

5 REASONS WHY BOOKING WITH

A TRAVEL AGENT...IS THE BEST WAY

Over and over again we read travel writers stating their opinion that travelers should only use travel agents for complicated or exotic trips and book “simple domestic trips” on their own online. Frankly, the service fees most agents make from domestic trips are not what is keeping us in business so this isn’t a pitch for more sales. This is more of a call to action.

There are 5 reasons why travelers should book their travel with an experienced travel agent, even for the simplest of trips.....

DELAYED OR CANCELLED FLIGHTS

The first reason is if your flight is delayed or cancelled. Service cuts at airports and all those check-in kiosks means that the wait in line to speak to a human is longer than ever. Travelers who booked their trip with a travel agent can get on the phone and be rebooked before they get to the front of the line.

SCHEDULE CHANGES

If a trip is booked in advance, the chance of schedule changes is high. Sometimes, these changes are trivial – other times, they can result in a missed connection or result in hours of waiting at an airport. A travel agent can get this resolved, with the travelers’ input, offering alternatives to get them where they need to go. Airlines will put you on whatever flight is available to fill up their seats. You could end up flying the next day and miss part of your trip altogether.

SEAT ASSIGNMENTS

The assigning of seat numbers seems as if, except for bookings made months in advance, there are no decent seats left - even for elite mileage members, however, most good travel agents will keep checking and re-checking available seats for their clients and most of the time, something opens up. Remember, even if you have a ticket, if you don’t have a confirmed seat number, there is a chance you will not be able to get on your flight.

ANOTHER PAIR OF EYES

It is astounding the numbers of requests we get for a flight say on Monday May 17th except that May 17th is a Sunday. It’s an easy mistake to make getting the day and date wrong but the airlines are not terribly sympathetic and in most cases will not change the ticket or will charge a fee to do so. An agent is more likely to pick up these discrepancies, name issues, misspellings, etc. before a ticket is issued solving the issue before it happens. Ever booked a trip to San Jose, California only to find out that you’re going to San Jose, Costa Rica instead ?it happens all the time.

FEWER HASSLES / TIME SAVED

One of our favorite clients finally gave up booking online some years back after several airport problems. He liked to tell his co-workers, “You know, I’m just thrilled when I’ve paid my travel agent her fee and she only had to do a few minutes work for it. It means everything went super smoothly”. Unfortunately, with the airlines these days, it happens a lot less often than we would like.