

The Hon J Jackson, MHA
Attorney-General
Minister for Justice and Industrial Relations

Dear Minister

Section 10 (1) of the Travel Agents Act 1987 requires the Board to submit to the Minister a report on its operations during the previous financial year.

I have pleasure in submitting to you on behalf of the Board the Eighteenth Annual Report covering the period 1 July 2004 to 30 June 2005

Yours sincerely

JC Copson
Chairman
Travel Agents Licensing Board



TRAVEL AGENTS LICENSING BOARD

**Eighteenth Annual Report
For the year ended 30 June 2005**



Tasmania

INTRODUCTION

The Travel Agents Act 1987 requires that all travel agents in Tasmania hold a licence to operate. A travel agent may be licensed to arrange travel in two separate categories, Category A Business (international travel or international travel and accommodation) and Category B Business (domestic travel or domestic travel and accommodation).

Licensing of travel agents is part of a national scheme to protect customer funds until they are passed on to the provider of the travel service. The Travel Agents Licensing Board is the licensing authority for this State.

To hold a licence, a travel agent must be a contributor to the Travel Compensation Fund (TCF), which reimburses consumers in the event of financial loss resulting from the failure of travel agents to account for client funds.

There is a close relationship between the TCF and the Board and this relationship is clearly defined in the Act.

TASMANIAN LEGISLATION

The participation of Tasmania in the national scheme is provided for under the *Travel Agents Act 1987*, which establishes a Travel Agents Licensing Board and defines its membership and functions.

Under the legislation, a person must not carry on the business of a travel agent unless licensed by the Board. The requirements to be met in order to be eligible to obtain a licence are listed in the Act and include:

- a minimum age requirement;
- participation, or eligibility for participation, in the Travel Compensation Fund;
- being a fit and proper person to be a holder of a licence; and
- meeting certain prescribed levels of qualifications and experience in the making of travel arrangements.

A licence may also be issued subject to prescribed conditions and restrictions.

However, the Act provides that a person does not need to be licensed if:

- the gross turnover of the business as a travel agent during the preceding 12 month period did not exceed \$50,000; and
- the only rights to travel or accommodation sold during that period in the course of the business were the rights to travel or accommodation within Australia.

LEGISLATION AMENDMENTS

On 1 April 2005 the Travel Agents Amendment Regulations 2005 and the Travel Agents (Exemption) Order 2005 came into effect as part of the National Competition Policy (NCP) review of the National Scheme for the Regulation of Travel Agents.

The Travel Agents Amendment Regulations 2005 has changed the qualification requirements for licensed travel agents in Tasmania. There are now two categories of travel, which requires a travel agent licence. Category A business means the sale of international travel or international travel and accommodation, which requires qualifications. Category B business means the sale of any other travel or travel and accommodation within Australia (domestic) and there are no qualification requirements. There is a transitional arrangement enabling existing or new qualifications to be accepted for the remainder of 2005.

Travel Agents Amendment Regulations 2005

Part A – Qualifications required from 1 April 2005 until 31 December 2005

Category A business (sale of international travel or international travel and accommodation)

The prescribed qualifications for a person in charge of the day-to-day conduct of a Category A business selling international travel or international travel and accommodation are:

- (a) the successful completion of Unit of Competence THTSOP20A (Construct Normal International Airfares) delivered or assessed by a person registered by a State or Territory Training Authority in accordance with the Australian Quality Training Framework; OR
- (b) one year of full-time experience, or part-time experience or a combination of full-time and part-time experience equalling one year of full-time experience, gained in the preceding 5 years –
 - arranging or selling international travel or international travel and accommodation; OR
 - as a person managing or in charge of the day-to-day conduct of a travel agency licensed in a State or Territory to arrange or sell international travel or international travel and accommodation; OR
- (c) if neither of the qualifications prescribed in paragraphs (a) or (b) are satisfied –
 - 5 years full-time experience or part-time experience or a combination of full-time and part-time experience equalling 5 years arranging or selling international travel or international travel and accommodation; OR
 - 2 years full-time experience or part-time experience or a combination of full-time and part-time experience equalling 2 years full-time experience arranging or selling international travel plus a certificate, diploma or associate diploma in any course consisting of Qantas Fares & Ticketing 1 & 2 or equivalents.

