



## New 24/7 Emergency Customer Care Service

### FAQ's for Agents

**1. When does the 24/7 emergency customer care number commence and what number do my client's call?**

The service commences on Monday 3 November, and the number for clients to call is +61 2 9317 7799. All bookings departing on or after 3 November will be eligible for the service.

**2. Who is the service designed for?**

The service is designed to support all travellers who have departed on a holiday booking with one of our following brands:

- a) Qantas Holidays
- b) Viva! Holidays
- c) Rail Tickets
- d) The Cruise Team
- e) ReadyRooms for Agents

**3. What type of calls would the 24/7 emergency customer care line be able to assist with?**

The type of scenarios we expect a client might wish to call us for assistance would include:

- ✓ Environmental impacts – e.g.: flooding, impending cyclones in tropical destinations, earthquakes, blizzards, volcanic ash causing flight disruption.
- ✓ Booking resolution issues – usually booking plans go to schedule, however from time to time 3<sup>rd</sup> party booking issues do arise and in these cases the client can call our 24/7 customer care team for assistance
- ✓ Global Incidents –traveller disruption from terrorist threats
- ✓ Service delivery failures - e.g. oversold flights or hotels where the supplier response is unsatisfactory
- ✓ Customer initiated changes, e.g. change of itinerary requested by your client after departure

**4. What fees will you charge?**

Any changes made to the holiday arrangements by our customer care team that are the result of factors beyond the reasonable control of your client will not incur fees imposed by us.

However, all fees and charges imposed by 3<sup>rd</sup> party suppliers, including but not limited to airlines, hotel, cruise lines and ground operators will be passed on to your client at the time of making the booking changes unless it is the 3<sup>rd</sup> party that is responsible for causing the issue.

If the booking amendment is a customer initiated change we will charge a change fee of \$110, including GST, plus the cost of all fees and charges imposed by 3<sup>rd</sup> party suppliers, including but not limited to airlines, hotels, cruise operators and ground operators.

In addition, any payment made to us via credit card will incur our standard 2% credit card service fee.

**5. *Is there a “reverse call” or a 1800 number our clients can use?***

No, the 24/7 emergency customer care number is +61 2 9317 7799 and the cost of the call is the responsibility of your clients. Once initiated, if it is more reasonable to do so, and your clients prefer, our customer care team will liaise with your clients via email.

**6. *Will you be providing medical or medivac assistance for my clients via this service?***

NO! This service does not replace the need for your clients to have comprehensive travel insurance to cover them in the event of a medical emergency whilst on their holiday. Their first point of contact for a medical emergency must be their travel insurance emergency hotline.

**7. *Will my commission change in relation to changes made to the booking?***

Yes, if extra components are added to the booking after departure for any reason then the commission for these components will be sent directly to you.

**8. *Will my clients receive a refund for unused services?***

As per our booking terms and conditions, it is unlikely that your clients will receive a refund after departure for unused services. This is another reason why it is very important for your clients to purchase comprehensive travel insurance from you at the time of booking.

**9. *Will you keep me updated with regard to any calls received from my clients?***

Yes, we will endeavour to keep you, as their booking agent, updated. This may be via email or phone call, however our first priority will be to assist your clients with their problem and advise you accordingly.

**10. *What if my clients call the team with a problem that is not a real emergency?***

We will treat your client's enquiry respectfully regardless of why they are calling. If our assessment is that the clients have chosen an accommodation type that does not match their original expectations we will outline their options to them, and the potential cost impact of each. We will also advise you.

**11. *Can I call the emergency customer care line on behalf of my clients?***

Yes, absolutely. We would just ask that you take into account that to use this service your clients must have already departed for their holiday. In the event they have not we will refer you to our usual opening hours.

**12. *How will the information regarding the service be communicated to my clients?***

We will make the 24/7 emergency customer care number available on all our documentation. In addition, if your clients are travelling with our documentation compendiums for The Cruise Team, Qantas Holidays or Viva! Holidays we will insert a 24/7 emergency customer care card into the compendium.

Please note all changes to bookings made directly with your clients after departure will continue to attract our general booking conditions and these can be located at the following URL:

<http://www.qhv.com.au/uploads/page/491/GeneralBookingConditionsAsAt1Jul2014.pdf>

***For any further questions please contact our Sales Team via your Business Development Executive.***