

Case Study Major Disruption

When things go wrong...

When the planes stop flying, there's nothing like the comfort of a real person at the end of a phone. Finding accommodation, re-booking flights, making sure destination hotels are informed versus working it out yourself.

Groundings. Riots. Volcanoes. Floods. Don't travel alone. Travel with Goldman.

Goldman Travel:



172 bookings affected by the global Qantas grounding on 29 Oct 2011.



219 clients disrupted.



6 staff worked for 36 hours straight to get people on their way.

The result?

Travellers on their way with minimal disruption.

Help when you need it...

Travel is more than just 'A' to 'B' especially when things go wrong.

Hotels are booked out quickly, alternative carriers snapped up. For the traveller in a terminal with just a phone, trying to contact the same people that everyone else is trying to reach, the chances of finding help is limited at best. You need someone on your side, someone who cares about your situation, knows the options and has the technology and contacts to make it happen.



How do we make it happen?

- Gold Alert - client notification of urgent advisories.
- Gold Contact - local call numbers in 5 major destinations that clients can use to maintain contact directly to our office.
- Crisis response - we have a crisis service staffed 24/7. You will always be able to reach a real person on the phone when you travel with Goldman.

As one of the largest independent corporate travel agencies in Australia, Goldman Travel are used to handling dramatic situations when they occur. We manage our travellers through a combination of experience, expertise, technology and size. Why travel alone when you can travel with Goldman.