

Members-Only Travel Concierge

Your members get free
access to our top-notch
customer service team!



Our well-trained agents are available with real-time expertise to assist your members, helping them get the most and save the most when they travel.



REAL-LIFE CUSTOMER SERVICE AGENTS AVAILABLE IN SECONDS

Our highly rated agents are waiting to help in any way they can, saving your members long wait times and frustrating experiences with automated customer service.



ASSISTANCE BOOKING TRAVEL AND PURCHASING TICKETS

Whether your members need help booking hotels, flights, and car rentals or purchasing theme park tickets, activities, excursions, and more, we have them covered.



ON-CALL BOOKING AND TROUBLESHOOTING 24/7

If your members run into issues or emergencies, we are here for them around the clock and ready to help.



SUPPORT CANCELLING BOOKINGS AND GETTING REFUNDS

We advocate for your members. If their travel plans change, our agents are ready to assist them with cancellations and refunds.





Toll-free voice, web chat,
and email support



Bi-lingual support
(Spanish & English)



100% USA-based
call center



Each call answered as if it
was your organization



24/7 customer service for
hotels/car rentals/flights



Customizable toll-free
number available upon request



Great customer service reviews

"I like the friendly, fast service that I received from the person I talked to. The guy assisting me definitely took time to make sure my needs were met and asked me if there was anything else he could do for me."

J. MACKEY



Our customer service agents are top-notch:

ASA
(Avg Speed to Answer)

30 sec

CSAT Score*
(Customer Satisfaction)

91.62%

(Industry Average: 75%)

Processed

5,000+

Refunds

Conduct quality assurance on calls to continually
improve service



I was satisfied with all the help I got today. My customer service rep was very courteous and helpful. She was especially patient walking me through step by step what I needed to do to book my trip. Thank you!

S. JENSEN