

# FREQUENTLY ASKED QUESTIONS

***“Our top 10 Members spent a combined amount of R253 272.84 on their membership fees and achieved a whopping savings of R3 087 137.49 since they purchased their membership. 1218% ROI IN 8 YEARS!”***

## **1. What is the GTA Membership?**

GTA is the largest membership-based discount travel club in Southern Africa. By becoming a member, you are provided with personalized travel service at wholesale rates. GTA is a one-stop-shop for all your travel needs – where your primary benefit is discounted accommodation from our list of Preferred Suppliers and your Personal Travel Assistant, your rock of safety in the world of travel.

**Exclusivity** is a natural part of our membership programme as only members have access to our stock from preferred suppliers on our website. We are bound by our preferred supplier agreements not to display the discounted rates to the public.

Every travel agent, supplier and online retailer marks up their quotes with various charges. GTA puts money back into our members pockets by offering these options without the mark up. GTA built relationships with leading accommodation suppliers in South Africa and abroad to provide our members with reduced rates at thousands of top establishments. We offer net prices on travel products such as resort and hotel accommodation, cruises, car rental, no mark-up on flights, safari destinations, visa and travel insurance advice, transfers and concierge services. We do not charge service or management fees at all!

Our expert and passionate Personal Travel Agents help you to navigate the world of travel with ease, speed, assurance and safety.

## **2. What can I expect to receive?**

Our members receive a Membership Certificate detailing their membership ownership and receive exciting rewards when travelling. At its core, GTA is a travel service where the benefit of your membership lies in using it. We encourage you to travel, to save for travel and we take care of all your travel questions and needs – just sit back, relax and let us open individual-tailored destinations for you.

## **3. How do I make a booking?**

To make a booking please email your request to [enquiries@gtasa.co.za](mailto:enquiries@gtasa.co.za) or contact us on 021 833 7100. Your Personal Travel Agent will contact you on the information provided.

## **4. Why should I pay GTA to book my holidays if I can book online?**

To address this question, we ask you to weigh up the pros and cons of booking online.

Booking online appears simple but you need to be wary of websites that offer deals that sound too good to be true. During peak holiday seasons, fraudulent booking sites and holiday specials are more prevalent. During peak holiday seasons, Online Booking Engines (OBE's) also relax their standards and the promised items are not delivered. OBE's are also geared towards volume, not service.

When visiting review sites such as HelloPeter, you would find that most OBE's have a series of common complaints. Some involve accommodation that was no longer available upon arrival, attempting to get in contact with the OBE to resolve issues but being ignored, OBE's not having done anything for their clients when the booking was no longer available when Covid-19 hit, not having assisted their clients with refunds and much more.

A widely common complaint is that what is promised is not always delivered. An example is a website that misleads visitors regarding a hotel's location and implies it is near the beach when it is not.

Members have to protect themselves and do due diligence by checking the background of the companies offering specials. Booking online can also leave one open to identity theft.

About 46.3% of travel fraud victims report that they only discovered the scam once they arrived at their holiday destination. Their booking was either invalid, did not exist or the client did not receive any further response after providing their information, leading to suspicions of fraudulent activity.

The other point of concern is that travellers could be out of pocket if they wish to cancel, as cancellation fees could end up costing as much as the entire holiday cost.

By booking with Global Travel Alliance, you are ensured safety, that properties have been vetted for safety and quality, you are assured a response from a dedicated individual, therefore eliminating all the online risks.

You can read testimonials on our website from members who have had and continue to have excellent and positive holiday experiences with us. GTA is thankful for these endearing compliments and welcome feedback to improve our services.

#### **5. What happens if I find a cheaper quote elsewhere?**

GTA guarantees a saving on the normal rack rate. We believe that time spent on family holidays is priceless and provides a lifetime of memories. Our mission is to provide you with more for less and on any given day, we deliver! Should a member obtain a more competitive rate from another travel agent, GTA has a Price Guarantee and/or Double the Difference policy whereby we undertake to beat the price. Just send us your quote!

#### **6. Does GTA provide discounts on flights?**

We do not offer discounts on flights; however, our expert Personal Travel Agents are able to source the most competitive rate of the day. We also have access to negotiated private fares via our preferred ticketing supplier and we often have agreements with our Preferred Suppliers.

#### **7. What are Guest Certificates and how can we use it?**

A Guest Certificate is issued from a GTA Member to a non-member (guest) and it enables the guest to receive more for less and put money back in their pocket by using GTA to make a travel booking e.g. a local booking, cruise, complex itinerary for vacation or an international tour.

