

10

REASONS

TO CHOOSE

YOUR TRAVEL

CLUB

## WHY 'WE'RE UNIQUE' & WHY 'YOU'RE NOT ALONE!'

We know we're unique in how we operate and what we can offer. No other Travel Company has the same incentive to offer you the same discounts or levels of service as we do. Our experiences during the pandemic have shown that our Members are truly grateful for those levels of service, causing one to coin the catchphrase, 'You're not alone when you use the NGSU Travel Club!' Hopefully the following 10 reasons will explain exactly what we (and they) mean, all of them start with the 3 words:-

### WE HELP YOU

#### 1. WITH OUR DESIGNATED TEAM

Large enough to cope but small enough to care, once you've made contact with us, you'll never become just another Reference Number. Our aim from the start is to make Members feel special, no matter what the enquiry. Plus you'll always have a named contact who will deal with you throughout.

#### 2. PLAN IT

Whilst many Members know what they want when they contact us for a better price, an equal number need inspiration/help/guidance to plan that perfect break. We're the experts, we've invariably been there and we know how to help you refine that wish list to suit your needs.

#### 3. FIND IT

Once we know exactly what you want, we'll then use our knowledge and all the tools at our disposal to find it/put it together and give you the details— Whatever, whenever, wherever!

#### 4. GET THE BEST PRICE

Once you've made your choice from what we offer you, we don't stop there. We then use all our contacts within the Travel Industry to get you the best price possible, by carefully checking all the options and wherever possible beating any existing quotes – before we then introduce your NGSU Members Discount.

## WE HELP YOU

### 5. RE. NGSU MEMBERS DISCOUNT

Unique to us is the way we operate your NGSU Members Discount. Not for us a standard percentage reduction or just enough to beat the Opposition's price, we give you back as much as we possibly can based on the commissionable elements contained in the booking. More commission – more NGSU Members Discount. Nobody else has the same incentive or reason to do that as we have.

### 6. HAVE PEACE OF MIND

Our separate POM downloadable Poster on this site fully explains what we mean by having Peace of Mind (and more) for the future, when you book with us.

### 7. BEFORE YOU GO

Whether it's securing travel insurance with Covid-19 cover, pre-booking your seats or luggage, airport parking or hotel, transfers or car hire, tours or attractions, visas or Covid – 19 related QR codes – **WE DO ALL THAT FOR YOU!**

As well as sending out your tickets/vouchers (checked carefully for flight time changes or hotel errata) we enclose our own Travel Tips Letter – The perfect tick sheet to make sure nothing is forgotten – not even that passport renewal date check!

### 8. WHEN YOU'RE THERE

Our Travel Tips Letter has already told you what to do if you get damaged luggage, an unsatisfactory room or have any form of complaint (you must report it locally, not just when you get back and definitely get a name!). We also remind you that for any problems that can't be resolved locally we operate a 24 hour Emergency Contact Number, so no matter where in the World you are or what time it is locally – 'You're never alone with the NGSU Travel Club'.

### 9. WHEN YOU COME BACK

We always want to hear Members views on their return and forward them a Feedback Form asking them to share their experiences (and photos) for the benefit of others. As an incentive all replies are entered into a Monthly Prize Draw. We'll also follow up ourselves with the Airline/Hotel/Tour Operator/Insurer any complaints/refund requests etc to save the Member hours of frustrating calls and email brush-offs. All part of our service commitment.

### 10. NEXT TIME

We'd like to think that our 'We help you' slogan will guarantee you booking with us next time. However we're not that naive, as market forces will sometimes work against us as does 'the family member/friend' who wants to use their own contact or try out the usually false 'internet is always cheaper' belief. That won't however stop us always competing, always trying our best and the fact that for so many Members we are ALWAYS their 'Next Time', is the best recommendation we could possibly want!