



THE UK'S ONLY
INDEPENDENT CO-OP
TRAVEL CONSORTIUM



WELCOME

The Co-operative Travel Consortium is part of the Midcounties Co-operative.

The Midcounties Co-operative Travel Consortium is built on strong independent values. This ensures we provide exceptional support and services to our members so they can operate thriving and successful businesses. Our Consortium comprises of a range of independent retail agents, call centres and homeworking travel businesses.

As an independent diverse business, we understand the importance of dedicating time

to everyone individually. This ensures all our members are presented with the right tools and support for their individual business.

Our main aim at The Co-operative Travel Consortium is to support our members in achieving successful business growth.

**Thank you for your interest
in our Consortium.**



Alison Holmes
Head of Retailing

BENEFITS

It's important when you are considering setting up your own travel business or moving from a different Consortium that you choose an established, independent business to work with.

Here are some of the benefits you will receive when joining us.



A nationally recognised brand and the UK's only independent Co-operative Travel Consortium.



ABTA and ATOL bonding including merchant facilities, which means your customers can book with you knowing they have complete financial security.

Market leading tour operator commercial terms with a wide variety of suppliers, helping you to maximise your earnings on every booking.

Systems and supplier training as well as ongoing educational trips so you can experience new destinations first hand.

Tour operator payments made from our Support Centre, saving you banking charges and also giving you more time to spend on developing your business.

Steering Group of nominated members to ensure that all our members' voices are represented and reinforcing one of key values of democracy as a Co-operative. We listen to you and value your opinion through our steering group.



Co-op Holidays is our own tour operator. We create packages which are ATOL protected and backed up by a best in class service with a focus on brand integrity, quality assurance and knowledge share for colleague and customers/members alike provided by our support centre. Co-op Holidays is an exclusive product and only available through Midcounties Co-operative Travel Consortium, The Personal Travel agents, part of Your Co-op and Your Co-op Travel Retail & Virtual Call Centre.

IN ADDITION

NO JOINING FEES.

MARKETING SUPPORT AS REQUIRED (SOME EXTRA FEES MAY APPLY).

COMPETITIVE MERCHANT SERVICE FEES.

And most importantly, we understand completely how important our support is to you and your business. We offer all the benefits of working with a large organisation but with a bespoke family feel.

ESTABLISHED 2012

Over the last 11 years, the Consortium has enjoyed continued growth and is now a group of over 130 Independent Travel Agents, based around the UK trading under their own brand.



100

Retail shops



31

Call Centres &
Home Businesses



£500

Million annual
sales

Independent Travel Agents who choose to join a larger buying group gain access to the following benefits:

- Access to ABTA/ATOL facilities
- Strong commercial terms
- Supplier payments made on the agents' behalf and bank reconciliation
- Exclusive access to Product e.g. Co-op Holidays and Blue Bay Travel
- Business support including legal requirements, business development advice, steering group meetings, virtual office, Conference and Marketing support
- Merchant facilities including low card fees
- Back office solution



How It Works

In exchange for the benefits, we earn our income through a Management Fee. This is variable based on the size of your business in sales. The standard charge is 10% of the agents' net commission.

SUPPORT TEAMS:

Field team



Kim Foat
Area Manager
North West & Scotland



David Cheshire
Area Manager
South West



Louise Roughton
Area Manager
North East



Angela McCall
Area Manager
South East

Support teams



Katie Blunt
Brand & Marketing
Manager



Richard Simpson
Compliance Manager



Michael Cronin
Central Operations
Team Leader



Carrie Hurst
Central Operations
support

Commercial



Mark Mitchell
Head of Commercial
& Co-op Holidays



Ben Lovatt
Senior Commercial
Manager



Harriet Desai
Commercial
Manager



Valerie Hibbert
Commercial
Manager



Joanne Facer
Central Operations



Carla Beech
Central Operations



Shelley Greenaway
Central Operations

Our Commercial team work daily with a large range of leading tour operators to ensure we offer a complete product range with the best commercial terms and incentives in the market.

CASE STUDIES

“ Being part of the Co-op Group provided us with excellent commercial terms and choice for our customers, along with having our own ABTA number. When we joined, we were really pleased with the group’s professionalism and helpfulness.

I know that as long as we continue to have the support of the Co-op Group, our business will be secure and prosper further. There is a fear that by joining a managed service consortium, you will lose your identity as an independent agent, but with the Co-op Group, they allow you to manage your own business, but at the same time offering support as and when needed. ”

Gary Pridmore & David Mayer



“ We have now been a member of the Midcounties Co-op Consortium for more than 3 years and we are delighted with the service they provide us.

We have a dedicated Business Development Manager who is always on hand to help us with any problems. Our commercial terms are excellent and as an independent agent the fact we have the ability to use so many tour operators is invaluable.

We have opened another branch and also a homeworking agent during our time with the Consortium and this bears testament to how they support you to grow your business.

They have the balance of helping you manage your business ” whilst letting you just manage your business how you wish.

Julia Fairfield & Becky Wright



CASE STUDIES

“ I launched my business in the midst of the pandemic, and I opted to join the Midcounties Co-operative Travel Consortium. After much research, the choice was easy for me as their offering and service was unrivalled.

In an extra stressful time to be opening a travel business I felt supported, heard, and understood. I haven't looked back since.

Although there's many members of various sizes within the Consortium, I always feel I matter and very supported in running my business in the way that works best for myself and team.

The commercial terms allow us to be extremely competitive in our offering and continue to aid in growth of business paired with the wide range of tour operators (vetted by their in-house commercial team for peace of mind) for us to use for our clients. ”

“ Running a business alone – it is important to have people you can trust, and it makes the difference of having the backup of the experienced Consortium team invaluable - any ideas or concerns I know I can soundboard confidentially and I am never treated as a “one size fits all”.

Whilst I choose to run my business independently, I appreciate the assurance my team and the advice I have from the support teams, You can always ask other members advice too which is great! Everyone is so friendly and helpful, they want you to succeed.

I can't recommend this Consortium enough!

I am looking forward to hopefully many more years of correlating positive growth together. ”



Hannah Porter
Owner & Managing Director
Travel By Hannah

ESTABLISHED 2012

Co-op Holidays in-house tour operator

Co-op Holidays is our own tour operator. We create packages which are ATOL protected and backed up by a best in class service with a focus on brand integrity, quality assurance. Plus our support centre provides knowledge-sharing for colleagues, customers and members alike.



City breaks

Specialist city and short break provider to over 100 destinations. Featuring our hand selected city centre hotels putting your customers exactly where they need to be.



Beach Holidays

Combining a wide choice of airlines with a broad choice of properties to all the favourite resort destinations.



Experience More

Get more out of your holiday. We've included everything your clients need to fully embrace the destination they're visiting.



Accommodation Only

With over 250,000 unique hotels worldwide.



Contact

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