



For Immediate Release:

Travel Journey Management™ Results in Covid-19 Traveler Confidence

As we slowly emerge from the shroud of the Coronavirus, the industry is recognizing the dependency that travellers will have on travel advisors to provide credible and accurate destination information.

With over 20 years of providing Travel Risk Management services to TMC's reselling our products to their individual corporate accounts, we are now seeing TMC's beginning to or considering providing Duty of Care to all client transactions. We believe this is being done both as a value-added service as well as liability protection against Failure to Warn litigation. (Ref: **Google - Travel Agents Failure to Warn**)

The current consensus is that leisure travel will lead the way in the industry's recovery from Covid-19, with the caveat that travel advisors first need to earn their client's confidence in making informed travel decisions.

Aug 12 - *"The COVID-19 crisis has made agencies more valuable to travelers"*

Sept 30 - *Advisors Are Key to Building Traveler Confidence Apple Leisure Group: TMR*

Aug 26 - *"65% feel travel agents are best placed to provide them with the latest travel safety information."*

Utilizing Travel Risk Management protocols long established in the corporate travel channels, leisure focused Travel Advisors can establish traveler confidence by demonstrating safe **Journey Management** support, from the pre booking decision stage through to the completion of the itinerary. In this Covid-19 era, with continual changing travel restrictions and related events, adopting Travel Risk Management services will contribute to traveler confidence while providing Travel Advisors and their organizations with liability protection against Failure to Warn accusations.

July 30 - *"Travel will rebound if customers are confident about what they will experience on the ground and in the air."*

The three Stages in Travel **Journey Management** that contribute to Traveler Confidence:

1. Pre-Booking Consultation

- Requires access to real time data sources, namely,
- Government risk levels, Covid entry restrictions, recent events affecting traveler safety or itineraries
- Comprehensive destination information

- Covid-related insurance coverage for trip cancellation to quarantine scenarios
- Review of the agency's Journey Management support process
- **Establishes client confidence** in Travel Advisors

July 30 – *"Confidence is going to come from what I can tell passengers about their entire journey,"*

2. Booking to Departure

- Confirmation emails at time of booking which can be refreshed throughout the journey
- Personalized Travel Advisories "KBYG", Government risk level, & Real Time Alerts
- 30 categories, Visa Passport, Covid Restrictions, health and medical, etc
- Manually or Automatically emailed from PNR web service interfaces
- **Reinforces confidence** in Travel Advisors

3. Departure to Return

- Real time Alerts issued to individual travelers while they are travelling
- Real time Tracker Alerts Summaries of at risk travellers issued to 24-hour assistance services
- Demonstrated **Journey Management results in traveler comfort and confidence**

Aug 12 – *"The COVID-19 crisis has made agencies more valuable to travelers"*

e-Travel Technologies provides Agent Dashboards for front line travel advisors with access to Destination, Country Risk and Travel Alerts databases, including the ability to email 'Know Before You Go' Travel Advisories to prospective travelers.

Travel Advisors also receive Daily Alerts emails three times each day listing all the latest alerts posted since the previous email. In addition, e-Travel Technologies hosts a B2C Covid-19 web site

www.eTravelAlerts.com/Coronavirus/ listing all Covid-related Travel Alerts in real time by country for the last 10 days.

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