

## Did you know...

As your preferred travel partner Campus Travel is committed to providing a high quality service that forms part of our 'Service Level Agreement' (SLA) for Federation University.



This means you can expect:

- Immediate acknowledgement of a Concur request
- Domestic quotes delivered within 3 hours
- Simple international quotes (1 destination) within 3 hours
- Complex international quotes (2-4 destinations) within 24 hours
- Very complex international quotes (5+ destinations) to be agreed on at time of booking

Campus Travel has a 'PRICE BEAT' guarantee. We'll beat any rate, provided the same product is available at the time of booking. Our Price Beat applies to:



- International airfares
- Accommodation
- Car hire

For more information head to our Price Beat page on our website [www.campustravel.com.au/offers/lowest-price-commitment](http://www.campustravel.com.au/offers/lowest-price-commitment)

Would you like to pass on feedback to the Campus Travel team about a servicing issue? If you've received some great service lately or not so great service – please let us know!



Email us at the below address. We'd love to hear from you!

[feedback.campustravel@federation.edu.au](mailto:feedback.campustravel@federation.edu.au)

Campus Travel will waive the booking fee for service that is deemed to fall outside of the SLA. If the service you received took longer than the SLA timeframes mentioned, we will forfeit the booking transaction fee that is charged to the university.



Please contact us on the **feedback email** mentioned below.

Please feel free to contact your dedicated Federation University team for all your travel enquiries [feduni@campustravel.com.au](mailto:feduni@campustravel.com.au)