To find out the amount of Guest Certificates allocated to you on an annual basis, refer to page 1 of your Membership Service Agreement. Alternatively, please do not hesitate to call the Member Retentions Department to advise on how many Guest Certificates are available to you.

You do not receive the Guest Certificates in hard copy – instead, if you wish to gift a Guest Certificate to a family member or friend, you can do so by providing the guest’s full name, number and email address to our Reservations Department. The guest will receive an email advising them that a Guest Certificate has been gifted to him/her.

Once the guest makes use of the Guest Certificate, he/she must provide us with the Principal Members Membership Number and telephone number as part of our security process.

#### **8. What do I need to do if I or a friend wants to become a member of Global Travel Alliance?**

An online membership sign-up form will be made available on this website shortly.

Furthermore, our members will be able to earn commission by registering as an Independent Business Operator and using their IBO reference number when they assist a family member or friend to become a member of Global Travel Alliance.

In the interim, please contact us at [enquiries@gtasa.co.za](mailto:enquiries@gtasa.co.za) or call us on 0218337200 to receive a Membership Application Contract.

Please provide your name, surname, email address and mobile contact number. A staff member will be in contact.

#### **9. How does GTA communicate with its members?**

We send Newsletters with updated specials, holiday packages and news within the GTA Group.

We often run competitions, announce specials, send happy birthday messages, promote specials on cruises and new products.

Members who wish to receive more frequent updates may subscribe to our daily travel alerts by emailing [enquiries@gtasa.co.za](mailto:enquiries@gtasa.co.za).

You may also call our Member Retentions Department or talk with a Personal Travel Assistant should you have any questions.

#### **10. Do I receive regular invoices/statements and how can I request it?**

GTA does not send out monthly statements. You can request a statement by emailing [Debtors@gtasa.co.za](mailto:Debtors@gtasa.co.za).

#### **11. How does the membership insurance work?**

The membership insurance covers your Package Price. Per the terms of the policy, you and/or your estate may submit a claim. Kindly note that additional fees may be due, which the GTA consultant will advise on.

#### **12. Does GTASA process visa applications?**

We refer our members to Visa Box or another preferred supplier who offers a negotiated rate exclusively for our members.

**13. What is the Payment Policy for booking a holiday?**

We accept EFT and credit cards such as Diners Card, Visa and Mastercard's. As soon as payment is received, reservations are confirmed. Your Personal Travel Assistant will keep in touch with you in this regard.

**14. Does GTA accept deposit payments?**

Yes, we do. However, this depends on the booking policy of the supplier. It is possible to make a deposit and pay the balance within the agreed settlement time!

Members must pay airfares in full upon confirmation!

**15. When is the best time to make a booking?**

It is advisable to book as early as possible to ensure that we can negotiate the most competitive price and best availability. The best timeframe is to book minimum 4 months prior for peak season, 3 months prior for mid-season and 2 months for low-season.

**16. When can I, as a member, get the best value for money?**

The most cost-efficient and best value for money can be achieved when travelling in low-season and not in school or public/religious holidays in South Africa and keeping in mind international high-seasons.

**17. Will I always receive discount on accommodation?**

GTA deals with preferred suppliers, establishments and hotel chains. However, certain establishments such as Bed & Breakfasts, Guesthouses and private establishments do not offer any discount or commission to the Travel Industry as they do not meet the standards to qualify.

**18. Does GTA offer car rental?**

Yes, we have agreements with preferred car rental suppliers like Tempest, Europe Car and Care Hire Brokers.

**19. Does GTA offer travel insurance?**

We are not an insurance provider, but we coordinate and assist our members in purchasing well-priced travel insurance through reputable companies.

**20. Can I resell my membership?**

GTA does not offer a resale service. We previously advertised on Gumtree and ran competitions called "Refer a Friend" in our member magazine.

Should you wish to resell your membership, we can provide you with steps and information on how to do so. However, we do not resell memberships on your behalf. We will facilitate the transfer process and if necessary, we will provide you with product knowledge.

However, we do a free transfer should you gift your membership to a frequent traveller, where he/she will only be liable for the small Monthly Affiliation Fee.

**21. Can GTA rent out my points from my points club?**

GTA does not guarantee that your points will be rented. Of late, we have been frustrated by the clubs who will not allow GTA to make the necessary bookings on behalf of their members. They do not make it easy for GTA to assist our members in this regard. However, we continue to endeavour to assist our members in this regard.

**22. I have a poor service complaint – who do I talk to?**

At the end of the day, we are only human. We strive to assist each member to have a satisfactory resolution should they be unhappy with Membership Services Department.

