



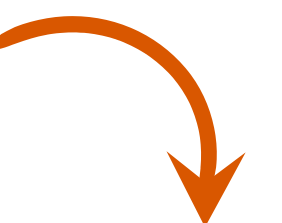
**Better protection
for your customers.
Better revenue for you.
Wherever you are.
Wherever they are.**

We provide the world's most flexible and comprehensive refund protection, making sure your customers aren't left out of pocket should the worst happen.

We're a people focused team, with you and your customers at the heart of everything we do. From making sure we offer the widest protection, to creating an easy to use system, to delivering real return for your business.

Put simply, we're the guardians of a great experience, whatever life throws at you or your customers. For any reservation, in any sector.

But what is refund protection?



A way to make happier customers...

- Booking Protect is an extension of your terms and conditions, meaning your customer can get a refund on their order, should something get in the way.
- We take all the strain, processing all aspects of the refund, leaving you to get on with what you do best.
- We can even cover ALL elements of an order, including tickets, travel & accommodation, as well as ALL service fees subject to **T&Cs**.

This all means that if something goes wrong, your customer gets their money back, still has a good experience and feels good about you!

So how does it work?



It's a simple process for you and your customers...

1.



Vendor activates Booking Protect at no cost to them

2.



Customer makes a reservation and adds refund protection

3.



Something goes wrong and they don't make it

4.



Customer requests a refund with Booking Protect

5.



Our friendly team process the refund

6.



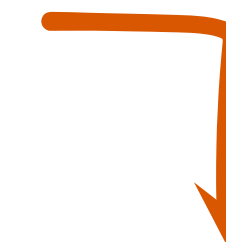
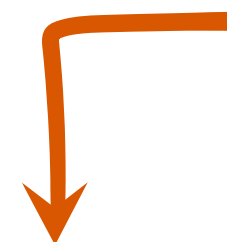
Approved refunds are paid within 48 hours

7.



Customer is happy with **Excellent** overall experience

What do we cover?



The widest range of cover ...

To give the best peace of mind, we cover the entire order, and are the only provider to cover pre-existing medical conditions.

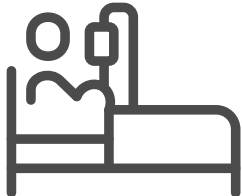
Our core cover includes:



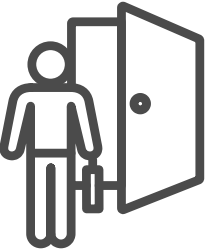
Accident, illness, injury or death to the customer, their immediate family or a member of the group



Home emergency (Inc. burglary, fire, flood, etc)



Pre-existing medical conditions and pregnancy



Redundancy



Adverse weather conditions



Military personnel called up overseas



Court summons & jury service

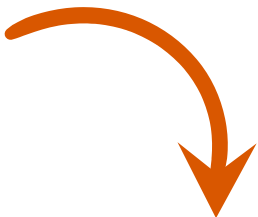


Relocation



**Private vehicle failure
(Inc. breakdown, fire, theft, accident, etc)**

Giving confidence back



Coronavirus update: book with confidence

The industry we share, and the customers we collectively work with have been hit hard by the impacts of coronavirus.

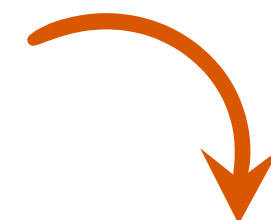
This makes it more important now than ever to let them make reservations with confidence, when we return to the new normal.

We have seen conversion rates on our product rise by over 200% for orders made since the start of the pandemic, so now is the time to let your customers buy with confidence, knowing they're protected should the worst happen.

Our product is the most comprehensive in the market, covering things that many providers usually exclude, so with Booking Protect, you're offering the greatest confidence to get people buying again.

You can read a full update about what we cover in relation to Coronavirus [here](#).

So what do you get?



WE WILL COVER

your customer if they're made redundant.



WE WILL COVER

your customer if they fall ill with COVID-19 preventing them from attending their reservation.



WE WILL COVER

your customer if an immediate family member or another member of their group falls ill or passes away due to COVID-19

It's important to remember that there must be a legitimate reason for a refund to be paid. We unfortunately can't refund: if a customer simply changes their mind because of nervousness around attending an event due to COVID-19; or if a government travel ban is in place, regardless of the reason for the refund request.

Great Benefits for you and your customers...

With Booking Protect, everyone wins. Not only do your customers get the best peace of mind, you generate additional income to help your business grow.

For your customer

The entire order can be covered.

Increased customer confidence to make non-refundable orders.

Flexibility to apply for a refund up to 45 days after the start of the reserved event.

Widest scope of coverage.

Exceptional customer service in all languages and currencies.

For you

Extra revenue generated through every sale with no set up cost.

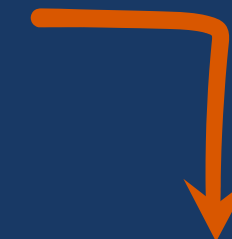
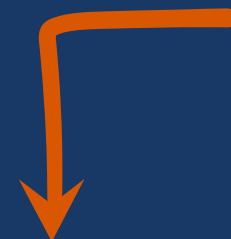
Potential for increased sales with higher customer confidence.

