



# Member Services 2005 - 06





Welcome to the latest edition of the ABTA catalogue of services, featuring the benefits and services that are available to you as a Member of the Association.

This publication is also available on our website at **[www.abtamembers.org](http://www.abtamembers.org)**. We recommend that Members use the version that is held in the Members' area (choose Member Services from the menu bar, and select Catalogue of Services), as this contains links to further information about each service. Alternatively, use the A to Z of Member Services to find what you are looking for. You can order a range of ABTA-branded items and customer leaflets by using the online order form at [www.abta.com/publications](http://www.abta.com/publications) or by calling the Members' Information line.

If you have any queries about the services listed in this catalogue, please contact the service provider or call the Members' Information line **[membersinfo@abta.co.uk](mailto:membersinfo@abta.co.uk)** on 0845 177 ABTA (2282).







ABTA is a powerful brand. Public awareness of the ABTA logo is currently at 83%.



ABTA is a spokesbody for the industry, representing Members' views in more than 1500 press, radio, and TV interviews every year.



ABTA's website works to promote Members to the public. Each month the site is visited by 95000 consumers.



## ABTA branding

Public awareness of the ABTA logo is currently at 83% (MORI - Package Holidays 2004). For a full list of the ABTA-branded items that are available to Members, please see the online order form or call the Members' Information line. If you are planning to use the ABTA logo, guidelines for its use are available from Keith Betton [kbetton@abta.co.uk](mailto:kbetton@abta.co.uk) on 020 7307 1900.

## Business links

ABTA's membership lists are available to Members for one-off purchase or on subscription, in a variety of formats. Costs vary. Contact Daryl Nurthen [dnurthen@abta.co.uk](mailto:dnurthen@abta.co.uk) on 020 7307 1996, or go to [www.abtamembers.org/database.htm](http://www.abtamembers.org/database.htm). Lists can also be found in the ABTA Members' Handbook and on our website at [www.abta.com](http://www.abta.com). To verify ABTA membership, go to the website or call the Members' Information line. Travel Industry Partners are listed in the Members' area of the site.

## Business performance

ABTA periodically commissions research on industry trends and issues, the results of which are available to Members either free of charge or at preferential rates. Key publications are the Travel Agents' and Tour Operators' Benchmarking Surveys, produced by PriceWaterhouseCoopers; the Croner Reward Pay Survey - a comprehensive look at travel industry pay and benefits; a biennial survey of holiday trends and consumer attitudes conducted by MORI; and ABTA's annual report of Travel Statistics and Trends. For further information on these and other publications, please see the online order form or contact Vicki Wolf [vwolf@abta.co.uk](mailto:vwolf@abta.co.uk) on 020 7307 1916.

## Business services

There is a wide range of business services available to ABTA Members including preferential credit card processing rates from both Streamline and Barclaycard Merchant Services. Other services include:

**Single Payment Scheme:** ABTA's own direct debiting payment scheme makes it easier and cheaper to do business with other ABTA Members. Contact the Members' Information line for details.

**Office products:** An extra 10% off the already-discounted prices listed in Viking Direct's office supplies catalogues (offer excludes Price Buster and Machine Sales catalogues). Contact Viking on 0800 731 7137.

**ABTA Phoneservice:** Lower call charges than ever before with Your Communications. Contact the Members' Information line for details.

**Loans - business and personal:** A competitive range of business and personal loans. Contact Exclusive Benefits for a quotation on 0870 01 02 555.

**ABTA credit card:** The ABTA Credit Card has been carefully designed to both promote ABTA and provide great value with attractive rates and benefits. Contact MBNA Europe Bank Limited on 0800 028 2440 to request an application for the Association of British Travel Agents Credit Card.

The ABTA Credit Card is issued by MBNA Europe Bank Limited, Registered Office: Stansfield House, Chester Business Park, Chester CH4 9QQ. Registered in England number 2783251. Credit is available, subject to status, only to UK residents aged 18 or over. We will monitor or record some phone calls. MBNA is authorised and regulated by the Financial Services Authority.

**ABTA's standard forms,** including insurance indemnity, booking authorisation, special needs and booking checklist forms, can be downloaded free of charge from [www.abtamembers.org](http://www.abtamembers.org).

## Commissionable products

**Mobile phone hire.** Mobile phone hire for business and leisure clients at competitive rates. Commissionable to Members at 25%. Contact Adam Phones Ltd on FREEPHONE 08000 32 1200 or visit [www.adamphones.com/agents](http://www.adamphones.com/agents)

**Travel accessories.** More than 600 travel products and accessories from online travel product shop Checklist, commissionable at 10%. Contact Checklist on FREEPHONE 0800 018 9822.

