TRAVEL ANGEL® Service Description

Purpose:

TRAVEL ANGEL® provides on-site solutions in Ireland for last-minute assistance and information needs that may arise during a trip booked through your travel agency or a self-planned itinerary.

Travel means discovery and experience, and yet there are moments during a trip when quick, uncomplicated, and direct human assistance may be needed. With the TRAVEL ANGEL® program, you are provided with an additional layer of comfort, allowing you to enjoy your precious vacation time carefree, whether you have a booked itinerary or one you've put together yourself.

Irish hosts, whether at a B&B or a hotel, are very helpful and are often happy to provide travellers with local tips tailored to their interests.
However, the level of this helpfulness varies, and if someone does not speak the local language, or if a host reaches their limits due to cultural differences, it is helpful for travellers to have a specific point of contact on site. This should be a person—or people—who speak their language and are thoroughly familiar with local conditions and the culture.

SERVICES:

Your TRAVEL ANGEL

- serves as your local contact, providing quick and expert solutions to your last-minute travel requests and unforeseen incidents during your vacation in Ireland;
- is available 24/7 during your trip (on a rotating schedule from 8 a.m. to 8 p.m. and 8 p.m. to 8 a.m.);
- speaks your language and understands your needs exactly;
- serves as your information hub and offers guidance for making decisions regarding last-minute business needs during your trip;
- arranges excursions in the region through certified guides and/or organizations.

Scenarios:

- You suddenly fall ill and need medical assistance locally? Where can you get the appropriate help for your situation (emergency services, doctor, medical group, or hospital)?

- Are you traveling in a rental car and have been in an accident? In addition to reporting, to the rental car company and your travel agent/insurance provider, do you need assistance regarding information from the Irish police (Garda) or other matters?

- Would you like to change your individual travel plans and need specific information about a location, a region, or an Irish service provider? Or have you already set your sights on a destination and need help planning and deciding based on distances and the options you've identified yourself?

- Would you like to venture off the beaten path of typical tourist attractions to gain insight into hidden archaeological gems from before and after Christianization?

- Would you like to attend a last-minute music, writing, or painting workshop to learn more about the richness of Irish cultural traditions?

- Are you traveling via Fly & Drive, looking for a place to stay on the spot, and need help finding accommodation due to high demand (e.g., during peak season)?

- Are you traveling spontaneously and one of the above situations arises? You can contact your Travel Angel—booked before your trip—at any time; they are available to assist you **before and throughout your entire trip**.

This is where **TRAVEL ANGEL®**'s services come in:

- Providing information beyond the scope of the travel agency's
- consulting services
- Information on events organized by local providers
- On-site event bookings at the customer's request
- On-site first-level support for travel emergencies

VALUES:

- **TRAVEL ANGEL®**'s values are guided, among other things, by the core values of the Irish Tourism Group:
- Close collaboration and networking with local Irish providers (promotion of local tourism).
- Promotion of tourism that fully considers its current and future economic, social, and environmental impacts, while considering the needs of visitors, the industry, the environment, and host communities.
- TRAVEL ANGEL® offers customers a tailored and professional experience while maintaining high standards of quality, transparency, and integrity.
- Service with Swiss quality, embedded in Irish culture and tradition.

Human beings are sensory creatures, and travel is a deeply sensory experience that arises not only from experiencing a new environment, but also from human connection and direct interaction. Anyone who can build a bridge from their own reality—regardless of culture or beliefs/lifestyle—to another reality that is still foreign to them will be inspired in a lasting way. And this creates valuable memories that can enrich or even transform everyday life back home.

TRAVEL ANGEL® aims to help people in this experience and inspire them with a passion for Irish culture.

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