

AGENDA

1. Overview of my business

2. The current problems

- Travel Agents have been in hard lockdown since March 2020 when the international travel ban was imposed.
- We are providing critical support for customers in securing credits and refunds for COVID-impacted travel from hotels, airlines, cruise lines, tour operators. \$8 Billion secured to date but still \$2 Billion outstanding.

3. What we need you to do for us urgently

- Urgent resolution of the ongoing issues with the Consumer Travel Support Grants
- Extension of the Grants into Round 3 and 4 until international travel resumes
- Implementation of a Travel Disaster Relief Package similar to the East Coast program currently in place

Also action on measures which will get Australians travelling again:

- Faster vaccination rollout
- Safe Cruising within Australia
- Call to action to include using a travel agent to book
- Safe Travel Zones
- IATA Travel Pass Support

4. Questions

5. Summary