Protected Trust SERVICES®

Why Book With A Member Of Protected Trust Services ?

Travel #with Trust

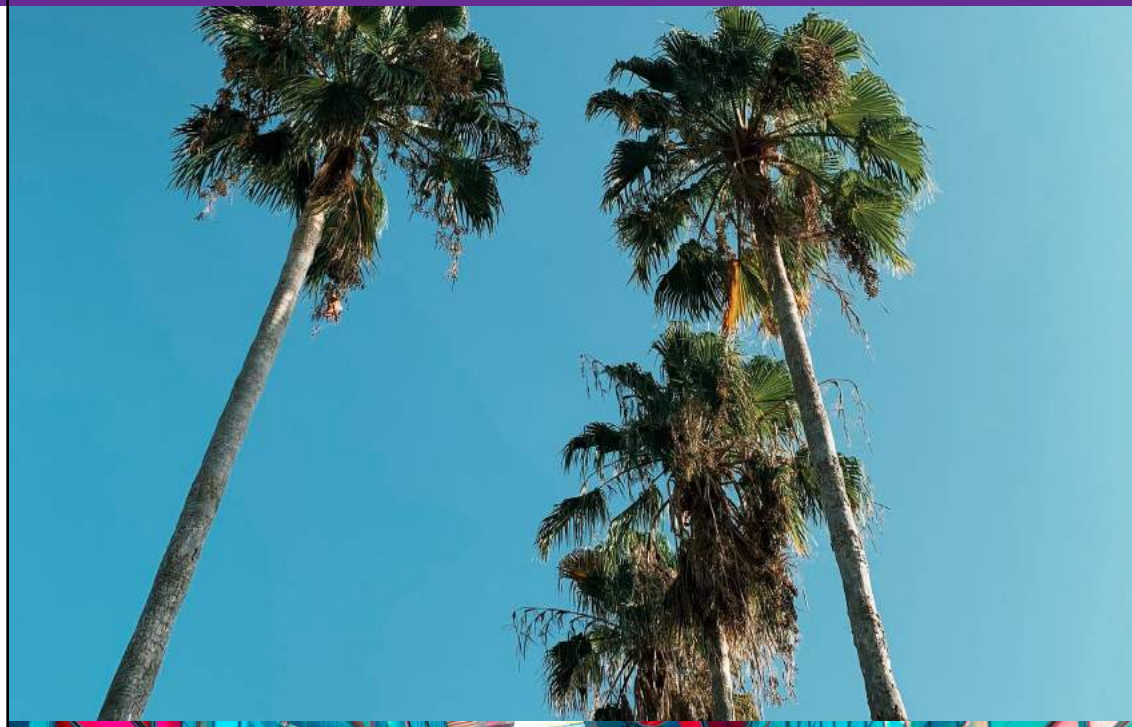
ATOL PROTECTED

Travel businesses registered with Protected Trust Services (PTS) are passionate and experienced travel experts backed with the UK's best financial protection system through PTS' independent trust account.

Members of PTS provide some of the best protection in the UK through Package Travel Regulations compliance, the ATOL scheme, and the PTS trust account.

You are also guaranteed some of the best service in travel when you book with a PTS member. All PTS members are independent travel businesses. However, to join PTS, all members must have extensive experience in travel and a good business acumen. They must also undergo stringent financial and risk checks to qualify as a member of PTS.

So, when you book with a PTS member you can rest assured that you can have an excellent holiday with complete financial protection.



Protected Trust Services' Members Work Under the PTS Independent Trust Account

The best trust account protection you can find in travel is still the protection we provide through our members at Protected Trust Services.
When you book a holiday with a PTS member, all your money is going into the PTS trust account. This means a few different things:

1. None of your money will be used for anything other than your holiday
2. Your travel business does not have direct access to your money
3. Your money is separated from all other bookings
4. That money will remain in trust unless:
   a. You require a refund or reimbursement
   b. It is protected by insurance that covers the insolvency of the supplier and /or organiser (e.g. SFI)
   c. Your travel agent has paid an ATOL protected wholesaler

All of this ensures you are financially protected through trust, ATOL and Package Travel Regulations

The PTS independent trust account system does this through a few different methods:

Independent Trustees

We work with independent trustees to ensure that no one who profits from your booking has direct access to your monies.

Independent Trust Account

This means that PTS are in control of the trust account and keep the accounts transparent, so our members can always see what's going on.

Daily Reconciliation

By reconciling daily, the consumer or the company can get in contact at any time and find out exactly where the money is, down to each individual booking.

Insolvency Insurance

This means that at any point if your money must leave trust to pay a supplier, it's covered if the supplier or organiser financially fails.

The PTS financial solution enables our members to work as efficiently as possible while providing you with 100% financial protection.

The consumer protection PTS provide ensures that you can have the best holiday with peace of mind. Whether you have an issue or everything goes smoothly, the booking process is stress-free with a member of Protected Trust Services.

