

25

Member Directory A Guide to the Info Hub

www.PATA.org



PATA Member Directory A Guide to the Info Hub

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1. What is the Info Hub?

The Info Hub is an online platform powered by Growthzone that only PATA Members can log into to access their membership benefits, such as:

- The PATA Member Directory
- PATA Research and Publications
 - Go to **Resources** to download Research & Publications that are included in your Membership benefits
 - Go to <u>PATA Catalog on the PATA website</u> to purchase Research & Publications at a Member Discount
- Webinar recordings (under Resources)
- Managing your subscription to various PATA Newsletters
- Membership Benefit Presentation Deck (under Resources)
- List of Membership Benefits per Membership Category (under Resources)
- Video Tutorials for PATAmPOWER users
- For Members, By Members (FMBM)
- ... and more

This exclusive members-only space gives you access to your benefits—feel free to explore!

In the future, PATA HQ will be introducing the following features.

- Paying membership fees within the Info Hub
- Job Board
- Promote your own events within the Info Hub to other members
- ... and more



2. What is the PATA Member Directory

The PATA Member Directory is a list of PATA Members, displaying the organisation's bio and contact details of the primary contact person. The Member Directory can be searched and filtered by region, destination and keywords. Make sure your organisation's directory listing is complete and update-to-date so others can successfully connect with you.

The PATA Member Directory is one of many resources that sits within the Info Hub.

3. How to Gain Access to the Info Hub

a. Create your Info Hub account username & password

• When the Info Hub launched in June 2024, we sent an email with a system-generated link (valid for 3 days) to help all members create their Info Hub accounts. If you haven't set up your account yet, simply reach out to us at Memberteam@pata.org. We are more than happy to send the link to you.

The email will be sent by the PATA Member Team and will include a link:

Get Started with the PATA Info Hub - Your Link Is Ready! Inbox ×



28 Jan 2025, 14:49 (2 days ago) 🛛 🛧 🕤 🚦

Dear PATA Members,

Greetings from the Pacific Asia Travel Association!

We are delighted to share that the **PATA Member Directory** is now available! This online database serves as a valuable resource for PATA members to search for and connect with one another. You can easily access the directory within the **Info Hub**.

The Info Hub is an online, Members-Only platform powered by GrowthZone. It contains the Member Directory and other resources such as Webinar Recordings, Complimentary Research Publications, PATAmPOWER Tutorials and more. More resources will be added to the Info Hub over time.

We would love to help you get started, please follow these steps when you are ready:

- 1. Create your Info Hub Account: <u>https://e-services.pata.org/MIC/CreateAccount/o-TE1wxuuuKDGD59ftDOpavW1UQhdym446AldnMqVsQ</u> or <u>https://patamembersdirectory.growthzoneapp.com/MIC/login</u> This link is valid for <u>3 days</u>.
- 2. You may need your PATA Member ID to log in. Your organisation's Member ID number is XXXX.
- 3. Update your Member Directory Listing: A How To Guide is available here

If you have any questions or need help creating your login, please contact us for assistance at MemberTeam@PATA.org. Thank you for your time, attention and support!

Yours Sincerely,

PATA Member Team

Pacific Asia Travel Association



Alternatively, even without this email, existing contacts in the PATA database can create an account here: https://patamembersdirectory.growthzoneapp.com/MIC/Create Your First name, Last Name and Email Address have to match in order for you to create an account. PATA Membership ID Number might be required to create an account. This can be found in your welcome/confirmation of membership email.

	Pacific Asia Travel Association PATA Create Account
	Create an Account
	First Name
DATA	Last Name
Pacific Asia Travel Association	Email
	Membership / Invoice #
	Enter your membership number or an invoice number
	Submit Back to Login

- Please contact <u>MemberTeam@PATA.org</u> if you need help in gaining access to your Info Hub account.
- All staff of a Member Organisation, who are already listed in PATA's Database, can create an Info Hub account. If you would like to have more staff members gain access to the Info Hub, please see "How to add more staff members to PATA's Database and thus give them access to the Info Hub" for instructions on how to do this.

