

Study Tours Services Australian National University



Australian
National
University

As of 07 February 2025



Welcome to Reho Study Tours

Our Values: Quality | Trust | Ethical | Creativity | Efficiency | Communication

We believe the key to creating successful programs is by living our values. These values form the framework within which all major decisions are made, and they provide us all with a consistent clear direction and help us to measure and resolve conflicts. Basically, it ensures that we remain consistent, it ensures we get on and perform at our very best. It's no secret that a happy team environment of committed and aligned people leads directly to the greater likelihood of outstanding customer service delivery.

Company Information

| | |
|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Business address | Address: Level 12 / 412 St Kilda Rd Melbourne VIC 3004 Phone: +613 9823 5288 |
| How do you contact the Study Tours team? | Email: Hello@rehostudytours.com Phone: +613 9823 5288 |
| Hours of operation | Monday – Friday 8:30am– 5:00pm (AEDT) |
| Afterhours / Emergency Booking Services | Our Australian based afterhours team operate: Monday to Friday 5:00pm to 8:30am Saturday to Sunday 12:00am to 11:59pm |
| How to contact the Emergency Afterhours | Phone: +613 9823 5288 (option 1) Afterhours Service Fee: \$60.00 plus GST |
| Website | www.reho.com/study-tours |

Company history and establishment

Reho Travel began in the 1970s in the UK and has grown into a respected Australian-owned travel management company with a strong purpose. Based in Melbourne, we specialise in study tours for universities and managing travel for purpose-driven companies.

Initially disrupting the industry with discounted fares, we earned respect through innovation, strong values, and a committed team. Over 44 years, our customer base evolved from budget travelers to business and academic clients, emphasizing technology, duty of care, and sustainability.

Today, Reho Travel remains a purpose-driven company, using responsible travel and innovation to create positive global impact.

What is a Study Tour?

A study tour is a structured travel experience designed with specific learning objectives. It focuses on experiential learning through a combination of group and self-directed activities, allowing participants to engage with new environments, cultures, and communities.

Study tours vary widely in size and format. They can range from a single-day domestic program to an extensive three-month international experience. The number of participants can be as few as 2 or more than 100. Programs can be participant led, or Faculty led.

On average, a study tour runs for 2–4 weeks, with 15-30 participants and 1–2 trip leads. Whatever your needs, our experienced team is here to assist you in designing the ideal program.

Key personnel who will work with and support ANU:

Reho Study Tours Team are a responsive team that will work with and support ANU, to deliver consistency while ensuring each faculties unique requirements will be supported.

Karsten Horne – CEO

By the time Karsten was 10 years old he was involved in a failed attempt to sail to England in a rubber dinghy, he trekked across Timor, travelled overland from England to Australia and could name 250 airlines. At 17 he backpacked solo throughout South America, ran out of money in Colombia and returned home to discover that it was possible to make a career out of travel and he has never looked back during his 40 years in the travel industry. His long-term goal is to disrupt the entire travel supply chain so that travel agencies, suppliers and clients start to look at travel in a new way. He wants to take the focus off price and instead help Reho's clients make choices that are good for them, good for others and good for the planet.

Bianca Giles – Managing Director

Bianca epitomises a relentless drive for knowledge, finding purpose in solving pressing questions and significant challenges, thriving on unravelling complex problems, and discovering optimal solutions. Everywhere she looks, she spots opportunities for improvement and innovation. Throughout her entire career at Reho Travel, Bianca has dedicated herself to the company, culminating in becoming a part owner. Over the last decade, she has extensively engaged with major Study Tour clients, gaining a deep understanding of every facet of a study program. Her wealth of experience and a profound love for creativity and learning ensures she continues to bring fresh perspectives and innovative ideas to the forefront.

Rene Landsman – Account Manager

With over 20 years of experience in group travel and events, Rene has honed her expertise in group management, incentive programs, and corporate travel, working across both corporate and higher education sectors. Rene has previously managed the University of Melbourne's Endeavour Language Fellowship Study Tours and supported the Asia Education Foundation's teacher learning tours throughout Asia, Europe, the Pacific, and South America. At Asialink Business, also within the University of Melbourne, Rene organised high-impact events and engaged with diplomatic communities to enhance business capabilities and engagement with Asia.

Ann Aguirre – Team Leader

Ann is a Team Leader at Reho Study Tours, leveraging a diverse background in travel and tourism. Beginning as an Operations Supervisor at Melbourne Skydeck, she now works alongside the Reho Study Tour team in developing domestic and international tours. With an academic background in Master of International Sustainable Management from Monash University, Ann hopes to integrate sustainable practices in every program. She started as a Program Coordinator for Monash University and has since stepped into the Team Leader role, where she supports her team in designing impactful study tours focused on creating unforgettable experiences that meet key learning objectives.

Fares Team

Our fares consultants provide expert support in managing flight arrangements for study tours, ensuring cost-effective, flexible, and efficient travel solutions. They specialise in:

- Crafting flight options that align with program schedules and budget requirements.
- Booking and managing Group airfares
- Individual flight bookings
- Managing complex reservations including multi-sector travel.

