

TRAVEL FORMALITIES

-

UNIT 4

- **Topics covered :**
- Travel Agent
- Functions of a travel Agent
- Tour Operators
- Package Tours

TRAVEL AGENTS

- DEFINITION/MEANING

Travel Agent is a person whose job it is to arrange travel for end clients (individuals, groups, corporations) on behalf of suppliers (hotels, airlines, car rentals, cruise lines, railways, travel insurance, package tours). His task is to simplify the travel planning process for their customers in addition to providing consultation services and entire travel packages.

TYPES OF TRAVEL AGENTS

- There are 4 different types of travel agents:

Retail travel agent: Are a company who advise people when they are travelling about the different currency exchange, hotels and give them information about the place and what there is to do there.

Business travel agent: They specialize in travel arrangements for business people, including designing itineraries and booking flights and accommodation. Also they mostly focus on short notice trips where the timing of the flight is a lot more important than the price of the flight for the tourist. An example is CT Business travel.

Call Centre travel agent: Is a company which sells product over the phone and everyday they must reach a certain number of sales they make per day. An example of a call Centre travel agent is the flight Centre.

Web-based travel agent: Is a company that sells holidays over the internet and gives them information about the place and accommodation. An example is Expedia which are an online travel agents.

MAJOR TRAVEL AGENTS

- A **travel agency** is a private retailer or public service that provides travel and tourism-related services to the general public on behalf of accommodation or travel suppliers to offer different kinds of travelling packages for each destination.

Major Travel Agencies in India are

- ✓ Cox and Kings
- ✓ Thomas cook
- ✓ SOTC
- ✓ Club Mahindra Holidays
- ✓ MakeMyTrip



Thomas Cook



make  trip
.com

goibibo
.com

 **Expedia**
TM

OVER 250 YEARS OF DISCOVERY

COX & KINGS

FUNCTIONS OF A TRAVEL AGENT

- Plan, organize, and conduct long distance cruises, tours and expeditions for individuals or groups.
- Responsibility of the travel agent is to assist travelers with the constantly changing airfares and schedules etc.
- Make arrangements for transportation, hotel accommodations, car rentals, tours, and recreation.
- Advise on weather conditions, restaurants, tourist attractions, and recreation.
- Information on customs regulations, required papers(passport, visas, and certificates of vaccination), and currency exchange rates
- **Sales and marketing skills are important**

TOUR OPERATORS

- Tour operator is an organization, firm, or company who buys individual travel components, separately from their suppliers and combines them into a package tour, which is sold with their own price tag to the public directly or through middlemen, is called a **Tour Operator**.
- **Poyther (1993)** defines, “tour operator is one who has the responsibility of putting the tour ingredients together, marketing it, making reservations and handling actual operation.”

TYPES OF TOUR OPERATORS

- 1. Inbound Tour Operators** - Technically, the operators who receive guests, clients/tourists, and handle arrangements in the host country are called **inbound tour operators**. For example, a group of American Tourists is coming through TCI Ltd. to India and the company makes arrangements and handles the group in India then TCI is called an inbound tour operator.
- 2. Outbound Tour Operators** - Tour operator who promote tours for foreign destinations, maybe business tour or leisure tour is called **outbound tour operators**. For example a group of American tourists going to a trip of India and Thomas Cook handle arrangement in America like as ticket reservation, hotel booking etc.

- **Domestic Tour Operators** - Domestic tour operators are those who assemble, combine tourist components into inclusive tours and sell it to the domestic travellers. In general, these tour operators provide travel services within the tourist's native country.
- **Ground Operators/Destination Management Companies** - These are commonly known as **handling agencies** and their main function is to organize tour arrangements for incoming tourists on the behalf of overseas operators.