## Communications

There are a number of ways in which ABTA communicates with, and provides information to, ABTA Members.

*ABTA Today* keeps Members informed of the latest developments and decisions made by the Association. It is sent by email every week and can also be viewed in the Members' area of our website.

ABTA holds open days, tour operator forums and regular regional meetings throughout the year to keep Members updated on the latest information. There is a full list of these and other events in the Members' area of our website.

*ABTA Magazine*, the free monthly magazine for ABTA Members, also contains news and views from the Association. Contact Absolute Publishing Ltd [sales@abtamagazine.co.uk](mailto:sales@abtamagazine.co.uk) on 020 7253 9909 or visit their website at [www.absolutepublishing.com](http://www.absolutepublishing.com).

Each year the *ABTA Travel Convention* gives Members the opportunity to discuss and debate issues of the day and also to network with colleagues in the industry. Contact the ABTA Corporate Affairs Department [corporate@abta.co.uk](mailto:corporate@abta.co.uk) on 020 7307 1900, or visit [www.theabtravelconvention.com](http://www.theabtravelconvention.com)

Finally, the *ABTA Members' Handbook* is a vital source of information about ABTA and its Members. This is published annually. For further information, contact the Members' Information line.

## Crisis management

The ABTA Corporate Affairs Department [corporate@abta.co.uk](mailto:corporate@abta.co.uk) offers support to ABTA Members in a crisis and can be contacted on 020 7307 1900. The *ABTA Members' Handbook* also contains crisis management guidelines, and seminars on this subject are held annually.

**Crisis response helpline.** A free telephone helpline (limited to five accesses per Member per year) is available to ABTA Members, answering questions relating to crisis management and business continuity. Contact Docleaf on 01923 681 224.

The ABTA Travel Convention offers excellent opportunities to find out what is happening in the business world.



ABTA helps Members with advice and information for clients.



Our free legal advice service is worth more than £500,000 a year (net) to the membership.



## Customer information

ABTA can help you with advice and information for your clients, including Foreign Office advice and advice on passport and visa requirements. Contact the Members' Information line or select customer information from the A to Z in the Members' area of our website. We can also supply you with a range of explanatory leaflets for consumers. Please see the online order form at [www.abta.com/publications](http://www.abta.com/publications) for a list of leaflets available.

## Customer complaints

ABTA offers the most successful consumer arbitration scheme in the UK. Run entirely independently by the Chartered Institute of Arbitrators it provides Members with an efficient, cost-effective documents-only alternative to the courts. Contact the Chartered Institute of Arbitrators [info@arbitrators.org](mailto:info@arbitrators.org) on 020 7421 7444 or see [www.arbitrators.org/travel](http://www.arbitrators.org/travel). A Personal Injury/Illness Mediation Scheme for consumer disputes is also now available. Contact the Chartered Institute of Arbitrators as before.

Copies of ABTA's *Building confidence in travel* leaflet, which explains how ABTA helps consumers, are available from the Members' Information line or see the online order form at [www.abta.com/publications](http://www.abta.com/publications). For guidance on managing complaints, see the *ABTA Members' Handbook* or attend one of ABTA's *Dealing with complaints* seminars.

## Employment issues

ABTA issues advice, via ABTA Today and [www.abtamembers.org](http://www.abtamembers.org), as issues arise.

Members can upload their own job advertisements on the jobs noticeboard. Job vacancies are displayed on ABTA's main website [www.abta.com/vacancies.html](http://www.abta.com/vacancies.html)

**Employment law helpline.** Free telephone helpline answering enquiries on employment law issues. Call the Members' Information line for details on 0845 177 2282. For legal advice on all travel related matters, see Legal services.

**Stakeholder pension.** AXA offers a stakeholder pension scheme, tailored for ABTA, that Members may wish to designate for their staff. Contact AXA Sun Life on 0845 366 6207.

Finally, ABTA's own charity, the ABTA Benevolent Fund, is there to provide assistance to travel industry people in need; for example those who have lost their earning capacity through accident, illness, redundancy or forced retirement. Contact David Parish [dparish@abta.co.uk](mailto:dparish@abta.co.uk) on 020 7307 1917 or visit [www.abtamembers.org/benevolentfund](http://www.abtamembers.org/benevolentfund).

## Financial advice

ABTA's indirect taxes helpline run by Deloitte & Touche provides information and specialist advice about any indirect tax issue. The first half hour of advice is free of charge. Contact the Members' Information line for your local advisor.

