promote a thriving and sustainable travel and tourism industry and to help our Members' customers travel with confidence.

ABTA has around 1,200 Members selling leisure and business travel arrangements, including:

- 8 out of the top 10 UK Travel Management Companies (TMCs) according to *Buying Business Travel Magazine*
- 38 out of the top 50 UK TMCs.

Our business travel Members range from large travel management companies to independent specialists, with a combined turnover of around £7 billion and we support them through a range of services and advice.

Our level of brand recognition and trust among the UK public – holidaymakers and business travellers alike – is the highest of any travel trade association.

Over four in five (82%) managers say that membership of ABTA is important or very important when they select a travel management company.

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Helping you to travel with confidence

Booking business travel with an ABTA Member means you can have confidence they are a reputable company that:

- Has passed ABTA's financial fitness tests, including minimum capital requirements, balance sheet net asset strength and the provision of financial security
- Adheres to ABTA's Code of Conduct, so you can expect high service standards and reassurance where regulation does not exist.

ABTA ensures its Members keep up-to-speed with the latest advice, travel issues and regulatory requirements by providing:

- Support from a team of ABTA experts that provide advice on key issues such as health and safety, crisis management and sustainability
- Comprehensive guidance notes and updates via our website that cover the latest regulations and travel industry issues to help them stay compliant
- A network of business partners that helps to keep them connected.

“For over 60 years, customers have looked for the ABTA logo when booking their holiday and business travel arrangements, knowing that it symbolises high standards of service, accurate information and a straightforward complaint handling service if something goes wrong. This sense of trust is paramount in today's climate.”

Mark Smith, Head of Business Development - *Simplerity Travel Management*

Providing leadership and support

ABTA helps its Members give accurate and timely travel information to their staff and customers at home and in destinations by providing:

- 24/7 crisis operational support should their business ever be impacted by a travel incident or crisis
- Operational bulletins delivering round-the-clock updates via email on breaking travel incidents around the world
- Free training to ABTA Members to help them to talk to customers about the availability of FCO travel advice.



“This short and easy course has shown me where to find FCO travel advice and how to deal with challenges when advising customers which will be a big help in my role.”

Emma Goodwin, Senior Business Travel Consultant - *BCD Travel*

Leading a responsible travel industry

ABTA is committed to responsible tourism and our key initiatives include:

- Working with governments, destinations, and health and safety experts to raise standards in destinations
- Providing easy-to-understand guidance on abta.com for Members that explains their legal obligations and how to support customers with a disability. We also work with the Civil Aviation Authority, Department for Transport and airports on improving the air passenger experience
- Running a range of programmes to help travel companies operate their businesses in a more sustainable way.