Category B business (sale of any other travel or travel and accommodation)

There are no prescribed qualifications required.

Part 2 – Qualifications required on and after 1 January 2006

Category A business (sale of international travel or international travel and accommodation)

The prescribed qualifications for a person in charge of the day-to-day conduct of a Category A business selling international travel or international travel and accommodation are:

- (a) the successful completion of Unit of Competence THTSOP20A (Construct Normal International Airfares) delivered or assessed by a person registered by a State or Territory Training Authority in accordance with the Australian Quality Training Framework; OR
- (b) one year of full-time experience, or part-time experience or a combination of full-time and part-time experience equalling one year of full-time experience, gained in the preceding 5 years –
 - arranging or selling international travel or international travel and accommodation; OR
 - as a person managing or in charge of the day-to-day conduct of a travel agency licensed in a State or Territory to arrange or sell international travel or international travel and accommodation.

Category B business (sale of any other travel or travel and accommodation)

There are no prescribed qualifications required.

Travel Agents (Exemption) Order 2005

The Travel Agents (Exemption) Order 2005 authorises travel agents licensed in a reciprocating State or Territory to advertise and solicit business in Tasmania without requiring a Tasmanian licence.

This also enables Tasmanian businesses with a current travel agent licence, to advertise or solicit to sell travel or travel and accommodation in all States and Territories (other than the Northern Territory) without obtaining a licence in that State or Territory. The category of travel being advertised must be in accordance with the category authorised on the current licence.

Travel Agents Order 2004

The Travel Agents Order 2004 allows for persons who carry on business as a travel agent, selling travel only within Australia, not to be licensed if their gross annual turnover is less than \$50,000. Previously this amount was \$30,000.

TRAVEL AGENTS LICENSING BOARD

The current Board was appointed on 28 July 2003. The members are:

- Jan Copson, who is the current Chairman, appointed by the Governor of Tasmania;
- Carole Bradford, representing members of the Australian Federation of Travel Agents (AFTA);
- Penny Archer, representing travel agents who are not members of AFTA; and
- Roy Ormerod, Director of Consumer Affairs and Fair Trading.

The Travel Agents Act requires the Board to:

- licence travel agents;
- ensure that high standards within the industry are maintained;
- ensure that those who hold a licence conduct their business in a competent manner;
- investigate any complaint or charge that a licensed travel agent has contravened or failed to comply with the provisions of the Act; and
- maintain a register of licensed travel agents.

TRAVEL COMPENSATION FUND

The Travel Compensation Fund (TCF) was established in 1987. It is the second part of the national scheme and it set up a deed of trust to compensate consumers who experience financial loss resulting from the collapse of a travel agency.

The TCF monitors the financial viability of travel agents and therefore provides an assessment of their managerial competence. A national register of participants is also maintained by the Fund. Licensed travel agents in all jurisdictions, except the Northern Territory, are required to participate.

The TCF fee structure is:

	Principal Office	Branch Office
	\$	\$
Administration Fee	655.00	405.00
Fund Contribution	7,430.00	5,000.00
GST	<u>808.50</u>	<u>540.50</u>
	\$8,893.50	\$5945.50

The Administration Fee is non-refundable. The Fund Contribution will be returned only on the withdrawal or refusal of the application. The Fund Contribution is not transferable to another entity. Except in limited cases, where a remission of contribution is available, the subsequent restructuring of ownership of the business, for example, from a sole trader to a partnership, or from a partnership to a proprietary limited company, will require a new application to be lodged and payment of the Administration Fee, Fund Contribution and GST.

