

22 September 2004

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 Seventeenth Annual Report covering the period 1 July 2003 to 30 June 2004

Yours sincerely

JC Copson  
Chairman  
Travel Agents Licensing Board

**TRAVEL AGENTS LICENSING BOARD**

**Seventeenth Annual Report  
For the year ended 30 June 2004**

## 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 four separate categories, ranging from domestic surface travel to international air travel.

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 \$30,000; 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.

## **TRAVEL AGENTS LICENSING BOARD**

A new 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:

	<b>Principal Office</b>	<b>Branch Office</b>
	\$	\$
Administration Fee	655.00	405.00
Fund Contribution	7,430.00	1,485.00
GST	<u>808.50</u>	<u>189.00</u>
	<b>\$8,893.50</b>	<b>\$2,079.00</b>

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.

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).

## TCF Board Members

Chairperson		Mr John King
Four Industry Trustees	nominees of AFTA Ltd (2) nominee of ATEC non-aligned travel industry representative	Mr B Wild Mr I Spight Ms R McLeod Ms A Templeman-Jones
Four Ministerial Council Representatives	NSW representative VIC representative <b>QLD/WA</b> representative (on a rotating basis) SA/TAS/ <b>ACT</b> representative (on a rotating basis)	Mr B Given Ms S Maclellan Mr M Miller Ms J Boyle
Two Trustees	representing the interest of consumers	Prof D Harland Assoc. Prof S Russell

## TRAVEL AGENTS LICENSING BOARD

### ACTIVITIES

#### **New Licences**

- TAS043 M&JF Barrett P/L as Trustees for M&JF Barrett Family Trust T/As Roses Travel
- TAS099 GC&HJ Lucas T/As Travelscene Huon Valley
- TAS152 Judy International P/L
- TAS153 Australian World Expeditions P/L

#### **New Branches**

- TAS031 Flight Centre Ltd – Shop 60 Channel Court Shopping Centre, Kingston
- TAS031 Flight Centre Ltd – Shop 33 Meadow Mews Shopping Centre, Kings Meadows

#### **Agencies/Branches Ceased Trading or Sold**

- TAS043 DJ&KN Waldron ITF Roses Travel Family Trust
- TAS030 Village Travel P/L T/As Harvey World Travel Sandy Bay
- TAS067 Pat Young Travel P/L
- TAS099 PJ & JJ Geale T/As Travelscene Huon Valley
- TAS145 ADP Medical P/L T/As IAT Travel
- TAS141 TravelEdge P/L

#### **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**

Self-regulation of the industry results in the Travel Agents Licensing Board being advised by telephone calls, email and postal mail of possible licensing irregularities. Once notified, staff from Consumer Affairs & Fair Trading investigates the issue and takes appropriate action.

## **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 2003 to 30 June 2004 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 have 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 2004.

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

JC Copson  
**CHAIRMAN**

Date: 20/09/2004

**APPENDIX A**  
**TRAVEL AGENTS LICENSING BOARD**  
**STATEMENT OF RECEIPTS AND PAYMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2004**

<b>2003</b>		<b>2004</b>
\$	Notes	\$
<b>27,346</b>	Opening Balance	<b>19,464</b>
	<i>Add Receipts</i>	
1,148	Interest	1,086
<u>9,014</u>	License and Application Fees	<u>12,795</u>
<b><u>10,162</u></b>	Total Receipts	<b><u>13,881</u></b>
<b><u>37,508</u></b>	Total Source of Funds	<b><u>33,345</u></b>
	<i>Less Expenditure</i>	
16,387	Salaries and related expenses	16,883
650	Audit Fees	900
<u>1,007</u>	Other Expenditure	<u>498</u>
<b><u>18,044</u></b>	Total Expenditure	<b><u>18,281</u></b>
<b><u>19,464</u></b>	Closing Balance	<b><u>15,064</u></b>

**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)**  
**15 September 2004**

**NOTES TO AND FORMING PART OF  
THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2004**

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

	<b>2004</b>	<b>2003</b>
2. Salaries and Related Expenses:		
Salaries and Wages	\$15,000	\$15,000
Board Member Salaries	\$1,483	\$400
Training	\$400	\$987
	<u>\$16,883</u>	<u>\$16,387</u>
3. Other Expenditure:		
Subscriptions, Newspapers and Magazines	\$338	-
Monographs	\$91	\$74
Postage	\$29	\$23
General Advertising	-	\$160
Printing and Binding	-	\$730
Miscellaneous	\$41	\$20
	<u>\$498</u>	<u>\$1,007</u>

## **INDEPENDENT AUDIT REPORT**

### **To the Members of the Travel Agents Licensing Board**

#### **Scope**

I have audited the special purpose financial report comprising a financial statement prepared on the cash basis of accounting of the Travel Agents Licensing Board for the year ended 30 June 2004. 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 2004 and such components of financial position at that date as are disclosed in the financial report.