Log into the PATA Info Hub here: <u>https://patamembersdirectory.growthzoneapp.com/MIC/login</u>



4. How to Update your Organisation's Directory Listing in the Info Hub

You should have the ability to create new content and edit existing content in your organisation's directory listing.

a. (Screenshot) Example of the PATA Member Directory:

				۵ ۵
	Şearch Show only	V Customize Results [Clear All]		
	Adventure Travel Trad	Asian Trails Ltd. Bangkok	PT. Smailing Tours & Travel Service	Skyscanner Limited
😤 Home	Air India Express	Airbnb Singapore Pte Ltd	Hairports Council International (ACI)	All Nippon Airways Co., ANA
My Directory Listing(s)	Amadeus Asia Limited	Avis Budget Group	Bangkok University	Bangladesh Parjatan C
 ✓ My Subscriptions 	Bangladesh Tourism Bo	🛙 Banyan Tree Group	BBC Studios Singapore	Beijing Municipal Cultu
Resources	Bella Vista Institute of Altdorf Uri	Berlin Tourismus & Kon **********************************	Booking.com B.V.	British University Vietn
For Members, By Members Offers	Capilano University	Barcelona	Changi Airport Group (CHANG	Chengdu Municipal Bur
PATA Executive Board & Board Members	Chongqing Municipal C	CHRIST University, School of Busin	Culture & Tourism Dep	Culture and Tourism D

This is an example of how your Directory Listing will appear in the Member Directory. We encourage our members to update their Directory Listing so that other members can contact you easily once the Member Directory is made available.



b. (Screenshot) Example of Individual Organisation's Directory Listing – Standard Listing

Pacific Asia Travel Association	Overview	۵
	Travel Business (Example) ABOUT Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec nisi mauris, tristique a	CONTACT INFORMATION Level 26, Gaysorn Tower, 127 Ratchadamri Road, Lumpini,
😚 Home	auctor quis, faucibus id lorem. Nulla facilisis facilisis nibh, in tempor elit maximus vitae. Fusce non ligula nec ligula bibendum blandit. Aenean sollicitudin dolor et	Pathumwan Bangkok.
💄 My Info	consequat commodo. Phasellus mauris dui, lacinia at interdum eget, venenatis	memberteam@PATA.org (Work)
My Directory Listing(s)	erat, a tincidunt tellus consectetur et. Mauris dicturs que gravia. Cisa anquain eo justo tincidunt at. Maecenas et lacus vestibulum lacus cursus lobortis. Sed dolor ipsum, efficitur in nibh id, pellentesque congue mi.	
•••• Member Directory	CONTACTO	
Resources	Primary Aletheia Tan (Head of Member Engagement)	
For Members, By Members Offers		

- Each Standard Directory Listing should have a **Company Bio**, **Company Address**, **Company Email Address**, **Primary Contact Name**, **Job Title & Email Address**.
- You can also add your **Phone**, **Social Sites**, **Destination** (that your organisation is primarily based in, eg: Headquarters), **Region** (that your organisation operates in), etc.
- In general, there are two places where you can edit your Directory listing:
 - 1. **My Info** (left sidebar) > **Related Businesses** (top menu, fourth tab)
 - 2. My Directory Listing(s) (left side bar)

Clarification regarding **My Info**: Under **My Info** > **Contact Info** Tab, the details here are for your personal details as an individual. However, these details do not show up in the Member Directory. Individuals do not have a profile page within the Info Hub. Other members will not be able to see this information. You need not spend time updating this section.

c. How to edit your address & company bio

Click on **My Info** (left sidebar) > **Related Businesses** (top menu, fourth tab) > Update your address if needed by clicking the **Pencil Icon** > Edit your **company bio** if needed > Edit your **Destination** if needed > Remember to click **Save**!

d. Important Note on updating Addresses

only the "Physical & Mailing" address will be listed in the Member directory. The "Physical" address or "Mailing" address will not show up. *Please note that the "Physical & mailing" address is the address we send your invoices to, and any edits here will affect your invoicing in the future.



e. Important Note on Email Addresses

- For the business, only your "work" email address will be listed for other members to view.
- For the primary contact, only your "work" email address will be listed for other members to view. Your "Personal" email address will not be listed publicly, and it is for the sole purpose of PATA contacting you.

f. To add "Services Offered"

in the same page as My Info (left sidebar) > Related Businesses (top menu, fourth tab) > scroll down > Under Services offered, select as many services offered as applicable from the drop down menu.