TRAVEL COMPENSATION FUND DEED OF TRUST

The operations of the Travel Compensation Fund are established under a Deed of Trust administered by Trustees appointed by the Consumer Affairs Ministers of each participating State and Territory.

In Tasmania, the original Deed is reproduced in Regulations made under the *Travel Agents Act 1987*. However, as various amendments have been made since that time, the Office maintains an up to date copy.

Any person who wishes to view an amended copy of the Deed is welcome to do so by calling into Consumer Affairs and Fair Trading during business hours. It is also available on the TCF website at www.tcf.org.au.

As a result of a major re-drafting of the Deed of Trust, the number of Trustees has been reduced from 16 to 11 and the method of appointment altered. The Ministerial Council now appoints all Trustees as a joint decision (Clause 4.0).

Travel Compensation Fund Review

Since the collapse of Ansett Australia Ltd, there has been a great deal of discussion around the scope of cover offered by the Travel Compensation Fund. The cost to participate in the TCF has also attracted concern from sectors of the travel industry. The Ministerial Council on Consumer Affairs (MCCA) requested that a review of the TCF be conducted. A Working Party has been appointed which is being lead by Tasmania. Industry groups, such as the Australian Federation of Travel Agents (AFTA) will be making a submission to the review. It is expected that the review will be completed in the 2006 calendar year.

Any contributions are welcome and can be forwarded via the Travel Agents Licensing Board Secretariat, GPO Box 1244, Hobart Tas 7001 or email talb@justice.tas.gov.au.

TCF Board Members

Chairperson		Mr John King
Four Industry Trustees	nominees of AFTA Ltd (2)	Mr B Wild Mr I Spight
	nominee of ATEC	Mr A Burnes
	non-aligned travel industry representative	Ms A Templeman-Jones
Four Ministerial Council Representatives	NSW representative	Mr B Given
	VIC representative	Ms S Maclellan Dr D Cousins (<i>appointment pending</i>)
	QLD/WA representative (on a rotating basis)	Mr M Miller Ms H Ringrose (<i>acting</i>)
	SA/TAS/ ACT representative (on a rotating basis)	Ms J Boyle
Two Trustees	representing the interest of consumers	Prof D Harland (<i>position vacant</i>) Ms J Mack

TRAVEL AGENTS LICENSING BOARD

ACTIVITIES

New Licences

- TAS154 M Anutha & K Rees as Trustees for Rees Family Trust Trading As
selfdrivetasmania.com
- TAS035 Dorothy Ryan Trading As St Helens Travel

Amended Licences

- TAS154 selfdriveaustralia P/L trading as selfdriveaustralia P/L
- TAS058 Travel Launceston P/L Trading As Harvey World Travel on Brisbane Street
- TAS143 AC Travel P/L Trading As Travelscene Kings Meadows

New Branches

- TAS130 Sorell Travel P/L Trading As Know-How Travel, Australian Discount Travel and
Tours, Derwent Travel – 73 High Street, New Norfolk

Agencies/Branches Ceased Trading or Sold

- TAS019 Launceston Travel (1982) P/L Trading As Harvey World Travel (Launceston)
- TAS020 AC Building Services P/L Trading As Travelscene Kings Meadows
- TAS064 American Express International Inc Trading As American Express Travel Service
- TAS069 R Parker Trading As Derwent Travel Centre
- TAS141 Travelscape Tasmania P/L Trading As Trading As Travelscape Tasmania P/L
- TAS035 Chistine Dewar Trading As St Helens Travel

LICENCE RENEWALS

Travel agents are issued an invoice for payment for licence renewals due on 1 July each year. To avoid incurring a late fee penalty, agents are required to pay licence renewals before 31 July.