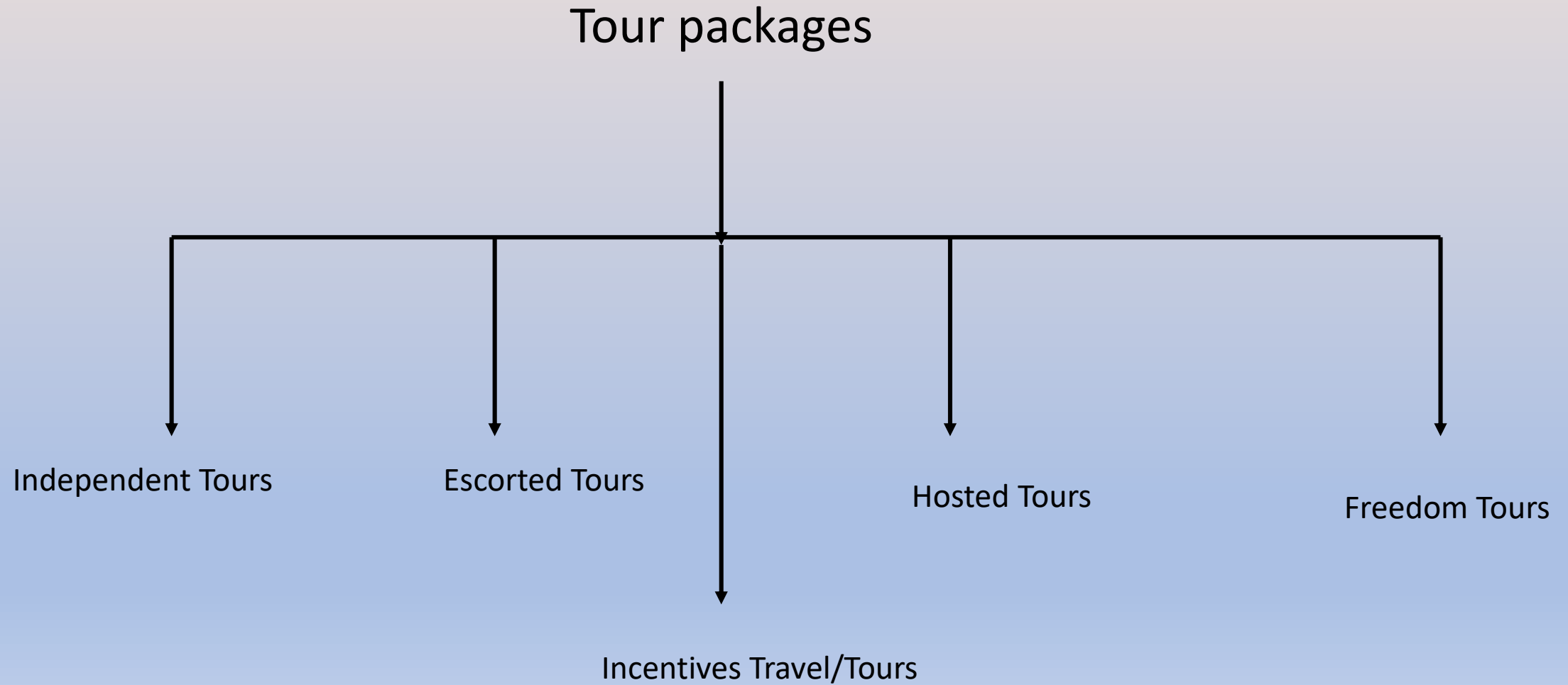
Major tour operators in India are:

- ✓ Taj Holidays
- ✓ Yatra.com
- ✓ Goibibo
- ✓ Amazing India Tours

PACKAGE TOURS

- ✓ **Holloway defines a tour package as** “a total tourism product consisting of transportation from the market area to the destination, accommodation at the destination and recreational activities promoted by the tourists.”
- ✓ **According to Gregorg** “a tour package is advertised journey including specific features, arranged and promoted with tour literature by a tour operator and paid for in full by the tourists before starting the tour.”

TYPES OF TOUR PACKAGES



- **Independent tours** are prepared/formulated for those tourists who want to travel independently. The foreign independent travel (FITs) and domestic independent travel (DITs) are examples of an independent tour.
- When a travel agency includes the services of a well educated and trained tour manager in its package, the tour is called an **escorted tour**. Basically, escorted tours are meant for those travellers who are planning to visit a foreign country first time. Example : Excursion.
- A **hosted tour** means when an agency utilizes the services of another agency at a particular destination. Suppose a group of French tourists is coming to India. When the group arrives in India, they are greeted at the airports by TCI, which assists them in clearing their baggage and transfer them to the hotel.
- **Incentives tours** a motivational programme or a fully paid holiday which is given to the employees by the enterprises as a reward.
- **Freedom tours** are designed as per the choice of tourists. The tourist is free to choose and plan how they want to travel and enjoy their holidays. These types of tours are meant for that kind of people who like to decide how, when, and where to travel.

BALI TOUR PACKAGE

₹ 8,999

5 NIGHTS / 6 DAYS

- ▶ Accomodation in Above Hotel
 - ▶ Daily Breakfast
 - ▶ Meet and Greet at Airport
 - ▶ Kintamani tour and Ubud tour with lunch
 - ▶ Half day water sports including Jet skiing, parasailing, banana boat ride.
 - ▶ Keccak Dance tour with dinner.
- All transfer and sightseeing on private basis.**

THE END