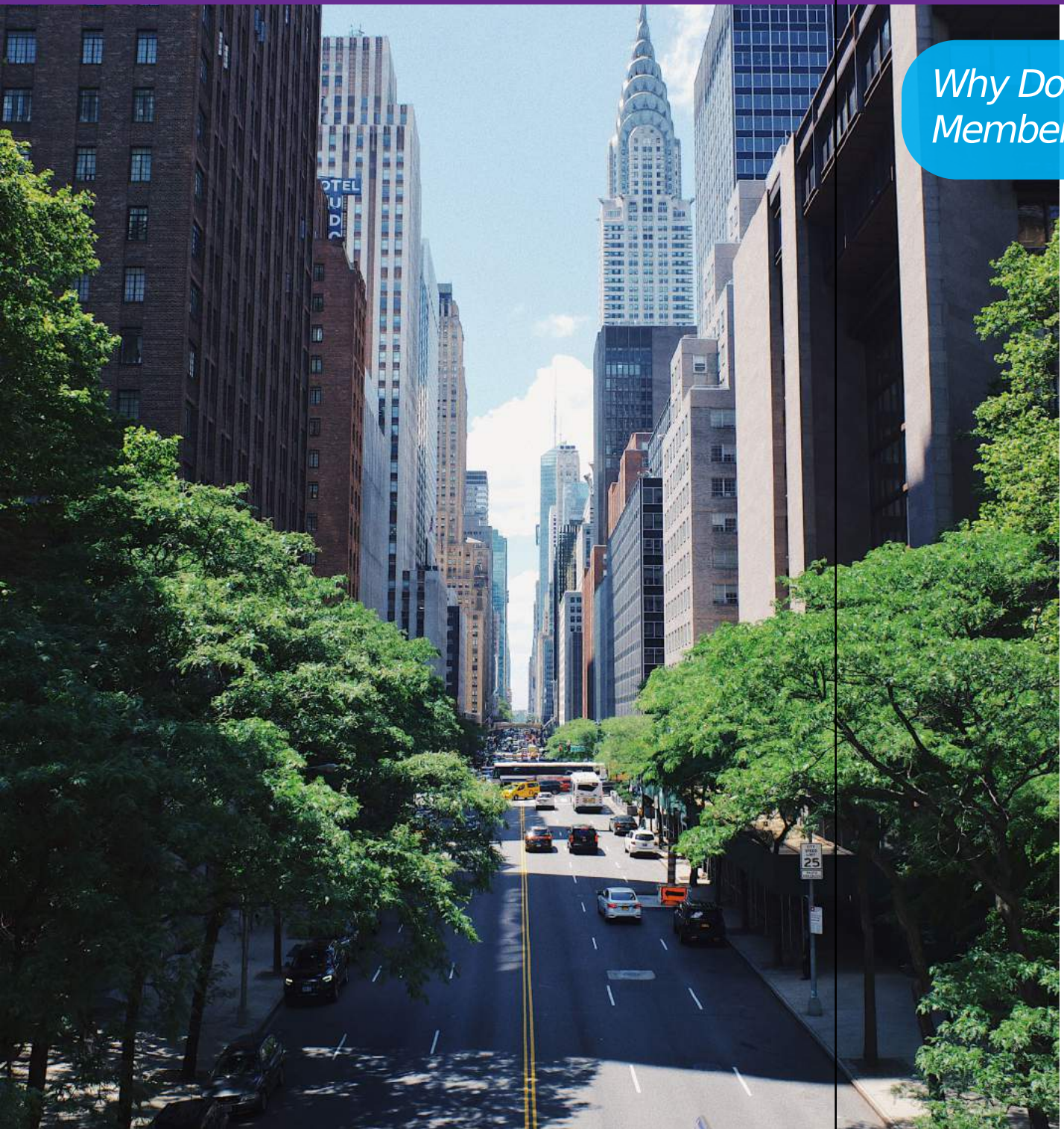
Protected Trust Services' Members Are Experienced and Passionate About What They Do

At Protected Trust Services we pride ourselves on welcoming passionate, experienced, and expert travel business members. We ensure this is the case for all our members with some entry requirements and a great team of staff dedicated to supporting members and ensuring they are travel businesses we know consumers can trust.

Travel businesses joining PTS must meet one of two key points:

- ✓ Have experience in the travel industry
- ✓ Be experts in their chosen field & have a good business model

As all PTS members are experts and experienced in travel, they are able to create incredible packages and provide excellent support for you, with our confidence and secure consumer protection backing them up.



Why Do Protected Trust Services Members Use Trust Accounts for Travel?

All travel businesses with PTS membership are highly committed to protecting their clients' monies. The PTS trust account is very effective and ensures consumer monies are safe.