Please inform the Membership team if we have missed out on an important service.

	Social site	https://twitter.com/pata_hq
Pacific Asia Travel Association	Social site	https://www.youtube.com/c/patatv
	Bio	
	Founded in 1951, the Pacific A catalyst for the responsible der By bringing together our privat and sustainable growth of trave	sia Travel Association (PATA) is a not-for-profit membership-based association that acts as a velopment of travel and tourism to, from and within the Asia Pacific region. e and public sector members, PATA facilitates meaningful partnerships to enhance the value, quality el and tourism to, from and within the Asia Pacific region.
	PATA's Head Office has been i London.	n Bangkok since 1998. The Association also has official offices or representation in Beijing and
🛠 Home	Prefix	
Av Info		
	UFPurchasedByContactPrefix	
🕳 My Billing Info	()	
My Directory Listing(s)	Country	
My Subscriptions		
	Destination	
Events	Thailand	
🐣 Member Directory	multure	
A Resources	Services offered:	
- Resources	select as many options as apply	
/	Tour operator / DMC (Inbour	id)
	Tour operator / DMC (Outbo	und)
For Members, By	Smart Tourism	
Members Offers	Guide services	
PATA Executive Board	Marketing / Advertising	
& Board Members	Hespitality	

Pacific Asia Travel Association



g. To add your phone number,

Go to **My Directory Listing(s)** (left side bar) > In the **Contact Info** section, Click the small + button > An "Add Contact Info" window will pop up > Add your Phone number under "**Phone, Email or Website**" (please add the country code) > Under **Type**, select either "**Main**" or "**Work**" from the dropdown menu (phone numbers indicated as "Main" or "Work" will be displayed in the Directory Listing.) > Click **Done** to save your edits.

Pacific Asia Travel Association	My Directory Listing
Logged In as Aletheia Tan - Pacific Asia Travel Association PATA	Pacific Asia Travel Association PATA O Tip: To view/update business information not pulled into your directory listing or related contact information Related Organization into, Related Branch Info (if applicable). Ontact INFO O Additional INFO
A Home	Physical and mailing 26th Floor, Gaysorn Tower, 127 Ratchadamri Road, Lumpini, Pathumwan Pangkok Bangkok 10330 MEMBER DIRECTORY INFO Main Add Contact Info -
My Info My Billing Info	Homepage Social site Phones / Emails / Websites
My Directory Listing(s)	Social site PHONE, EMAIL, OR WEBSITE TYPE NOTE +
Events Member Directory	Social site Addresses Directory
Resources	SEARCH DES Address Address 2 City State/Prov. Postal Code DESCRIPTIO
Powered by <u>GrowthZone</u>	KEYWORDS Country Type Usage Note PATA Thailand Physical and Ma
	CATEGORIES Region Canel Done

h. To add your social sites

Go to **My Info** (left side bar) > **Related Businesses** > In the **Contact Info** section, Click the small + button > An "**Add Contact Info**" window will pop up > Add your Social Media links under "**Phone, Email or Website**" > Under Type, Select "**Social Site**" from the drop down menu > Click the grey + **button** to add more links > Click **Done** to save.

DΛΤΛ°	Add Contact Info -	₽×	Q ¢
Pacific Asia Travel Association	M Phones / Emails / Websites Add more social media links by clicking the [+]	\frown	View Listing in ~
Logged in as Aletheia Tan - Pacific Asia Travel	PHONE, EMAIL, OR WEBSITE TYPE NOTE button	+ ×	ct information, you can :able).
Association PATA	https://twitter.com/pata_hq Social site https://www.youtube.com/c/patatv Social site	×	
🖌 Home	Addresses		_
My Info My Billing Info		+	
My Directory Listing(s)	Address Address 2 City State/Prov. Postal Code	×	
My Subscriptions	Country Type Usage Note	1	
Events Member Directory		J	
Resources	Cance	Done	Remember to click Done to save your edits!