COMPLIANCE

An audit of the Telstra White and Yellow Pages listings (both hardcopy and internet) was conducted by the Advisory and Compliance branch of Consumer Affairs and Fair Trading on behalf of the Board. Listing irregularities were investigated and appropriate action taken.

REGISTER OF LICENCES

The Act requires the Travel Agents Licensing Board to keep a register of licence holders, which is available for inspection by any person. The register must include the addresses of the principal and branch locations for each agent, together with the name and address of the manager of each location.

The register is computerised and can be inspected between 9.00 am and 4.30 pm at Consumer Affairs and Fair Trading, 15 Murray Street, Hobart.

A list of current licensed travel agents, together with their principal business address, highest qualification, and manager details is included in Appendix B.

RECEIPTS AND PAYMENTS

The receipts and payments of the Board from 1 July 2004 to 30 June 2005 is shown in Appendix A. The receipts are derived from licence and renewal fees set down in the regulations of the Act, and interest derived from that money.

ADMINISTRATION

Consumer Affairs and Fair Trading provides a secretariat function to the Board, for which the Office is reimbursed. In addition, the Advisory and Compliance Branch of the Office undertakes all compliance activities on behalf of the Board.

TRAVEL AGENTS AND FAIR TRADING

Travellers experience a great diversity of problems and many of these results from innocent mistakes or reasons beyond an agent's control. However, an agent has a professional obligation to take precautions to prevent problems occurring.

The most common problems experienced by travel consumers are:

- incorrect flight times shown on airline tickets;
- confirmed bookings being refused by an airline due to local peculiarities;
- not being advised that a booking is waitlisted, or in some cases not advised of the significance of such status being endorsed on a ticket;
- increases in prices of tours and/or airline tickets after consumers have made the final payment, due to currency fluctuations, airlines or consolidators withdrawing special rates for the wrong season;
- vouchers for travel services not being accepted by overseas tour operators;
- tours cancelled or varied at the last moment, leaving insufficient time for consumers to make alternative arrangements;
- not being notified of co-share arrangements;
- standards of accommodation and travel services being inferior to, or shorter duration than those described in tour brochures;

- not being advised of special requirements such as visa, customs, monetary controls, etc.
- not being notified of cancellation charges at the time of booking, or the possibility of lengthy delays in obtaining refunds of unused air tickets, especially 'off-shore' tickets.

The Travel Agents Licensing Board believes the following are essential for the proper conduct of a travel agency.

FULL DISCLOSURE

A consumer cannot be expected to accept a share of responsibility in any transaction if they are unaware of that responsibility. They should be fully informed of all costs, schedules, conditions and cancellation fees. Where special conditions apply to tickets, these should be fully explained, preferably both verbally and in writing.

A travel agent should respond to questions about products or services with detailed information and give detailed written quotations. This will require the agent to have a high standard of product knowledge, which is continually being updated.

FAIR CANCELLATION FEES

The common law recognises the right of a business to fair compensation when consumers cancel an arrangement. Cancellation fees should, however, reflect true costs.

ACCURATE REPRESENTATIONS

It is essential that all promotional material give an accurate overall impression. Representations concerning what is offered should not be false or misleading. This can be conveyed by pictures in brochures and advertisements, as well as by word. Similarly, the prices charged for accommodation or tours may give rise to certain expectations as to the standard offered.

ADEQUATE NOTICE OF VARIATIONS

Consumers must always be informed of variations as soon as they become known rather than waiting until the consumer comes to pick up the tickets.

GOOD OFFICE PRACTICES

Many problems arise because agents do not keep accurate records or operate according to the standards of good office practices. Details of all transactions need to be adequately documented. The more important points should be explained and preferably in writing.

STATEMENT BY THE CHAIRMAN OF THE TRAVEL AGENTS LICENSING BOARD

The accompanying financial statement of the Travel Agents Licensing Board has been prepared on a cash basis of accounting and is in agreement with the relevant accounts and records to present fairly the financial transactions for the year ending 30 June 2005.

