



PRESS RELEASE
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Travel Counsellors Rescues it's Nationwide Passengers

While Tour Operators and Travel Groups are taking a step back from the Nationwide debacle, claiming there is nothing that they can do on their behalf, it's refreshing to note that Travel Counsellors has taken an altogether different line and has stepped in to assist its affected passengers. This is possible through the foresight of having in place a unique insurance protection scheme which covers its clients in cases of insolvency by major suppliers including airlines. Travel Counsellor's clients who have not yet started their journeys will be refunded their airfares via the protection scheme which is implemented at Travel Counsellors expense. Travel Counsellors are the only SA travel company to offer this important facility to its clients.

"I am delighted that I am able to provide a solution to my affected Nationwide clients. Having previously worked as an independent consultant not aligned to any grouping I would never have been able to offer this type of service to my customers. My customers appreciate it and so do I. Travel Counsellors simply leads the way in customer service." Says Wendy Dowd, Travel Counsellor, Cape Town

"My customers phoned me in a panic after finding out about the collapse of Nationwide airlines. My passengers had already heard from other Nationwide travellers that their only hope of travelling was to purchase alternative tickets at their expense. I was delighted to tell my customers that they were protected under a unique insurance protection scheme that is exclusive to all Travel Counsellors customers. Wow, I have very happy customers who are referring me to all their friends and family and my business is growing as a result of having the best tools in the market place to service my customers. I'm so happy to be part of Travel Counsellors a truly market leading company." says Eloise Fischer, Travel Counsellors, KZN

"Whilst most travel agents dread these moments when suppliers can let them down, Travel Counsellors are confident in the knowledge that all the suppliers they are recommending and booking on behalf of their clients are covered in cases of insolvency. Travel Counsellors service is all about partnership and clients continue to embrace the convenience, courtesy, high level of personal service, value and most of all caring attitude that runs throughout the company. Travel Counsellors clearly continues to set the pace and create trends for the rest to follow." Says William Puk, Director of Travel Counsellors SA.

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About Travel Counsellors: Travel Counsellors PLC is one of the UK's largest independent travel companies with turnover at the end of its last financial year (Oct 31 2007) of £212 million, a 21% increase year on year. Founded in 1994 it currently has over 900 travel consultants who work from home with the support of over 200 staff at the company's head office in Bolton. The company operates in the UK, Ireland, the Netherlands, Germany, South Africa, Australia and the US. In the UK Travel Counsellors places all customer money in a Trust account which guarantees a 100% refund in the event that a supplier collapses. Travel Counsellors was the winner of the prestigious Queen's Award for Enterprise in 2003-2008, the technology category of the 2005 CBI Growing Business Awards and was voted Travel Agent of the Year by readers of the Guardian, Observer and Guardian Unlimited in 2006 & 2007.

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