Pacific Asia Travel Association



i. To update your logo:

Go to **My Directory Listing(s)** (left side bar) > Click on the **grey circle building icon** > **Upload** a high-res logo > Click **Crop & Save**

DATA		Image Manager	
Pacific Asia Travel Association	My Directory Listing	Click "Upload Image" and select a file to begin the process.	View Listing in -
Logged in as Aletheia Tan - Travel Business (Example)	Travel Business (E	Drop image here	pulled into your directory Tableg or related contact information, you can view/update your or Related Branch info (r/applicable).
	CONTACT INFO		DITIONAL INFO
😭 Home	Physical and mailing Blk 242 Bukit Panjang Ring	Upload Cancel Crop & Save	MBER DIRECTORY INFO
🚔 My Info	Physical Level 26, Gaysorn Tower, 12	27 Ratchadamri Road, Lumpini, Pathumwan Bangkok Bangkok 10330 🗾 👘	
B My Directory Listing(s)	Personal membership@PATA.org	2	
My Subscriptions	Work memberteam@PATA.org	2	
😂 Member Directory	Social site http://www.instagram.com	2	
Resources	DIRECTORY INFO		
	SEARCH DESCRIPTION Lorem ipsum dolor sit amet, consectetur adipiscir	g elit, In pretium ante quis lectus feuglat, ac tincidunt ante iaculis. Proin ut.	
Powered by GrowthZone	DESCRIPTION		
	KEYWORDS hiking, travel agency, Singapore, SEA, South East A	isia	
	CATEGORIES	_	
	Region	Asia	

j. To change your organisation's name in the member's directory:

Go to **My Directory Listing(s)** (left side bar) > Under **Addition Info** section (right side), Under **Member Directory** Info > Click the **Pencil Icon** > in the **pop up box**, Edit your **Alternative Display Name** > Click **Done** to save your changes.

DΛTΛ°		
Pacific Asia Travel Association	My Directory Listing	View Listing in -
Logged in as Aletheia Tan - Travel Business (Example)	Travel Business (Example)	Tip: To view/update business information not pulled into your directory listing or related contact information, you can view/update your Related Organization Mol, Related Contact Info, or Related Branch Info (II applicable).
	CONTACT INFO	ADDITIONAL INFO
🖌 Home	Physical and mailing Blk 242 Bukit Panjang Ring Road #04-173 Singapore Central Singapor	e 670242 MEMBER DIRECTORY INFO
💄 My Info	Physical Level 26, Gaysorn Tower, 127 Ratchadamri Road, Lumpini, Pathumwa	In Banekok Rangkok 10000
My Directory Listing(s)	Personal membership@PATA.org	
My Subscriptions	Work memberteam@PATA.org	
😩 Member Directory	Social site http://www.instagram.com Alterna	tive Display Name (Leave Blank if Same as Contact)
Resources	DIRECTORY INFO	
	SEARCH DESCRIPTION	tive sort name (Leave Blank if Same as Contact)
Powered by GrawthZone	DESCRIPTION	
	KEYWORDS hiking, travel agency, Singapore, SEA, South East Asia CATEGORIES	Cancel Done
	Region Asia	

Use this when you want to add/remove "PTD" or "LTD" from your organisation name for branding purposes, or if you want to add/delete the destination / branch name of the office that holds the PATA Membership, or if you want to add details like "Formerly known as" in your Directory Listing Name.



k. To change the primary contact listed in the member directory

Please contact MemberTeam@PATA.org for assistance. We have to do this for you.

I. How to add more staff members to PATA's Database and thus give them access to the Info Hub

Go to **My Info** (left side bar) > **Related Contacts** (Top Menu) > click Add Contact (blue button, right corner). A window will pop up where you can fill in the necessary details for your colleague. Check the "**Send Login Information**" box in order to send them a log-in email to the Info Hub.

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Paci	fic Asia Travel Association	Contact Info Member	ship Billing Relat	ed Businesses	elated Contacts Related R	Branches Refer Ot	hers		
(þearch						► O Ad	d Contact
		BUSINESS NAME	CONTACT NAME	TITLE	CONTACT PHONE	CONTACT EMAIL	ACCESS	LAST	ACTIONS
		Pacific Asia Travel Association PATA					User	1/27/2025	1
*	Home	Pacific Asia Travel Association PATA					Staff	1/31/2025	1
(-	My Info	Pacific Asia Travel Association PATA					Staff	1/8/2025	1
=	My Billing Info	Pacific Asia Travel Association PATA					Staff	1/31/2025	1
	My Directory Listing(s)	Pacific Asia Travel Association PATA					Staff	1/27/2025	1
	My Subscriptions	Pacific Asia Travel Association PATA					Staff	1/7/2025	1
	Events	Pacific Asia Travel Association PATA					Staff	3/15/2024	1
	Member Directory	Pacific Asia Travel Association PATA					Staff	1/24/2025	1
	Resources	Pacific Asia Travel Association PATA					Staff		1
		Pacific Asia Travel Association PATA					Staff	1/27/2025	1
	For Members, By Members Offers	Pacific Asia Travel Association PATA					Staff	9/27/2021	1
Ľ	PATA Executive Board & Board Members	Pacific Asia Travel Association PATA					Staff	1/20/2025	1

