

Understanding the Role of the Travel Agent

A Travel Agent can provide you a 'one-stop shop' who can handle all aspects of your travel.

This information sheet highlights some of the key aspects in understanding the role of a Travel Agent and the legal relationships between consumer, Travel Agent and Travel Providers.



Travel Agent

Your Travel Agent provides a booking and advisory service but is not the provider of the travel.

In almost all circumstances, when you make a booking, the funds are transferred to the Travel Provider and not held by the Agent.

A Travel Agent may receive commissions and incentives from Travel Providers.



Travel Providers

Your travel is provided to you by Travel Providers such as airlines, tour operators and cruise operators.

Your Travel Agent arranges the travel between you and the Travel Provider.



Terms & Conditions

Terms & Conditions apply from both your Travel Agent and the Travel Providers.

In addition to your Agent's T&C, each Travel Provider will have a set of T&C's that applies to your purchase.



Cancellation & Change fees

In most cases, your Travel Agent will charge a fee for the work involved in cancelling or rearranging bookings. Fees will also apply from the Travel Providers.

When you cancel a booking, the Travel Provider, not the Agent, determines whether you are eligible to receive a credit or a refund and this is dependent on the T&C of your purchase.

If you are entitled to a refund under the T&C's, you will only be provided a refund once the Travel Agent receives it back from the Travel Provider.

Travel Agents, like professionals in any industry, deserve to be paid for the work they do. Travel Agents typically earn revenue only when bookings are made and the customer completes their travel. Therefore, when a customer cancels their plans, agents often forfeit their expected remuneration, despite having already invested time and expertise in arranging the booking. Charging cancellation and amendment fees is a fair and reasonable way for agents to be paid for the services they provide to operate their business.