

## 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 and 'Flight-Plus' 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, we have a quick, clear and simple process for you to follow, so you'll be able to continue your holiday as planned or get your money back.

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

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 [www.abta.com](http://www.abta.com)

## 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.

So, if you're planning a getaway, just remember to look for the logo to travel with confidence.

The benefits of booking with an ABTA Member

## CONTACT DETAILS

Website: [www.abta.com](http://www.abta.com)  
Twitter: @ABTAtravel  
Facebook: ABTAlovetravel



Booking a holiday is an exciting time – a chance to meet new people, discover new places and escape routine. If you've booked with an ABTA Member then you'll be able to relax a little earlier 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.**

### WHO ARE WE?

ABTA is the UK's largest travel association, representing travel agents and tour operators that sell £31.5 billion of holidays and other travel arrangements each year. We advise you, the travelling public, and we lead the travel industry in supporting high service standards, working with ABTA Members on health & safety, and promoting responsible tourism at home and abroad.

We're able to make this commitment by having our Members abide by the ABTA 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.

**We promise to help you travel with confidence for many years to come.**



### THE ABTA OFFER:

Support  
Protection  
Expertise

### 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 for you. If needed, you'll get access to our fast, cost-effective and independent complaints resolution service which could save you time, money and hassle.

Booking with our Members means you'll be able to use a range of our advice services. You can visit us at [www.abta.com](http://www.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.