DAT	Add / Edit Account Contact Related Contact		₽×	Q. \$
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苗 Events	Send Login Information (requires email address)			
😩 Member D				1
lacktrian Resources				
			Cancel Done	1
	Pacific Asia Travel Mapter Association PATA Membership Intern	membership- intern@pata.org	taff 1/10/2022	

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m. Keep the database up to date!

Within **Related Contacts**, please feel free to edit staff information to keep PATA's database up to date. You might see colleagues who have left the organisation still listed in the database. You can edit this old contact with a new replacement, and check the **Send Login Information** box to send them the Login email.

However, your user's level of access does not allow you to delete content from the database, so if you need to make huge edits and changes to this section, please contact us <u>MemberTeam@PATA.org</u> for assistance!

n. To change the destination that you are listed under in the member directory

OR to have more than one destination listed under the Organisation, please contact <u>MemberTeam@PATA.org</u> for assistance. We have to do this for you.

5. For Members, By Members

This initiative provides PATA members with a platform to offer special product and service discounts to other PATA members. It allows you to showcase your latest deals, discounts, and packages while staying informed about exciting offers from fellow members. It's a great way to collaborate, increase visibility, and take advantage of unique opportunities within the network.

Watch a Video Tutorial for a step-by-step guide or follow instructions below.

a. How to add your For Members, By Members Offer

- Go to For Members, By Members Offers (left sidebar) > Click on the + Add Button
- Clicking + Add will take you to a new page where you can enter the details of your special offer.



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• Enter all the required details for your special offer.

Contact (can edit) Posted by (displayed publicly) Pacific Asia Travel Association PATA ~ Publish Start 31/01/2025	Search			
Posted by (displayed publicly) Pacific Asia Travel Association PATA ~ Publish Start 31/01/2025		_		
Pacific Asia Travel Association PATA Publish Start 31/01/2025				
Publish Start 31/01/2025				
31/01/2025		Publish End)	
		dd/mm/yyyy	Ý	
Search Results Image Other images				
+ Add Image				

- The **Expiration Date** should be set as the end of the promotion.
- The **Publish End** date determines when your offer will expire and be removed from the listings.



Publish End dd/mm/yyyy
Publish End dd/mm/yyyy
Publish End dd/mm/yyyy
dd/mm/yyyy

- Search Results Image is a cover photo for your offer. If you don't have a cover image, you can upload your company logo instead.
- **Other images** are additional visuals that relate to or provide more details about your offer.
- Image supported file types: .jpeg, .jpg, .png, .gif, .bmp.

ТА	Image Manager		
	Click "Upload Image" and select a file to begir	n the process.	
	Drop image h	ere	
	Upload	Cancel	Crop & Save

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• Titles and captions are optional and will hover in the middle of your image when displayed.

Alt Text	
Title	
Caption	
	1.
Lipload	Cancel Crop & Save

- If you have multiple offers, you can submit additional ones following the same process.
- Once you have completed the process, a confirmation page will appear.

Thank you for your Fo	or Members, By Members Offer submission!	
Contact Pacific Asia Travel Association	PATA for additional questions at MemberTeam@PATA.org	
Details:		
Submission: TEST		Pacific Asia Travel Association
Published Dates: 8/14/2024 to 9/2/2024		
Contact Name: Membership Associate		

- After this, your FMBM offer will be pending approval from our side.
- Once approved, we will notify you via email and your offer will be displayed in the Info Hub.
- Edit button 🖉 will be available after the approval and you will be able to edit and update your special offer as needed.



