

The Value of Professional Fees

Your Journey, Their Expertise

The Australian Travel Industry Association (ATIA) is the peak body for Australian travel businesses. We administer the Australian Travel Accreditation Scheme (ATAS). Accredited businesses are held accountable to elevated standards of service delivery and professionalism.

We're here to shed light on why ATAS Accredited travel businesses charge non-refundable professional fees and how their service benefits you throughout your journey.

- **Expertise & Local Knowledge:** ATAS Accredited tour operators are dedicated teams of travel experts who possess in-depth knowledge of destinations, attractions and local customs. Their expertise help you make the most out of your trip, ensuring you visit the must-see places and experience the best activities.
- **Time-Saving:** Travel planning can be time-consuming. Engaging with an ATAS Accredited tour operator will save you hours of research, booking, and organisation. As your dedicated Tour Operator, they will take care of the planning and logistics of your journey.
- **Safety & Security:** ATAS Accredited travel businesses prioritise your safety during your trip. They choose reputable accommodations, transportation and tour guides, ensuring your trips are memorable and stress-free.
- **Support:** In the event of disruptions, cancellations, or unexpected challenges during your journey, your ATAS Accredited tour operator is available, ready to assist you.
- **Exclusive Access:** ATAS Accredited tour operators have partnerships with local vendors who can often grant you access to unique experiences and attractions that may not be readily available to the general public.
- **Peace of Mind:** The ATAS Accredited tour operator fees support their commitment to ensuring your experience is expertly curated during the planning stage of your journey, allowing you to enjoy your experience from beginning to the end. Your tour operator will provide timely, insightful and professional guidance through each step of the journey.
- **Savings:** By leveraging our industry relationships, partnerships with local vendors and expertise, ATAS Accredited tour operators often save you money in the long run.
- **Reduced Stress:** During your trip, if any issues arise or if you need assistance, the ATAS Accredited tour operator's support team can help you resolve the problem and provide guidance promptly.
- **Value-Added Services:** By booking through an ATAS Accredited tour operator you gain access to a range of travel services that go beyond standard bookings, including expertise and local knowledge.
- **Code of Conduct:** ATAS Accredited Businesses are bound by the rigorous ATAS Code of Conduct, and in the event that you have any concerns or grievances you have the opportunity to escalate your concerns directly through to our association for review and investigation.

When planning a trip, the ATAS symbol tells you the travel business you're dealing with is credible, well-trained and professional. They've met strict criteria to become nationally accredited, so you can book with them knowing you're in the safe hands of one of the best in the business.