

## About TAANZ



There is no government licensing for travel agents in New Zealand. The Travel Agents' Association of New Zealand (TAANZ) is a self – regulating trade organisation representing the travel agent, travel broker and tour operator distribution system in New Zealand. TAANZ and its members promote the use of an Accredited Travel Advisor; quality standards, ethical business practices, safe travel, unbiased options and professionalism.

TAANZ works with its members to promote a Code of Ethics and Practice, and to stimulate, encourage and promote the desire to travel. We also work with ServiceIQ to train staff in the skills required for the 21st century – customer relations, selling skills, ecommerce, new technology, the law and the travel industry.

All members must meet strict membership and financial criteria and be subject to at least two financial reviews each year by the TAANZ Bonding Authority. All members participate in the TAANZ Bonding Scheme for the protection of the consumer.

## Why Choose a TAANZ Accredited Travel Advisor?

### 1. Advice

Accredited Travel Advisors work for you, offering you a world of choice. With years of experience, they have long standing relationships with a huge range of suppliers. This means you'll always get an unbiased recommendation that allows you to make decisions based on what works best for your needs and budget.

### 2. Expertise

Held to the highest industry standards, Accredited Travel Advisors are the best in the business. All partners have the invaluable combination of formal training and real-work experience, meaning they can offer you first-hand insights as well as professional expert advice.

### 3. Peace of mind

Accredited Travel Advisors are committed to looking after you before departure and beyond. Partners are bonded and must meet a strict set of financial standards that non-TAANZ partners do not. They always have the accurate information you need to make decisions regarding safe travel. And in the unlikely event that something goes wrong, they will do everything they can to get you moving again as quickly, and with as little disruption to your travel plans as possible. The TAANZ consumer fund provides some remedy for customers of a failed TAANZ member.