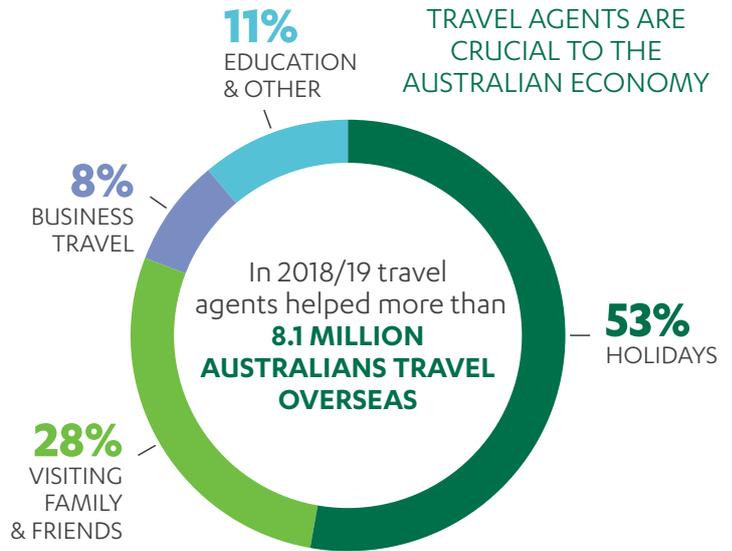


HOW TRAVEL AGENTS HAVE BEEN IMPACTED BY COVID-19

TRAVEL AGENTS ARE A CENTRAL PART OF THE TRAVEL SUPPLY CHAIN

Travel agents help to preserve the travel and tourism ecosystem by ensuring the delicate balance between inbound and outbound passenger movements is maintained. Without the efforts of travel agents to support international travel, Australia's inbound tourism numbers will be significantly at risk.

This factsheet illustrates the essential role travel agents play in the Australian economy, the valuable role within the travel supply chain and the devastating impact that COVID-19 has had on travel agent businesses.




\$46B

Spent in 2018-19 by Australians on international travel; the largest import sector of the Australian economy.



70%

Percentage of international travel booked by Australians through a travel agent be it in-store or online.



40,000

Individuals employed by the travel sector across metro (60%) and regional (40%) Australia. 71% of the workforce are women.

Necessary border closures have saved lives but at the cost of travel agent jobs, livelihoods and mental health. Governments at all levels need to support the sector in a bridge back to business post COVID-19.



Travel agents are intermediaries between customers and suppliers (Airlines, hotels, cruise operators).



They earn a living from commission made on the sale of travel services.



Travel agents were the first to be hit and won't recover until International travel resumes without restrictions. Even then, costs will not be recovered by agents for at least 6 months following international travel resumption.



CLOSED

TRAVEL AGENTS HAVE BEEN WORKING TIRELESSLY TO SUPPORT CONSUMERS SECURE REFUNDS AND CREDITS

Their efforts have returned \$6B to Australian consumers. \$4B still to be returned.

Without travel agents, who will look after consumers?

In the majority of cases travel agents don't earn their commission until the customer actually travels.



Travel agents can only refund consumers if the supplier agrees to provide a refund, otherwise it comes out of the agents' own pocket. Credit card chargebacks and cash payment reversals by banks are a major risk to travel agents.



COVID-19 has meant agents have had to process refunds to consumers for past and future bookings and this includes the travel agents income portion (commission), most of which has been expensed.



The shutdown of global travel has resulted in travel agents having lost more than 90% of their income.

90+%