Program Coordinators

Our program coordinators bring extensive experience in delivering high-quality support for study tours, ensuring smooth program execution from planning to completion. Collectively, they have worked across a diverse range of destinations, managing logistics, student engagement, risk management, and stakeholder coordination.

Our service offerings include:

Personalised Program Planning

- One-on-one consultations with our program coordinators and ANU academic leads to tailor programs, ensuring every experience aligns with the unique learning objectives of each faculty.

Program Design

- Crafting itineraries aligned with academic goals, ensuring meaningful learning experiences.

Travel Arrangements

- Domestic and international flights, with flexible self-booking options through SKY by Reho Study Tours. Allowing participants to take control of their travel plans, by easily searching for and booking own flights.
- Our team of expert fare consultants can assist with Group fares or individual airfare options.

Accommodation

- We work with a range of accommodation providers from hostels to boutique hotels, including homestay experiences, selected to meet program goals and budget preferences.

In-Country Support

- Comprehensive support including local guides, interpreters, airport transfers, industry visits, cultural tours, and immersion experiences to enhance academic objectives.

Additional Services

- Pre-departure briefings, industry engagements, guest lectures, cultural immersion activities, and duty-of-care reporting.

Health & Safety and Risk Management

Risk Assessment and Compliance

- Our team will work with you to ensure the destination checks and due diligence are in place. Throughout the planning, implementation, and delivery of the program our team are monitoring media and government advise to ensure the safety of all participants and staff.

Continuous Monitoring and Evaluation

We prioritise program safety by maintaining real-time feedback from trip leaders and conducting continuous supplier assessments. Our rigorous vetting process ensures providers perform thorough service checks and promptly address any required resolutions.

Emergency Action Planning

Our team works closely with the university to establish Emergency Action Plans, ensuring all parties understand their roles in the event of a program emergency.

Process for engaging Reho Study Tours:

Attached is a template containing key information to assist with preliminary discussions and program planning.

Submit the Template

Please complete the attached template and submit it via email hello@rehostudytours.com to our team.

Personalised Consultation

Once we receive your submission, a program coordinator will contact you within 24 hours to discuss the details.

Lead Time for Planning

We recommend a minimum lead time of six months to ensure a high-quality study program. However, we understand this may not always be possible and will work with you to accommodate tighter timelines.

Program Approval & Participant Registration

Once the program, including the risk assessment process, has been approved, we will forward the participant list template to you for submission. The information we require will be participants name and student email address.

ATLAS is our dedicated study tour registration system. Access is granted only to participants who have been offered a place and are registering for a study tour.

Each participant will receive a unique registration link and will be required to complete several tasks by specified deadlines. Automated reminders will be sent if tasks remain incomplete.

Key personnel will have access to an analyst view to monitor registrations and payments view to track financial transactions.

Payments & Financials

If the program is student-funded, each participant will receive details of their payment obligations along with due date notifications.

During the quoting process, our team will outline the program costs and include payment deadlines.

ATLAS Training & Support

Our team will provide a demonstration of ATLAS and offer training if needed to ensure a smooth registration process.

We recognise that travel can often be a balance of need v impact.

Given Australian's need to get on a plane to travel overseas, we embrace the responsibility of assisting our clients to reduce the impact of their travel.

We are committed to influencing the entire travel industry to consider the whole supply chain.

B Corporation Accreditation

Reho Travel is the only Travel Management Company in the world that has achieved B Corp accreditation and is also a carbon neutral business. B Corps lead a growing global movement of people using business as a force for good. Aligned with the principles of B Corp, we rigorously uphold stringent criteria encompassing verified social and environmental performance, underpinned by a commitment to transparency and legal accountability. Reho Travel is a foundation member of the movement in Australia since 2014. Further detail on how Reho Travel's achieved reaccreditation in 2023 can be found [here](#).

Sustainable Study Tour Guidelines

We integrate sustainability options into our study tour design and are happy to discuss how our guidelines can support your organisations sustainability goals.

SKY by Reho Study Tours

In response to the growing number of students that choose to break away from the group flights and to facilitate students on self-funded programs. Reho has recently introduced a self-booking solution designed especially for universities. *SKY by Reho Study Tours* provides students with the freedom to search, select and book their flights as part of the study tour registration process. This solution satisfies the students' needs and ensures that the university meets its duty of care obligations.

Pricing associated with service delivery of Study Tours

| | Services and/or Deliverable | Fixed Fees |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| 1. | DOMESTIC Group Travel booking – Land Group Travel booking – Air Pre + Post ticketing changes Air ticket Re-issue fee Air ticket cancellation/refund fee | 16% management fee \$60.00 per person 0.00 \$40.00 per person \$40.00 per person |
| 2. | INTERNATIONAL Group Travel booking – Land Group Travel booking – Air Pre + Post ticketing changes Air ticket Re-issue fee Air ticket cancellation/refund fee | 16% management fee \$140.00 per person 0.00 \$60.00 per person \$90.00 per person |
| 3. | ANCILLARY FEES After Hours Service fee (Call) Virtual Credit Card/Merchant fees | \$60.00 1.8% |
| 4. | OTHER FEES ATLAS (Basic) ATLAS (Premium) | \$40.00 per registration \$60.00 per registration |
| | TOTAL FIXED CHARGES (exclusive of GST) | |