6. Deluxe Listings

The Member Directory offers two listing categories: Deluxe and Standard

The **Deluxe listing** is available for:

- Government members
- Aviation members
- Partners
- Industry Corporate members
- Hospitality Corporate members
- Education Premium members

What does a Deluxe listing offer?

With a Deluxe listing, you gain **enhanced features** within the PATA Member Directory, including the ability to **upload images and videos** to enrich your profile.

a. How to upload images and videos

For images

• Go to My Directory Listing(s) (left sidebar) > Click on the + Add Button for images.



Pacific Asia Travel Association



PATA [®]					ି ୦ ୦
Pacific Asia Travel Association	My Director	y Listing			View Listing in -
	R	Pacific Asia Travel Association PATA	① Tip: To view/update t information, you can vie Branch Info (if applicable)	business information not pulled into your directory listing or related co ew/update your Related Organization Info, Related Contact Info, or Rela Ie).	intact ited
	CONTACT INI	FO		ADDITIONAL INFO	
A Home	Physical and mailing	Unit 908 9th Floor No.111 True Digital Park Unicorn B Bang Chak Phra Khanong Bangkok 10260	uilding Sukhumvit Road,	MEMBER DIRECTORY INFO	
My Info	Work	MemberTeam@PATA.org		You can re-order the images here:	\sim
	Main	+66 (0)2 460-9264		Add Zedit ZReorder PATA	Remove
my Billing Info	Homepage	https://www.pata.org/	1	Example of how PATA	\smile
My Directory Listing(s)	Social site	https://www.linkedin.com/company/pata		Title will be foin us for the PATA Annual Summit	
My Subscriptions	Social site	https://www.instagram.com/pata_hq	1	2025 from April 21 - 23 in Istanbul, Türkiye.	5
Events	Social site	https://twitter.com/pata_hq	1		
🐣 Member Directory	Social site	https://www.youtube.com/c/patatv	1		
Resources	DIRECTORY I	NFO			
	SEARCH DES	CRIPTION		VIDEOS	0
For Members, By	DECOUDTION	d.			

- Images supported file types are .jpeg, .jpg, .png, .gif, and .bmp.
- High-resolution images up to 1920x1080 px. are acceptable.
- However, due to the display format in the Directory Listing, we recommend using aspect ratios of **4:3**, **16:9**, **or square formats** for the best appearance.

For videos

- Click on the + Add Button for videos and paste your video URL link.
- You can upload multiple videos.



Pacific Asia Travel Association



Below is an example of how your organisation's **Deluxe Directory Listing** will look like in the Member Directory with an image and a video.

b. (Screenshot) Example of Individual Organisation's Directory Listing – Deluxe Listing

DATA	PATA Pacific Asia Travel Association PATA	
PATA	ABOUT	CONTACT INFORMATION
Pacific Asia Travel Association	Founded in 1951, the Pacific Asia Travel Association (PATA) is a not-for-profit membership-based association that acts as a catalyst for the responsible development of travel and tourism to, from and within the Asia Pacific region.	Unit 908 9th Floor No.111 True Digital Park Unicorn Building Sukhumvit Road, Bang Chak Phra Khanong, Bangkok 10260
	By bringing together our private and public sector members, PATA facilitates meaningful partnerships to enhance the value, quality and sustainable growth of travel and tourism to, from and within the Asia Pacific region.	 J +66 (0)2 460-9264 (Main) MemberTeam@PATA.org (Work) Homepage
	PATA's Head Office has been in Bangkok since 1998. The Association also has official offices or representation in Beijing and London.	🕑 🛛 🗖 💼
	For any PATA Membership matters, please contact MemberTeam@PATA.org	
	CONTACTS	MEDIA
😤 Home	Primary	Turkiye DIBRISH PAIA
	Noor Ahmad Hamid (CEO)	geturklys. com
🚢 My Info		PATA
My Directory Listing(s)	CATEGORIES	ANNUAL SUMMIT
	Middle East & Africa	Türkive 2025 April 21-23
My Subscriptions	Europe	Timeless Wisdom for a Sustainable Future
😂 Member Directory	Pacific	
	Asia	Join us far the PATA Annual Summit 2025 from April 21 - 23 in
Resources	MEMBERSHIP	Istanbul, Turkiye
	Industry	RECISTER HOW
	ADDITIONAL INFO	
For Members, By	ADDITIONAL INFO	
Members Offers	Destination: Thailand	E WARDS
PATA Executive Board	Services offered:: Non-profit organisation	
& Board Members		PATA About PATA
Member & Chapter News		Weight later Shero
PATA Expert Pool		$\langle \rangle$
		J
Sustainability Resource Centre		
includice Centre		
Special Offers For		
Members, By Members		

Notes:

- If you upload multiple images, they will rotate in sequence.
- Videos will be displayed below images. We recommend you upload related videos to your business/ organization.
- Keep your Directory Listing up to date to ensure members can easily contact you.