Fewer time consuming customer complaints & refund requests.

Resource of an award-winning team handling all refunds in-house.

Knowledge that we're offering the same great service your customers expect from you.

What revenue can I expect?



Your potential revenue ...

Refund protection pricing has already been agreed with AudienceView, and AV clients will receive 40% of each sale as commission.

The Booking Protect premium is collected by the AV client at the time of the sale. We will then invoice you on the 1st of the following month for our share of the premium.

You can retain all your share as soon as it's collected, and we'll never ask you to contribute to claim settlements.

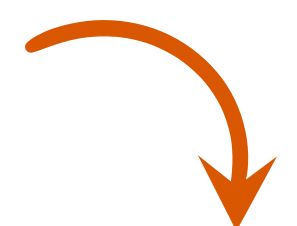
This table shows an example of the potential commission you could be receiving!



Avg. Order Value	25	50	100
Annual Orders			
50,000.00	9,096	11,976	23,976
100,000.00	18,192	23,952	47,952
250,000.00	45,480	59,880	119,880

\$ - USD & CAD

So how do refunds work?



Simple refunds with a unique philosophy

Unlike some providers, we like to pay refunds.

No hoops. No red tape. Just a straightforward process to take a little strain off the shoulders of your customers. Because let's face it, if they're coming to us, something has already gone wrong. And we want to make life as easy as possible for them.

So each and every case is dealt with by a dedicated handler. A real person who will listen to what's gone wrong, and wherever possible, find a way to help.

- Secure, purpose built refund platform
- Dedicated refund handler for each case
- Instant live chat facility
- Multi-lingual and multi-currency capability
- In-house refund team - no outsourcing
- Immediate acknowledgement & 48 hour turnaround for all applications.

What do our partners say?



Our partners are full of praise ...

“ The Booking Protect proposition is **market leading and without comparison** anywhere in the world.

“ Booking Protect has been **very easy** for both us and our customers. I'd recommend them to anyone!

“ Working with Booking Protect has been straightforward and profitable from day one. Their team always provide top class customer service.

Read more about who our partners are and what they have to say [here...](#)

How about our customers?



Our customers rate us **excellent** on

With over thousands of reviews and an 'Excellent' rating, you can trust that your customers will be in good hands whatever comes their way.



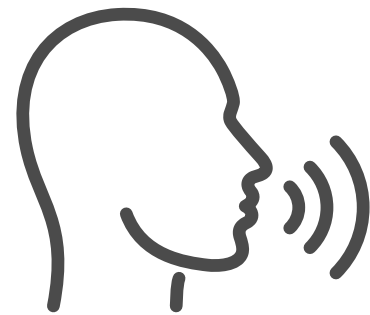
Read more reviews on Trustpilot [here...](#)

How do we go live?



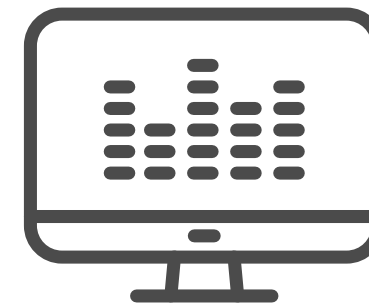
Going live is as easy as 1, 2, 3...

1.



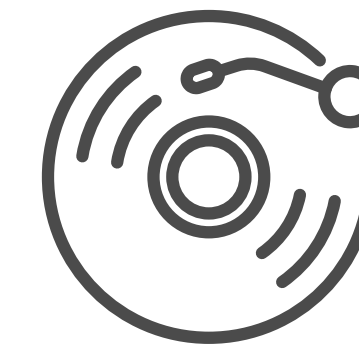
We'll provide an agreement outlining your pricing and commission, let us know you've got it and we can start activating your account.

2.



We're already integrated with AudienceView - we'll submit a case to AV Support to liaise with you & activate Booking Protect.

3.



That's it, you're live and ready to start earning 40% of every sale! We'll invoice you on the 1st of the following month for the remaining 60%.

It's as simple as that!

So in no time, you can be up and running, starting to earn and seeing happier customers.

Some things to remember



Some things to remember about Booking Protect

We've worked hard to develop the most comprehensive product in the market, and we're proud to have achieved that. But there are some things for you to know that are important parts of how we work, to make sure you and your customers get the best possible service.



IT'S NOT INSURANCE

Booking Protect isn't an insurance product. Think of it as an extension to your terms and conditions. You can read more about it [here](#).



14 DAY COOLING OFF

If your customer changes their mind about Booking Protect, don't worry! They've got **14 days to cancel**. But after that, we can't cancel or refund the fee.



DETAILED FAQs

We understand this is all new to you, so we've got a comprehensive set of FAQs to make everything crystal clear. You can find them [here](#).

Let's do this!



Ready to take the next step?

Then talk to your dedicated contact! They'll take you through how to get going with Booking Protect, and answer any questions you might have.

Alternatively, you can drop us an email on info@bookingprotect.com

We're looking forward to working with you!