At the date of signing I am not aware of any circumstances, which would render the particulars included in the financial statement misleading or inaccurate.

JC Copson
CHAIRMAN

Date: 13/7/2005

APPENDIX A

**TRAVEL AGENTS LICENSING BOARD
STATEMENT OF RECEIPTS AND PAYMENTS
FOR THE YEAR ENDED 30 JUNE 2005**

2004		Notes	2005
\$			\$
19,464	Opening Balance		15,064
	<i>Add Receipts</i>		
1,086	Interest		826
12,795	License and Application Fees		8,671
<u>13,881</u>	Total Receipts		<u>9,497</u>
<u>33,345</u>	Total Souce of Funds		<u>24,561</u>
	<i>Less Expenditure</i>		
16,883	Salaries and related expenses	2	2,226
900	Audit Fees		1,000
498	Other Expenditure	3	513
<u>18,281</u>	Total Expenditure		<u>3,738</u>
<u>15,064</u>	Closing Balance		<u>20,823</u>

Certification of Financial Statement

I certify that the above statement is an accurate representation of receipts and expenditure recorded through the Department of Justice's financial management information system.

**BRIAN SMITH FCPA
DIRECTOR (CORPORATE SERVICES)
11 July 2005**

**NOTES TO AND FORMING PART OF
THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2005**

1. Basis of Accounting - the financial statement has been prepared on a cash basis

	2005	2004
2. Salaries and Related Expenses:		
Salaries and Wages	-	\$15,000
Board Member Salaries	\$1,980	\$1,483
Salary On Costs	\$246	
Training	-	\$400
	<u>\$2,226</u>	<u>\$16,883</u>
3. Other Expenditure:		
Subscriptions, Newspapers and Magazines	\$200	\$338
Monographs	-	\$91
Postage	\$25	\$29
Other Travel Expenses	\$81	-
General Advertising	\$135	-
General Office Supplies	\$8	-
Miscellaneous	\$64	\$41
	<u>\$513</u>	<u>\$498</u>

Note: Salaries have not been charged to the Board for the period 2004/2005

INDEPENDENT AUDIT REPORT

To the Members of the Travel Agents Licensing Board

Scope

I have audited the special purpose financial report comprising the Statement of Receipts and Payments and accompanying notes of the Travel Agents Licensing Board for the year ended 30 June 2005. The members of the Travel Agents Licensing Board are responsible for the preparation of the financial report on the cash basis of accounting in accordance with the direction given under the provisions of Section 42 (2) of the *Financial Management and Audit Act 1990*. I have conducted an independent audit of the financial report in order to express an opinion on it to the Members. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the Members.

The audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material mis-statement. My procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion whether in all material respects, the financial report is presented fairly in accordance with the cash basis of accounting which does not require the application of Accounting Standards and other mandatory professional reporting requirements in Australia.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In my opinion the financial report presents fairly, in accordance with the cash basis of accounting the financial transactions of the Travel Agents Licensing Board for the year ended 30 June 2005 and such components of financial position at that date as are disclosed in the financial report.

TASMANIAN AUDIT OFFICE

E R De Santi
DIRECTOR QUALITY ASSURANCE

HOBART
6 September 2005

APPENDIX B
LIST OF LICENSED TRAVEL AGENTS IN TASMANIA AS AT 30 JUNE 2005
(INCLUDING AGENTS, WHICH CEASED OPERATING IN THAT PERIOD)

