



Treat travel agents with respect

OPINION

Josh Zuker from Josh Zuker Travel - 2019 Victorian Travel Agent of the Year - explains the severe damage and uncertainty of COVID-19.



Got an opinion to share? Let us know in up to 400 words via email to feedback@traveldaily.com.au.

IF YOU had told me last year that from Mar 2020 the travel industry would come to a halt, I would have said, you're crazy!

The travel industry, what we know and work with daily, is full of rules and regulations, but COVID-19, what is that?

Do we have a rule book that explains a single policy that covers all airlines, cruise liners, suppliers and more? No, we are have gone in blind, and this is changing daily!

Now, spending numerous amount of unpaid hours cancelling and attempting to undo all of our hard work, not to mention the hundreds of bookings and repetitive conversation had

with clients all day, every day.

The loss of business turnover is climbing, and the downturn of business is growing. It is beyond words.

Travel agents, in general, earn their wage from the commission made from the booking they have

“
The client won't take no for an answer, and for the most part we are dealt the card of verbal/written abuse and legal threats.
”

finalised for their client. For the most part, clients are not aware of exactly how much the travel agent earns on their booking.

However, they would be aware that the travel agent receives a commission.

With the complete uncertainty of COVID-19, refunds are due to clients, and commission recalls are occurring, how are we to survive? For many, they have lost their job. The business shop front or office

has been forced to close and, and with the endless list of expenses, what the Government is offering is not enough to make ends meet.

Referring to an encyclopedia partly written in English, and multiple languages, this is what travel agents face daily.

Take an airline policy with limited terms, add a cruise liner offering extended terms and a supplier saying they will provide a full refund.

How are we, the agent meant to make sense of all this and advise the client in a language that will make sense to them? It's just not possible!

All the client wants and says is they want a refund.

The principles involved are saying no and a credit note is offered for future travel. The client won't take no for an answer, and for the most part, we “the agent” are dealt the card of verbal/written abuse & legal threats.

Why? How is this our fault?. We are just the middle man.

Treat your local travel agent with respect; it's that simple.

UK consolidation

BRITISH tour operator Leger Holidays has purchased the assets of rival Shearings, which was placed into administration by its parent company Specialist Leisure Group last month (**TD** 25 May).

Leger Holidays said it would retain the Shearings brand, using its almost 40 years experience in escorted tours to seamlessly relaunch Shearings.

“We are particularly keen to develop Shearings’ popular UK tours portfolio and increase our UK tours market share,” a Leger Holidays spokesperson said.

“Post COVID-19 we are predicting an increase in staycations and will be very quickly launching around 30 new UK tours for 2021 and beyond.”

GC parks to reopen

COVID-SAFE operating plans for Warner Bros Movie World, Sea World, Wet'n'Wild and Paradise Country have been approved by the Qld Government, with parent company Village Roadshow saying it now plans to reopen at up to 50% capacity.

Sea World and Paradise Country will reopen this Fri 26 Jun, followed by Australian Outback Spectacular on Fri 03 Jul and then Movie World and Wet'n'Wild on Wed 15 Jul.

The parks will operate under “applicable operating restrictions and social distancing policies, ensuring the safety of patrons, employees and the community,” the company said.

MSC agent page

MSC Cruises Australia and New Zealand has created a private Facebook group to keep its travel agent partners up to date.

The “MSC CRUISES TRAVEL AGENTS AUS/NZ” page already has more than 400 followers, and will feature the latest info on all aspects related to the cruise line including COVID-19 updates, latest news, promotions and training sessions.

Emirates is ready

EMIRATES has launched a new TV commercial in line with the 07 Jul reopening of Dubai to tourism (**TD** yesterday), confirming the carrier's comprehensive set of measures at every stage of the passenger journey to ensure the safety of customers and staff.

Under the reopening visitors must comply with new air travel protocols, including downloading and registering details in the COVID-19 DXB app, a completed health declaration form, thermal screening upon arrival and valid health insurance coverage in order to enter the country.

Proof of a negative PCR test for COVID-19 within 96 hours prior to departure must also be provided.

The new Emirates TVC is online at traveldaily.com.au/videos.

INTRODUCING THE TRAVEL DAILY TRAINING ACADEMY

A NEW SOLUTION TO GROW KNOWLEDGE IN THE TRAVEL INDUSTRY.

[CLICK HERE TO ENQUIRE](#)

Travel Daily