

Ready... Set... TRAVEL

POST COVID TRAVEL GUIDE

PREPARED
June 2020



As state and national travel restrictions are lifted and health guidelines evolve, business travel is likely to return in a phased approach for most companies.

As airlines restart routes, hotels reopen and other services such as car hire companies restart, your Travel Bookers need to understand the 'new' way of travel.

There are four main areas of focus:

TRAVELLER WELL-BEING

According to customer surveys, traveller safety and well-being has been identified as the #1 concern for corporations. Spencer Travel is working hard with all suppliers to ensure ongoing and up-to-date information is provided on all COVID hygiene policies, giving your travellers the best experience and reducing any concerns they may have.



The following links provide you with the most current information

General: <http://www.etravelalerts.com/Coronavirus/>

Hotels: https://your.sabre.com/inthistogether/lgs_policy

Restriction, rules
and quarantine: <https://www.tripsguard.com/>

Australian
Government: <https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm>

[https://www.healthdirect.gov.au/covid19-restriction-checker/
domestic-travel/](https://www.healthdirect.gov.au/covid19-restriction-checker/domestic-travel/)

Airlines: <https://amadeus.com/documents/en/amadeus-policies/covid-19-latest-airline-policy-and-information-updates.pdf>

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“ During this unprecedented time, Spencer Travel has continually updated us on travel restrictions and information. The Spencer teams’ turnaround time for information requested is impeccable.”

DUTY OF CARE

Spencer Travel recommends a health check of your Risk Management programs. Leading Duty of Care systems and technology are imperative in this new climate.

Every day, Spencer Travel monitors Australian border and travel restrictions. Currently, all overseas travel is banned, with few exceptions. You cannot leave Australia unless you get an exemption from the Department of Home Affairs. For more information, please refer to this link; <https://covid19.homeaffairs.gov.au/leaving-australia>

Spencer Travel manages an after-hours service for all corporate clients who require assistance outside of our normal business hours. Our after-hours team have access to the same travel systems and booking information as your dedicated consultants do. They can make and change bookings, issue tickets and manage travellers’ requirements in line with your travel policy and applicable approval processes. A comprehensive log is maintained for all calls, providing your travel responsible staff with an understanding of what has taken place.

Spencer Travel’s partner, International SOS also offer additional Duty of Care capabilities. By becoming a member, you will receive medical and security assistance 24/7, no matter where you live or travel to.

SOS members have access to:

- A worldwide network of Assistance Centres
- Real-time health and logistics professionals

- Pre-trip advisory emails to help you prepare for your trip
- Access to the ISOS Safety Portal, giving you up to date information on trip advice

TICKETS ON HOLD AND REFUND POLICIES

Your Spencer Travel consultant will always work towards maximizing the value of every available ticket, including extending validity and obtaining waivers. Your dedicated Account Manager will provide you with a report detailing your tickets on hold, ensuring you are advised of any unused ticket credits. Utilising our online booking tool, Serko, will also enable you to view unused tickets prior to each booking to encourage usage for future bookings.

COMMUNICATION

Spencer Travel provides you with robust communication channels to keep you informed of the latest updates, including notifications from suppliers, important links on airline travel alerts and ground policy updates. Your dedicated Account Manager will run continual and relevant communications targeted to your business and your travellers. You will have access to all levels of our business, including with Penny Spencer, our Founder, and the entire Management Team.



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