<p>Ace Travel Club 44 Riverway Road MONTROSE 7010 Manager: C Creswell Category B Business - Domestic Licence No: TAS069</p>	<p>Bini Travel Agency 1st Floor 164 Liverpool Street HOBART 7000 Manager: N Bini-Maluta Category A Business -International Licence No: TAS047</p>	<p>Executive Travel Consultants P/L PO Box 923 SANDY BAY 7006 Manager: M Booker Category A Business -International Licence No: TAS003</p>
<p>Adventures Unlimited 20 Banawarra Road GEILSTON BAY 7015 Manager: G&S Batten Category A Business -International Licence No: TAS138</p>	<p>Burnie Travel Centre 18 Wilmot Street BURNIE 7320 Manager: I Last Category A Business -International Licence No: TAS062</p>	<p>Flight Centres Australia Shop 3 136 Collins Street HOBART 7000 Manager: S Gibbs</p> <p>18 Ross Avenue ROSNY PARK 7018 Manager: K Roberts</p>
<p>Airport Ground Handling 82 Stewart Street DEVONPORT 7310 Manager: P Jarvis</p> <p>Wynyard Airport WYNYARD 7325 Manager: G Sloane</p> <p>Category B Business - Domestic Licence No: TAS110</p>	<p>Conference Design Pty Ltd 14a Magnet Court SANDY BAY 7005 Manager: P Archer Category B Business - Domestic Licence No: TAS088</p>	<p>Shop T2 Northgate Shopping Centre GLENORCHY 7010 Manager: C Emery</p> <p>182 Sandy Bay Road SANDY BAY 7005 Manager: S Wilson</p> <p>65 Brisbane Street LAUNCESTON 7250 Manager: N Church</p>
<p>American Express Travel Agency 74a Liverpool Street HOBART 7000 Manager: R Jacker Category A Business -International Licence No: TAS064</p>	<p>Deloraine Travel Pty Ltd 30 Emu Bay Road DELORAIN 7304 Manager: M McHarg Category B Business - Domestic Licence No: TAS113</p>	<p>111 Liverpool Street HOBART 7000 Manager: B Harris</p> <p>20A Stewart Street DEVONPORT 7310 Manager: TA Harding</p>
<p>Andrew Jones Travel Level 1/61 Salamanca Place HOBART 7000 Manager: A Jones Category A Business -International Licence No: TAS103</p>	<p>Derwent Travel Centre 73 High Street NEW NORFOLK 7140 Manager: R Parker Category A Business -International Licence No: TAS096</p>	<p>Shop 60 Channel Court S/Centre KINGSTON 7050 Manager: N Johnstone</p> <p>Shop 33 Meadow Mews S/Centre KINGS MEADOWS 7250 Manager: M Hardie</p>
<p>Barbara Birch Travel Advisory Service 45 Victoria Street HOBART 7000 Manager: B Birch Category A Business -International Licence No: TAS040</p>	<p>Eco Temptations Tasmania P/L 2/13 Bayfield Street ROSNY PARK 7018 Manager: M Park Category B Business - Domestic Licence No: TAS102</p>	<p>Category A Business -International Licence No: TAS031</p>