Please email us at [enquiries@gtasa.co.za](mailto:enquiries@gtasa.co.za) or call us on 021 833 7200 our Member Retentions Department will assist investigate the issue and will provide you with options.

We welcome feedback so that we can learn and adapt and we value the opportunity to ensure our members are satisfied.

**23. I've had my membership for a few years now, but I haven't been able to make use of it. What can I do?**

We would be failing in our duty if we did not express concern if you aren't making use of the deals available to you and the services of your Personal Travel Agent. We encourage you to read our newsletters and keep up to date with the exciting specials promoted on the website.

Should you wish to receive more information from us, please contact us at [enquiries@gtasa.co.za](mailto:enquiries@gtasa.co.za) and our Member Consultants will provide you with options.

Should you wish to speak with a Personal Travel Agent regarding your booking options, how to make bookings and how to get the best out of your membership, please don't hesitate to call us on 021 833 7200.

**24. Why do I have to pay my Affiliation Fees if I have no intention of using my membership this year and only intend to use it next year?**

The Affiliation Fee is payable monthly or annually and is paid for the duration of the membership. Members are encouraged to use the services available to them by planning their holidays and trips in advance, alternatively, by making use of the Guest Certificates.

Members can choose between monthly or annual payments by contacting [debtors@gtasa.co.za](mailto:debtors@gtasa.co.za).

The Affiliation Fees are integral to membership model and ensures that members have access to a continuously updated website and a list of updated preferred suppliers.

**25. What is the GTA online footprint about, what does it stand for and what does GTA offer to the community?**

GTA keeps as up to date as a company can be in our ever-changing technological age. There are many sites on which service levels can be rated and many tools that we can make use of to spread our message of “more for less”.

We have a breakthrough product which disrupted the travel industry – the gap in the market that we make use of puts money back into travellers’ pockets.

Our online footprint comprises of our SEO and marketing campaigns on social media, as well as specials that we post from our Preferred Suppliers. We try to share the message that it is possible for anyone to travel and that it can be easily navigated by having a Personal Travel Agent available when you need them.

Like many other companies, we have occasionally received complaints online and you will note that we always respond to them directly and immediately, resolving the complaint to both party’s satisfaction. Many other companies ignore complaints and we pride ourselves in these efforts of engagement. We try to ensure that any misunderstandings are cleared up and that any poor service levels are addressed immediately. It is important to us that the truth is represented, and we implement changes based on the feedback without delay.

## **26. What happens when the Principal Member passes away?**

When a member passes on, the spouse must contact GTA at [enquiries@gtasa.co.za](mailto:enquiries@gtasa.co.za) and forward all the necessary documentation confirming the death. Please provide copies of their Last Will and Testament, marriage certificate and death certificate. Please provide contact details of the executor attending to the estate. Our consultants will get back to you immediately and provide you with the details of the membership and will assist in submitting claim forms should insurance have been taken on the day of signing up.

## **27. Is GTA developing any projects that I as a member can get excited about?**

GTA and its major partners have exciting news to share that will provide many more travel opportunities as you earn. This coming news will be BIG! Launch day is nearing, and we will advise our Club 200 members first and very soon.

We are always developing new projects to enhance our members experience. Our Reservations Department acquire new Preferred Suppliers daily and always have new information to share in this regard.

## **28. What is the process if I want to cancel my membership?**

GTA is compliant with the Consumer Protection Act 68 of 2008 (CPA). In this regard, you are entitled to cancel in terms of section 14 of the CPA and we are entitled to charge a cancellation fee that is reasonable to both parties.

Should you wish to terminate your membership in terms of your agreement and the CPA, please provide us with your notice to cancel in writing by emailing [enquiries@gtasa.co.za](mailto:enquiries@gtasa.co.za) and our Member Retention Department will contact you to advise on the cancellation process.

## **29. Are there any options other than cancellation?**

Yes, there are. We are committed to ensuring that our members receive the benefits they signed up for on the commencement day. You can downgrade your membership to a smaller tiered package, and we can provide you with revised payment arrangements, as well as freeze your membership up to a period of 3 months.

**30. Can I visit your offices?**

Yes, our members are very welcome to visit us. Our address can be found on the About Us page. Please contact the consultant that has been communicating with you or contact our Reception before visiting and we will ensure that a consultant will be available to meet with you.

Kindly note that not all staff are working at Head Office due to the new working environments which Covid-19 ushered, instead certain departments work full working hours from home. We are committed to member satisfaction and the aforesaid staff members will join us in office to meet with members provided notice is provided in advance to ensure their attendance.