7. FAQs

1. What does it look like for Standard Listing and Deluxe Listing?

Standard Listing



Deluxe Listing



Pacific Asia Travel Association



2. How can I upgrade my Directory listing from standard to deluxe?

If you are currently an **Industry - General** or **Hospitality - General Member** (US\$1000), or an **Education - Basic Member** (US\$500), you will need to upgrade your membership to the **Corporate level** (US\$4000 per annum) or **Education - Premium** (US\$1500).

Please contact the PATA Membership Team at <u>MemberTeam@PATA.org</u> to discuss the upgrade options.

3. I have two organization bios in my Directory Listing. How can I edit, change, or delete them?

This issue occurs when the same organization bio is added in two different sections of the Info Hub. To resolve this:

- 1. The first organization bio can be edited in **My Info** (left sidebar) > **Related Businesses** tab at the top menu.
- The second organization bio is actually the Description box in My Directory Listing(s) (left sidebar) > under the Directory Info section. Click the pencil icon, then select Edit Description in the pop-up box.

Delete or update the content in these two areas to avoid duplication.

4. I would like to delete my Directory Listing or I do not want my business to appear in the PATA Member Directory.

Please contact the PATA Membership Team at <u>MemberTeam@PATA.org</u> and we will delete it for you. Any edits, videos or media uploaded to your Directory Listing thus far remain in our cloud, so you can re-active your Directory Listing any time within your Membership period.

5. Where is the link to the Info Hub / Member Directory?

Here is the link: <u>https://patamembersdirectory.growthzoneapp.com/MIC/Login</u>. Alternatively, you can access it from the header bar on PATA's website.

For further inquiries and questions, please feel free to email us at <u>MemberTeam@PATA.org</u>. We are always here to support our members.

Yours sincerely,

The PATA Membership Team



8. Terms & Conditions for Use

Dear PATA Members,

By accessing and using the PATA Info Hub, you agree to the following terms and conditions that are available for review here:

PATA Website Terms & Conditions

Privacy Policy

Internet Security

- 1. **Sharing of Contact Information:** As a member of PATA, you acknowledge and consent to the sharing of your contact information, including your name, job title, and email address, with other PATA Members who have access to the Info Hub. This sharing of information is essential for networking and collaboration within the PATA community.
- Responsibility for Information Removal: If you do not wish to share your contact information with other PATA Members, it is your responsibility to remove that information from the Info Hub. Failure to do so implies your continued consent for sharing. Instructions for removing your information can be found here (How To Guide: Accessing Info Hub & Editing PATA Member <u>Directory 2023</u>), or you can contact <u>Memberteam@PATA.org</u>.
- 3. **Confidentiality and Proper Use**: You agree to maintain the confidentiality and security of any sensitive information accessed through the Info Hub. You will not share information with other third-parties and/or non-members. You will not use the information for any unauthorized or malicious purposes and will comply with all applicable laws and regulations.
- 4. **Indemnity**: PATA shall not be liable for any loss, damage, or unauthorized use of your contact information resulting from your participation in the Info Hub. You agree to indemnify and hold PATA harmless against any claims, liabilities, or costs arising from your violation of these terms.
- 5. **Modification and Termination**: PATA reserves the right to modify or terminate the Info Hub at any time without prior notice. You acknowledge that PATA is not liable for any consequences resulting from such modifications or terminations.

By continuing to access the PATA Info Hub, you signify your acceptance of these terms and conditions. If you have any questions or require assistance, please email Memberteam@PATA.org.

Thank you for being a valued member of PATA and for your continued participation in the Info Hub.

Yours Sincerely, Pacific Asia Travel Association