<p>Groups Tasmania Suite 1/63 Paterson St LAUNCESTON 7250 Manager: D Luttrell Category B Business - Domestic Licence No: TAS144</p>	<p>Harvey World Travel (Ulverstone) 29a Reibey Street ULVERSTONE 7315 Manager: A Smith Category A Business -International Licence No: TAS012/TAS013</p>	<p>Judly International P/L 1134 Cygnet Coast Road WATTLE GROVE 7109 Manager: J Jennings Category A Business - International Licence No: TAS152</p>
<p>Harvey World Travel (Burnie) 25 Wilson Street BURNIE 7320 Manager: J Cooper Category A Business -International Licence No: TAS147</p>	<p>Heritage Tours of Tasmania 3 Quamby Avenue SANDY BAY 7005 Manager: K Kile Category B Business - Domestic Licence No: TAS027</p>	<p>Know-How Travel / Australian Discount Travel Gateway Shopping Centre 27 Cole Street SORELL TAS 7172 Manager: J Evans</p>
<p>Harvey World Travel (Devonport) 139 William Street DEVONPORT 7310 Manager: J E O'Donnell Category A Business -International Licence No:TAS082/TAS083</p>	<p>Inala Nature Tours Cloudy Bay Road BRUNY ISLAND 7150 Manager: T Cochran Category B Business - Domestic Licence No: TAS149</p>	<p>73 High Street NEW NORFOLK TAS 7140 Manager: R Parker</p> <p>Category A Business -International Licence No: TAS130</p>
<p>Harvey World Travel (Hobart) Shop 1/60 Liverpool Street HOBART 7000 Manager: K J Plunkett</p> <p>40 Murray Street HOBART 7000 Manager: P Livesey</p> <p>Category A Business -International Licence No: TAS097</p>	<p>Israel Reservation Centre 360 North Huon Road RANELAGH 7109 Manager: I Prenskey Category A Business -International Licence No: TAS150</p>	<p>Launceston Travel & Information Centre Cnr St Johns & Cimitiere Streets LAUNCESTON 7250 Manager: K Woolley Category B Business - Domestic Licence No: TAS112</p>
<p>Harvey World Travel (Kingston) 43 Channel Court Shopping Centre KINGSTON 7050 Manager: CS Burnett-Cosgrove & R Allen Category A Business -International Licence No: TAS117</p>	<p>Jetset Travel (Devonport) 68 Best Street DEVONPORT 7310 Manager: R H Knight Category A Business -International Licence No: TAS125</p>	<p>North West Travel P/L Cnr Mount & Wilmot Sts BURNIE 7320 Manager: G Blair</p> <p>29 Rooke Street DEVONPORT 7310 Manager: S Richardson</p> <p>Category A Business -International Licence No: TAS070</p>
<p>Harvey World Travel (Launceston) 100 St John Street LAUNCESTON 7250 Manager: M Berryman Category A Business -International Licence No: TAS019</p>	<p>Jetset Travel Launceston 122 Charles Street LAUNCESTON 7250 Manager: N Barton Category A Business -International Licence No: TAS146</p>	

<p>Qantas Airways Ltd 77 Elizabeth Mall HOBART 7000 Manager: J Darling Category A Business -International</p> <p>Hobart Airport LLANHERNE 7170 Manager: A Jefferis Category B Business - Domestic</p> <p>Launceston Airport LAUNCESTON 7250 Manager: J Corkery, G Malisauskas, S Woodroffe Category B Business - Domestic</p> <p>Licence No: TAS049</p>	<p>Roberts Ltd 28 Havelock Street SMITHTON 7330 Manager: F Blizzard Category A Business -International Licence No: TAS032</p>	<p>St Helens Travel Centre 20 Cecilia Street ST HELENS 7216 Manager: D Ryan Category B Business - Domestic Licence No: TAS035</p>
	<p>Roses Travel 5-9 Cameron Street SCOTTSDALE 7260 Manager: E George Category A Business -International Licence No: TAS043</p>	<p>Tasmania Reservation Specialists PO Box 286 SORELL 7172 Manager: EJ Rapley Category B Business - Domestic Licence No: TAS148</p>
	<p>selfdriveaustralia Pty Ltd 30A Channel Highway TAROONA 7053 Manager: K Rees Category B Business – Domestic Licence No: TAS154</p>	<p>Tasmanian Tours & Travel/ Tigerline Travel Tasmania 212 Main Road MOONAH 7009 Manager: S Dewsbery Category B Business - Domestic Licence No: TAS140</p>
<p>RACT Travel Cnr Patrick & Murray Sts HOBART 7000 Manager: P Williams</p> <p>Cnr York & George Sts LAUNCESTON 7250 Manager: R Ravani</p> <p>5 Steele Street DEVONPORT 7310 Manager: K Endelmanis</p> <p>24 North Terrace BURNIE 7320 Manager: K Kelly</p> <p>Rosny Mall 2 Bayfield Street ROSNY 7018 Manager: P Higgins</p> <p>Shop 45 Northgate Shopping Centre GLENORCHY 7010 Manager: A Storer</p> <p>Shop 20 Channel Court KINGSTON 7050 Manager: C Benbow</p> <p>Category A Business -International Licence No: TAS025</p>	<p>Smiths Classic Travel SOUTH RIANA 7316 Manager: P Smith Category B Business - Domestic Licence No: TAS109</p> <p>Manager: J Smith Category A Business -International Licence No: TAS093</p>	<p>Tasmanian Travel & Information Centre Burnie Pioneer Village Museum Little Alexander Street BURNIE 7320 Manager: CS Cameron Category A Business -International Licence No: TAS116</p>
	<p>STA Travel Ground Floor Student Union Building University of Tasmania SANDY BAY 7005 Manager: E McKenzie</p> <p>Room Z125 Ground Floor Student Association Building University of Tasmania Newnham Drive LAUNCESTON 7250 Manager: R Sheldrick</p> <p>Category A Business -International Licence No: TAS128</p>	<p>Tasmanian Travel & Information Centre Devonport 92 Formby Road DEVONPORT 7310 Manager: A-M Snell Category B Business - Domestic Licence No: TAS115</p>
		<p>Tasmanian Travel & Information Centre Hobart 20 Davey Street HOBART 7000 Manager: H Stewart Category B Business - Domestic Licence No: TAS105</p>

