



Expedia TAAP Support

As a valued travel partner, you're supported by our dedicated teams to help grow your business and manage your bookings. We're always happy to help.

Need assistance with a booked itinerary?

Contact our **Help Desk** support teams:

- **Call Centre:** 1800 726 618 (Available 24/7)
- **Live Chat:** [Using the Virtual Agent](#) (Available 24/7)



Virtual Agent

Your client has an in-stay or check-in issue?

Contact our **Relocations** team:

- **Relocations:** 1800 726 618 (Option 2, when prompted)
- **Emergency 24/7 Assistance for Travellers** (if req.): +44 0203 788 0440
(Only for travellers to call. Agents must use Relocations option)

Commission and Reporting question? Platform functionality query? Escalation request?

Contact our **Inside Sales Support** team:

- **NOTE:** If the Call Centre or Live Chat team is unable to assist, please ensure you have a case number, or name of person spoken with, or copy of the Live Chat conversation ready
- **Inside Sales Support:** 1800 726 618 (Option 1, when prompted), or email expedia-au@discovertheworld.com (Sydney Business Hours 9am-5pm)

For platform training, expert guidance on products and services, sales updates, and support assistance (if above options are unable to help)

Contact your **Account Executive** team:

- **NSW** - Elena Polonska - elena.polonska@discovertheworld.com | 0490 889 561
- **NSW/ACT** - Cathy Pocaterra - cathy.pocaterra@discovertheworld.com | 0490 319 162
- **VIC** - Siobhan Askham - siobhan.askham@discovertheworld.com | 0493 896 747
- **VIC/TAS** - Natalie Rickwood - natalie.rickwood@discovertheworld.com | 0492 885 250
- **QLD** - Lucas Cleary - lucas.cleary@discovertheworld.com | 0490 889 337
- **WA/SA/NT** - Jasmine Forsythe - jasmine.forsythe@discovertheworld.com | 0492 804 788
- **BDM** - Maraiia Talei - maraiia.talei@discovertheworld.com | 0490 889 556