#### **TASMANIAN AUDIT OFFICE**

J. J. Tongs  
Assistant Director - Financial Audit  
FOR THE AUDITOR - GENERAL

20 September 2004  
HOBART

**APPENDIX B**  
**LIST OF LICENSED TRAVEL AGENTS IN TASMANIA INCLUDING HIGHEST**  
**QUALIFICATION AND LICENCE NUMBER AS AT 30 JUNE 2004**

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

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

<p><b>Qantas Airways Ltd</b> 77 Elizabeth Mall HOBART 7000 Manager: J Darling International Air Travel</p> <p>Hobart Airport LLANHERNE 7170 Manager: A Jefferis Domestic Air Travel</p> <p>Launceston Airport LAUNCESTON 7250 Manager: J Corkery, G Malisauskas, S Woodroffe Domestic Air Travel</p> <p>Licence No: TAS049</p>	<p><b>Roberts Ltd</b> 28 Havelock Street SMITHTON 7330 Manager: F Blizzard International Air Travel Licence No: TAS032</p>	<p><b>Tasmania Reservation Specialists</b> PO Box 286 SORELL 7172 Manager: EJ Rapley Domestic Air Travel Licence No: TAS148</p>
<p><b>RACT Travel</b> Cnr Patrick &amp; Murray Sts HOBART 7000 Manager: P Williams</p> <p>Cnr York &amp; 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>International Air Travel Licence No: TAS025</p>	<p><b>Roses Travel</b> 5-9 Cameron Street SCOTTSDALE 7260 Manager: E George International Air Travel Licence No: TAS043</p>	<p><b>Tasmanian Tours &amp; Travel/ Tigerline Travel Tasmania</b> 212 Main Road MOONAH 7009 Manager: S Dewsbery Domestic Surface Travel Licence No: TAS140</p>
	<p><b>Smiths Classic Travel</b> SOUTH RIANA 7316 Manager: P Smith Domestic Surface Travel Licence No: TAS109</p> <p>Manager: J Smith International Air Travel Licence No: TAS093</p>	<p><b>Tasmanian Travel &amp; Information Centre Burnie</b> Pioneer Village Museum Little Alexander Street BURNIE 7320 Manager: CS Cameron International Air Travel Licence No: TAS116</p>
	<p><b>STA Travel</b> 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>International Air Travel Licence No: TAS128</p>	<p><b>Tasmanian Travel &amp; Information Centre Devonport</b> 92 Formby Road DEVONPORT 7310 Manager: A-M Snell Domestic Air Travel Licence No: TAS115</p>
	<p><b>St Helens Travel Centre</b> 20 Cecilia Street ST HELENS 7216 Manager: C Dewar Domestic Air Travel Licence No: TAS035</p>	<p><b>Tasmanian Travel &amp; Information Centre Hobart</b> 20 Davey Street HOBART 7000 Manager: H Stewart Domestic Surface Travel Licence No: TAS105</p>

<p><b>Tastrips / Strait-a-Way Travel / Austrips</b>  2 Ashburner Street  DEVONPORT 7310  Manager: G Harwood  Domestic Air Travel  Licence No: TAS080, TAS081</p>	<p><b>Travelscene Huon Valley</b>  37 Main Road  HUONVILLE 7109  Manager: G Lucas  International Air Travel  Licence No: TAS099</p>
<p><b>Tas Vacations</b>  11-17 Argyle Street  HOBART 7000  Manager: C Brett  Domestic Air Travel  Licence No: TAS029</p>	<p><b>Travelscene Kings Meadows</b>  114 Hobart Road  KINGS MEADOWS 7250  Manager: D Peck  International Air Travel  Licence No: TAS020</p>
<p><b>The Travel Studio (Tas) P/L</b>  Level 5, 85 Macquarie Street  HOBART 7000  Manager: L Ayers  International Air Travel  Licence No: TAS139</p>	<p><b>Travelworld</b>  151 Charles Street  LAUNCESTON 7250  Manager: A Willis  International Air Travel  Licence No: TAS143</p>
<p><b>Travel 360 Pty Ltd</b>  Prospect Vale Market Place  350 Westbury Road  PROSPECT VALE 7250  Manager: K Bennett</p> <p>International Air Travel  Licence No: TAS137</p>	<p><b>Wilson's Travel Service/  Travel &amp; Cruise Ulverstone</b>  38 Reibey Street  ULVERSTONE 7315  Manager: R Sinfield</p> <p>Travel &amp; Cruise Devonport  119 Rooke Street  DEVONPORT 7310  Manager: F Raymond-Crawn</p>
<p><b>Travel Launceston</b>  54 Brisbane Street  LAUNCESTON 7250  Manager: M Brown  International Air Travel  Licence No: TAS058</p>	<p>Travel &amp; Cruise Hobart  Shop 1, 110 Collins Street  HOBART 7000  Manager: C Snow</p> <p>International Air Travel  Licence No: TAS010, TAS011</p>
<p><b>Travelscape Tasmania P/L</b>  11 Susan Parade  LENAH VALLEY 7008  Manager: A Gallagher  International Air Travel  Licence No: TAS141</p>	<p><b>World Expeditions</b>  23 Earl Street  LAUNCESTON 7250  Manager: V Johnstone  International Air Travel  Licence No: TAS153</p>
<p><b>Travelscene Hobart City Centre</b>  49 Liverpool Street  HOBART 7000  Manager: C S Bradford  International Air Travel  Licence No: TAS014</p>	<p><b>Wynyard Travel Service</b>  68 Goldie Street  WYNYARD 7325  Manager: J Seen  International Air Travel  Licence No: TAS095</p>