**Financial protection.** Full information about financial protection including Travel Agents' Fund guidelines and financial failure procedures can be found in the ABTA Members' Handbook. Financial protection posters and leaflets, which explain to your customers how they are protected, are also available. Please see the online order form for details.

**Travel agents' bond replacement scheme.** ABTA's own captive insurance company in Guernsey provides this highly competitive scheme, currently used by 30% of ABTA travel agents instead of providing a third party bond. Please contact your financial liaison officer for further information on this or any other financial enquiry relating to your membership of ABTA, or contact the Members' Information line.

## Fraud and crime prevention

To help Members combat the ever-increasing incidence of credit card fraud, ABTA maintains lists of suspected credit card fraud and information about scams. These are in the Members' area of our website under Fraud and crime prevention.

With Experian, ABTA has also developed **ABTCheck** - a fast, low-cost way of helping to prevent credit card fraud when the cardholder is not present. For more information, visit [www.abtcheck.com](http://www.abtcheck.com).

*Avoid being a victim of credit card fraud* is a free leaflet packed full of useful tips. Contact the Members' Information line, see the online order form, or download a copy from [www.abtamembers.org](http://www.abtamembers.org).

ABTA has also produced a guide to security in the workplace in association with the Metropolitan police, for use by Members and their staff. Details as above.

## Health and safety

**Health and safety handbook.** This free handbook gives practical help on health and safety issues. Contact the Members' Information line, order a copy using our online order form or download a copy from [www.abtamembers.org](http://www.abtamembers.org)

## Industry information

The following are available to help Members keep up to date with the latest industry information:

**Industry issues.** ABTA regularly contributes to debates on issues affecting our industry, as well as representing Members to Government and Europe. Progress on these issues is reported in *ABTA Today* and in the Members' area of our website.

**ABTA press releases.** ABTA's comment on a range of industry issues can be viewed at [www.abtamembers.org/press](http://www.abtamembers.org/press)

**ABTA seminars & business luncheons.** These cover a range of useful business-related topics. ABTA Members benefit from priority booking and special delegate rates. Visit [www.abtamembers.org/seminars](http://www.abtamembers.org/seminars) for an up to date list of forthcoming seminars & business luncheons or contact Colin Yonge [cyonge@abta.co.uk](mailto:cyonge@abta.co.uk) on 020 7307 1979.

See also Communications

## Legal services

The ABTA legal department [legal@abta.co.uk](mailto:legal@abta.co.uk) is available to advise Members requiring legal advice relating to travel matters. There is no charge for this service. They will also issue advisories via *ABTA Today* and the Members' area of our website whenever Members need to be advised of any changes in legislation that may affect their business. For information about employment law see Employment issues

A Commercial Mediation and Arbitration scheme for disputes between Members and their suppliers





For further information about the services listed in this catalogue, or about any other aspect of your ABTA membership, go to the Members' area of our website or contact the Members' Information line [membersinfo@abta.co.uk](mailto:membersinfo@abta.co.uk) on tel: 0845 177 ABTA (2282) or fax: 020 7307 1992.

Please note that these numbers are for Members' use only.

is available. Contact the Chartered Institute of Arbitrators [info@arbitrators.org](mailto:info@arbitrators.org) on 020 7421 7444 or see [www.arbitrators.org/travel](http://www.arbitrators.org/travel)

## Marketing your business

In addition to ABTA's own advertising campaigns there are other options available to assist Members in marketing their business. All ABTA Members are automatically listed on ABTA's website, [www.abta.com](http://www.abta.com). This allows consumers to search for a specific Member by name, location, and ABTA number. Members can also upload their offers to the site, free of charge, and select keywords in order to appear in our destinations and specialisations listings. For details of how to make the most of these and other opportunities on the site, go to [www.abtamembers.org](http://www.abtamembers.org). To see the information that is currently held for your company on the site, use the Remind me facility. Advertising opportunities are also available. For further information, please contact Daryl Nurthen [dnurthen@abta.co.uk](mailto:dnurthen@abta.co.uk) on 020 7307 1996.

**Online business directory listing.** Members are automatically listed on Ask Alix free of charge. 25% discount on priority listings. Contact Helen Iceton [helen.iceton@askalix.com](mailto:helen.iceton@askalix.com) at AskAlix on 01642 356 252.

## Responsible tourism

ABTA is a founding member of The Travel Foundation, a charity that promotes sustainable tourism. The Foundation aims to ensure that travellers and the industry take steps to preserve the environments, economies and cultures of the destinations they visit. Training leaflets for sales staff are also available using the online order form at [www.abta.com/publications](http://www.abta.com/publications) or contact the Members' Information line.

