

Why you must engage a trusted TMC in the current climate



**SPENCER
TRAVEL**
above & beyond
a Division of Spencer Group of Companies Pty Ltd

Spencer Travel is equipped with the essential tools to help you navigate the new world of business travel with a complete understanding of airline rules, visas, cross-borders, changing seasons, health precautions and visas, that are more complicated post COVID-19.

Travel now involves protocols and regulations varying from one destination to another with measures changing constantly. Having a knowledgeable travel expert by your side who handles these complex booking processes will give you complete peace of mind.

SPENCER TRAVEL'S PROVEN EXPERTISE DURING COVID, IN:

- Repatriating families back into Australia at the height of the pandemic.
- Repatriating elderly parents and unaccompanied minors.
- Advising clients of their upcoming trips into areas of concern or where there will be a snap lockdown.
- Communicating and negotiating tickets on hold to achieve expiry extensions and encourage adoption of airline credits.
- Managing group bookings during times of reduced availability.



You can trust in the expertise and experience provided by Spencer Travel



" 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

With our personal care for your travellers' well-being, you can trust that we understand your business needs and will customise our support to suit you.

COMMUNICATION

Professional, up-to-date, and relevant travel advice regularly.

TRAVELLER WELL BEING

The best recommendations in line with your travel policies, with any restrictions in mind as well as risk management for all travellers, with cost control considerations.

TICKETS ON HOLD AND REFUND POLICIES

Reliable support with credits and refunds and, utilising our extensive experience in negotiating with airlines on your behalf.

OUR RELATIONSHIPS

Our supplier relationships are stronger than ever, and we work hard to ensure our clients receive the best value adds and benefits.

PREPARATION AND PLANNING

Expert planning will save you time and ensure plans run smoothly. We are across all airline rules, document requirements, hotel hygiene information and protocols even with the daily changes.

ON TRIP SUPPORT

In case anything unforeseen happens such as snap border closures, events being cancelled, car hire shortages, our expert consultants will support you 24/7.



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