By protecting your monies with the PTS trust account, PTS members ensure:

- Company funds are protected
- Consumer confidence is high
- Package Travel Regulations compliance is guaranteed
- They can manage finances in real time

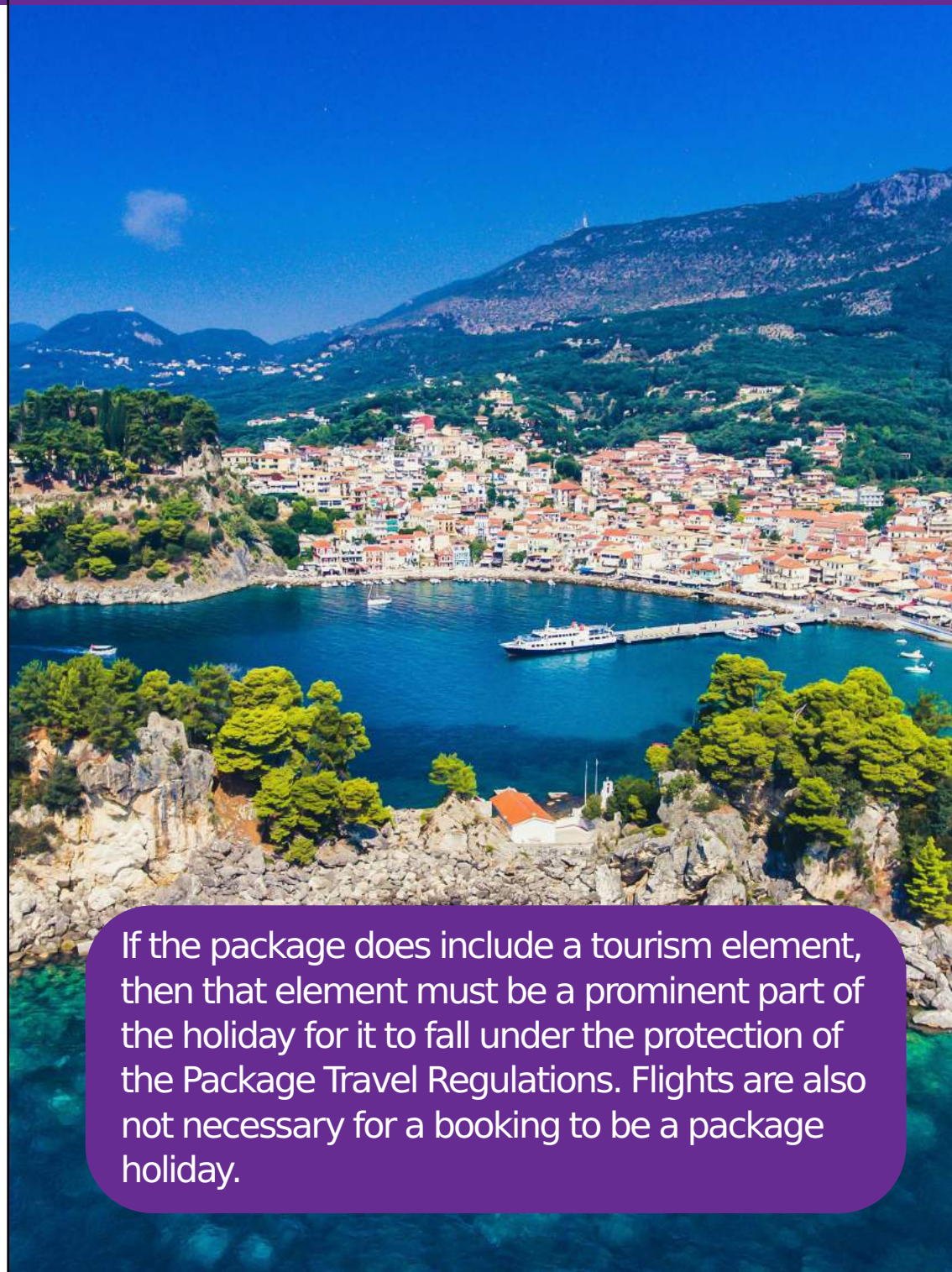
Booking A Package Holiday with A Travel Business Registered with Protected Trust Services

One of the guarantees when you book with a PTS member is complete Package Travel Regulations compliance and ATOL protection, the two biggest forms of protection that cover a package holiday.

A package holiday, protected under the Package Travel Regulations, is a booking that is sold under one price and contains more than one element.

These elements could be but are not limited to:

- Flights or other transport
- Accommodation
- Car hire
- Tourism bookings (such as cooking classes, city tours, ski lessons, etc.)



If the package does include a tourism element, then that element must be a prominent part of the holiday for it to fall under the protection of the Package Travel Regulations. Flights are also not necessary for a booking to be a package holiday.

Alongside the excellent financial protection and consumer confidence that PTS provides, the protection of a package holiday is a huge reason to book with a PTS member.

When you book independently you are, in a sense, signing that contract with yourself as the organiser. This puts the responsibility of noticing possible issues, re-bookings, cancellations, covid changes, destination requirements, and other issues in your hands and you cannot turn to a travel agent if something goes wrong.

Ultimately, it can save you a lot of stress and money to book with a trusted travel business that is registered with PTS.

Booking with a PTS member is an assurance that you can enjoy your holiday with 100% peace of mind and any problems, questions, and processes that need tending to will be taken care of.

You can rest assured that you are booking with travel experts selected by PTS to provide the best travel protection in the UK.

PTS
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If you want to learn more about your consumer protection with a Protected Trust Services member, you can find the PTS site at www.protectedtrustservices.com
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