ABTA, in association with The Travel Foundation, has produced an Insider Guide, which provides guidance on how to be a responsible tourist. This is available at [www.thetravelfoundation.org.uk](http://www.thetravelfoundation.org.uk)

ABTA has also produced a step-by-step guide to Corporate Social Responsibility (CSR) which can be downloaded from [www.abtamembers.org/responsibletourism](http://www.abtamembers.org/responsibletourism). ABTA's seminar programme includes workshops on CSR.

## Staff benefits

**Travel Industry Partner offers.** Discounts and other offers provided by ABTA's Travel Industry Partners, for the personal use of ABTA Members and their staff. Contact Darren Hewitt [dhewitt@abta.co.uk](mailto:dhewitt@abta.co.uk) on 020 7307 2099.

**ABTA/IATA travel agent id card.** An identity card for IATA travel agents offering hundreds of travel-related concessions worldwide. Contact the Members' Information line on 0845 177 2282.

**ABTA Healthcare scheme.** A comprehensive level of benefits and reduced premiums for ABTA Members. Contact James Jackson [jamesj@mlphealthcare.co.uk](mailto:jamesj@mlphealthcare.co.uk) at the Private Health Partnership on 01274 588862.

## Technology advice

The ABTA **IT Helpline** provides free independent expert advice on a wide range of IT matters. Contact Genesys on 020 8349 0099.

## Training and qualifications

The standard examination-based ABTA qualifications for our industry, the ABTA Travel Agents' Certificate (ABTAC) and the ABTA Tour Operators' Certificate (ABTOC) are available at both Primary and Advanced levels. Participants can study through distance learning or by registering with one of TTC Training's partner colleges. Contact TTC Training on 01483 727 321.

For details of the ABTA Travel Insurance Training Programme contact TTC Training [abtaitp@ttctraining.co.uk](mailto:abtaitp@ttctraining.co.uk) on 01483 713391.

The ABTA GOLD Training Award recognises excellence in the training and development of staff and is open to all ABTA Members. Contact Vicki Wolf [vwolf@abta.co.uk](mailto:vwolf@abta.co.uk) 020 7307 1916 for further information.

ABTA's seminar programme covers a range of useful business and skills-related topics. Contact Colin Yonge [c Yonge@abta.co.uk](mailto:c Yonge@abta.co.uk) on 020 7307 1979 or go to [www.abtamembers.org/seminars](http://www.abtamembers.org/seminars)

## UK tourism

ABTA's Book Britain campaign encourages consumers to book their UK holidays through ABTA agents. Contact the Members' Information line to find out what promotional items are currently available or see the online order form at [www.abta.com/publications](http://www.abta.com/publications)

**British Travel Agents' Hotel Register.** A free guide detailing more than 5000 commissionable UK hotels. Call the Register on 01608 659 675.

**BookUK.** A web-based reservation system providing access to more than 2100 commissionable UK hotels. Call Active Hotels on 01223 578 112.

## Website

ABTA's website is divided into two distinct areas, each with its own web address.

**www.abta.com** The consumer site is visited by over 95000 consumers a month giving them access to information about ABTA and its membership. All ABTA Members are listed on [abta.com](http://abta.com). See Marketing your business.

**www.abtamembers.org** The Members-only site contains a wealth of information to help you run your business, from current airline commission rates to model booking conditions and exchange rates for brochures. For further information, contact Daryl Nurthen [dnurthen@abta.co.uk](mailto:dnurthen@abta.co.uk) on 020 7307 1996.

**For further information about the services listed in this catalogue**, or about any other aspect of your ABTA membership, go to the Members' area of our website or contact the Members' Information line [membersinfo@abta.co.uk](mailto:membersinfo@abta.co.uk) on tel 0845 177 ABTA (2282) or fax 020 7307 1992. Please note that these numbers are for Members' use only.

Consumers can contact the Association on the following numbers:

**Travel Information Line:** 0901 201 5050 (calls are charged at 50p per minute), for general help with most travel-related issues

**Consumer Affairs:** 020 7307 1907, for confirmation of ABTA membership or information about Member companies and their products.

While every effort has been made to ensure the accuracy of the information in this publication, neither the publishers nor ABTA can accept liability whatsoever for any errors or omissions.



Association of British Travel Agents  
68-71 Newman Street London W1T 3AH  
[www.abtamembers.org](http://www.abtamembers.org)  
© Association of British Travel Agents