<p>Tastrips / Strait-a-Way Travel / Austrips 2 Ashburner Street DEVONPORT 7310 Manager: G Harwood Category B Business - Domestic Licence No: TAS080, TAS081</p>	<p>Travelscene Huon Valley 37 Main Road HUONVILLE 7109 Manager: G Lucas Category A Business -International Licence No: TAS099</p>
<p>Tas Vacations 11-17 Argyle Street HOBART 7000 Manager: C Brett Category B Business - Domestic Licence No: TAS029</p>	<p>Travelscene Kings Meadows 114 Hobart Road KINGS MEADOWS 7250 Manager: D Peck Category A Business -International Licence No: TAS020</p>
<p>The Travel Studio (Tas) P/L Level 5, 85 Macquarie Street HOBART 7000 Manager: L Ayers Category A Business -International Licence No: TAS139</p>	<p>Travelscene Kings Meadows 114 Hobart Road KINGS MEADOWS 7250 Manager: A Willis Category A Business -International Licence No: TAS143</p>
<p>Travel 360 Pty Ltd Prospect Vale Market Place 350 Westbury Road PROSPECT VALE 7250 Manager: K Bennett</p> <p>Category A Business -International Licence No: TAS137</p>	<p>Wilson's Travel Service/ Travel & Cruise Ulverstone 38 Reibey Street ULVERSTONE 7315 Manager: R Sinfield</p> <p>Travel & Cruise Devonport 119 Rooke Street DEVONPORT 7310 Manager: F Raymond-Crawn</p>
<p>Travel Launceston Pty Ltd 54 Brisbane Street LAUNCESTON 7250 Manager: M Brown Category A Business -International Licence No: TAS058</p>	<p>Travel & Cruise Hobart Shop 1,110 Collins Street HOBART 7000 Manager: C Snow</p> <p>Category A Business -International Licence No: TAS010, TAS011</p>
<p>Travelscape Tasmania P/L 11 Susan Parade LENAH VALLEY 7008 Manager: A Gallagher Category A Business -International Licence No: TAS141</p>	<p>World Expeditions 23 Earl Street LAUNCESTON 7250 Manager: V Johnstone Category A Business -International Licence No: TAS153</p>
<p>Travelscene Hobart City Centre 49 Liverpool Street HOBART 7000 Manager: C S Bradford Category A Business -International Licence No: TAS014</p>	<p>Wynyard Travel Service 68 Goldie Street WYNYARD 7325 Manager: J Seen Category A Business -International Licence No: TAS095</p>