

Kavya Travel Launches Awareness Effort to Bring Back Real Human Help in Booking Travel

With 500 Calls a Day, This Cruise Agency is Asking: Why Did We Stop Talking to Each Other?



Indianapolis, Indiana Jul 20, 2025 ([Issuewire.com](https://www.issuewire.com)) - Kavya Travel, the self-funded call-first travel company known for its hands-on service and old-school approach, is urging travelers, families, and businesses to rethink how we book trips—and who's being left behind when we automate everything.

After helping more than 10,000 travelers in 2023 and now fielding over [500 phone calls every day](#),

Kavya Travel is using its platform to raise awareness for a simple, overlooked issue: people still want to talk to people. Especially when it comes to travel.

“A 71-year-old woman called us to book her first cruise,” said a team member at Kavya Travel. “She told me, ‘I don’t want to press buttons. I just want someone to tell me what to do.’ And we did. She called back after the trip to say it was the best week of her life.”

The Case for the Comeback of Real Support

In an era where most customer support begins with “Press 1,” many travelers are getting left behind. According to a 2023 AARP study, 68% of adults over 45 prefer to speak with a real agent when making a complex booking.

More telling:

- **25% of adults over 65** say they “rarely” or “never” use travel apps.
- **40% of people with disabilities** report problems navigating online booking systems.
- **60% of adults across all ages** prefer a live person for handling emergencies.

“We’re not anti-technology,” a Kavya Travel agent explained. “But too many people are being pushed out of travel just because they don’t want to—or can’t—click their way through a confusing screen.”

Building a Business by Talking to People

Kavya Travel was founded in 2022 with one rule: answer every call with a real person. No bots. No voice menus. No hold music. Just service.

They began small, running Google ads and testing the phone-first model. Within months, the phones were ringing non-stop.

“We had a guy call last month who’d been trying to switch a cruise cabin online for 45 minutes,” said one support agent. “He was so frustrated. It took us five minutes to fix it.”

That’s not rare. Many of the 500+ daily calls come from returning customers. Some even ask for the same agent by name.

“We have a couple in Florida,” another agent shared. “They call every time they cruise. They just sent me a postcard.”

This Isn’t Just About Travel

For [Kavya Travel](#), this is about more than bookings. It’s about giving people a way back in. Seniors. People with accessibility issues. Busy parents. Anyone who doesn’t want their only option to be a form or a bot.

“Last week a man missed his flight,” an agent said. “He was panicking. Called us from the airport. Within 30 minutes, we had him rebooked and the cruise line alerted. He made it on board.”

That kind of service can’t be automated.

What You Can Do

This isn't a call to action for sales—it's a call for awareness and small steps that any traveler can take to bring back the human side of booking:

1. Call Instead of Clicking

If the company lists a real number, try it. Ask a question. See how they respond.

2. Share With Others

Know someone older who struggles with online tools? Recommend a service where they can speak to a person.

3. Ask the Hard Questions

"Can you help me cancel?" "What if I miss a flight?" A real agent should be able to walk you through it. If they can't—look elsewhere.

4. Save the Good Ones

If you find a travel agent who helps you and understands what you need, keep their number. Call them next time.

A Simple Goal: Bring Back the Voice

Kavya Travel isn't asking the world to change overnight. But they are asking one thing: remember how helpful it is to speak to someone who cares.

"When someone books with us, they're not just buying a ticket," said a lead agent. "They're getting someone in their corner. That's what we all want when we travel."

Whether it's a cruise, a flight, or a cross-country adventure, one call can make a huge difference. The team believes that anyone—no matter their age or comfort with screens—should be able to plan a trip with confidence.

About Kavya Travel

Kavya Travel Company LLC is an Indiana-based travel agency that offers cruises, flights, hotels, and car rentals. Their focus is on real service, with every call answered by a live agent. In 2023, they helped over 10,000 travelers and are now promoting TheTripTime.com as their growing brand.

The company partners with top cruise lines including Royal Caribbean, Carnival, and Celebrity Cruises, with deals across more than 700 ships worldwide.

Call Someone. Help Someone. Travel Better.

You don't need to work for a travel company to make a difference. Pick up the phone, help a friend, and bring the human touch back to travel.

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