



INSTRUCTIONAL MANUAL FOR:

- 1. TRAVEL HOSTS PROGRAM**
- 2. MAST CRUISE SERVICES PROGRAM**
- 3. OTHER SALES PROGRAMS**



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- 1.0 Program Contact Info**
- 1.1 Table of Contacts**
- 1.2 Section One – Getting Started**
- 1.3 About Travel Hosts
- 1.4 Travel Hosts FAQ
- 1.5 Travel Hosts Agreement
- 1.6 MAST Groups (MEG) Agreement
- 1.7 How to Calculate TCH Commission
- 1.8 Agency – Agent List
- 2.0 Section Two – Transferring Bookings**
- 2.1 Procedure to Transfer Bookings to Travel Hosts
- 2.2 Holland America Transfer Bookings Instructions
- 2.3 Sample Transfer Request Letter from Agency
- 2.4 Norwegian Cruise Line Transfer Bookings Instructions
- 2.5 Norwegian Cruise Line Transfer Bookings FAQ
- 2.6 Norwegian Cruise Line Transfer Booking Form – Travel Agent
- 2.7 Norwegian Cruise Line Transfer Booking Form – Direct Guest
- 3.0 Section Three – Holland America & Seabourn**
- 3.1 Booking Instructions for Holland America
- 3.2 Holland America Check-in and Print Docs Instructions
- 3.3 Booking Instructions for Seabourn
- 3.4 Seabourn Check-in and Print Docs Instructions
- 4.0 Section Four – Princess & Cunard**
- 4.1 Booking Instructions for Princess & Cunard
- 4.2 Princess and Cunard Check-in and Print Docs Instructions
- 4.3 Move Princess Academy Number Instructions
- 4.4 Princess Travel Agent Personal Credit Card Policy



5.0 Section Five – Norwegian Cruise Line

- 5.1 Booking Instructions for Norwegian Cruise Line
- 5.2 Norwegian Cruise Line Check-in and Print Docs Instructions

6.0 Section Six- Disney Cruise Line

- 6.1 Booking Instructions for Disney Cruises
- 6.2 Disney Cruise Line Docs Instructions

7.0 Section Seven – Other Programs & MCS

- 7.1 Booking into Cruise Groups
- 7.2 MAST Best Price Policy
- 7.3 ezBook by ABC Global - Hotel
- 7.4 Centrav – Air
- 7.5 TripPro by C & H – FAQ
- 7.5a TripPro - User Guide
- 7.5b TripPro – Agent Registration Request Form
- 7.6 MAST Cruise Services – Informational Document
- 7.7 MAST Cruise Services – Secondary Auth Registration Form
- 7.8 MAST Cruise Services – CruisingPower Registration Instructions
- 7.9 MAST Cruise Services – Sample Letter to Move Bookings
- 7.10 MAST Cruise Services – How to Calculate MCS Commission

8.0 SECTION EIGHT - TAUCK

- 8.1 Overview & Registration Instructions
- 8.2 Booking and Travel Documentation Instructions for Tauck
- 8.3 Participation Form for Tauck

9.0 SECTION NINE – REGENT SEVEN SEAS CRUISES (Non-Preferred Supplier)

- 9.1 Instructions for Regent Seven Seas Cruises



Section One – Getting Started

- 1.3 About Travel Hosts**
- 1.4 Travel Hosts FAQ**
- 1.5 Travel Hosts Agreement**
- 1.6 MAST Groups - MEG**
- 1.7 TCH Commission Pie Chart**
- 1.8 Agency – Agent List**



ABOUT TRAVEL HOSTS

GETTING STARTED

To begin booking available suppliers under Travel Hosts' CLIA number, you will need to submit a **Member Agreement, Agent List** and **W9 form**. The agreement may be submitted online and is available on the Travel Hosts web page. You may also email travelhosts@mvptravel.com for a link to the agreement.

CRUISE AND TOUR DESK

Currently Travel Hosts is offering the option to earn between 12% to 14% commission on the commissionable cruise fare when booking Norwegian Cruise Line, Disney Cruise Line, Cunard, Princess and Holland America under the Travel Hosts' CLIA.

Travel Hosts receives 15% commission on Princess Cruises & Cunard and retains 1% of the commission for administrative costs.

Travel Hosts receives 16% commission on Holland America Cruise Line & Norwegian Cruise Line and retains 2% of the commission for administrative costs.

Travel Hosts receives 13% commission on Seabourn Cruises. Travel Hosts retains 1% for administrative costs.

Travel Hosts receives 13% commission on Disney Cruise Line with the exception of transferred and onboard bookings, which receive 10% commission. **As of May 1, 2015, Travel Hosts does not supplement commission on transferred Disney bookings.**

Travel Hosts retains 1% for administrative costs. If Disney commission rises to 14 or 15% Travel Hosts will continue to retain 1% commission for administrative costs. Once Disney Cruise commission rises to 16%, Travel Hosts will retain 2% of the commission.

NOTE: IF YOUR AGENCY IS EARMARKED WITH DISNEY, IT IS RECOMMENDED NOT TO BOOK DISNEY CRUISES THROUGH TRAVEL HOSTS.

Travel Hosts receives 11% for Tauck bookings and pays the full 11% to the booking agency. Once Travel Hosts reaches 13% with Tauck, 1% will be withheld in Travel Hosts commission. 1% will continue to be withheld at 14% and 15%.

Commissions earned through this program will be paid directly to Travel Hosts; in turn you will be paid by Travel Hosts.

Your sales will be tracked internally at MAST through Clientbase and Trams. If you use ClientBase Live Connect you will be able to import your Travel Hosts reservations using your Travel Hosts' Sabre Cruises login provided to you by Travel Hosts. (Note Seabourn and Tauck is not available for import from ClientBase Live Connect)

Net PIF booking should be reported to Travel Hosts upon final payment by the booking agency. The Travel Hosts portion of commission will be deducted from the booking agency's current month receipts. If the booking agency does not have any commission to pull from in a given month, they will be invoiced for the Travel Hosts' portion of the commission.

Discounted bookings, and bookings made for owner travel, family member' travel, travel agent travel, etc. are charged the same Travel Hosts' commission and the booking agency will be charged for all net bookings to obtain the Travel Hosts' portion of commission.

Group space is held under MAST and under Travel Hosts for Norwegian Cruise Line, Cunard, Holland America and Princess. For the most up to date information, contact the cruise line reservations departments and booking engines to view available groups. You may also visit the Groups web page on the MAST website for information. Note that the cruise lines have the most up to date information about available group space as space is pulled on a regular basis per group terms and availability.

Booking and Reporting Cruise Sales: Bookings may be made by phone, Sabre Cruises or through the cruise line booking engine. For Princess, Cunard and Holland America use your agency name as the AGENT name on bookings. Other procedures will be provided once you have registered with Travel Hosts.

HOTEL DESK

ezBook: Please click on the ezBook link on the Travel Hosts' webpage to register your agency with ezBook. Make sure to identify your agency with MAST as your travel consortium. ***You will not be registering as an agent of Travel Hosts, but will be registering your agency with your credentials.*** Travel Hosts is managing the program for MAST and is the contact for ezBook. Once registered, begin making hotel reservations at web and net rates. You will earn commission and have the ability to charge service fees. ezBook also provides GDS rates which can be booked in your own GDS where you will continue to earn normal commission rates. Booking GDS rates in ezBook will earn 8% commission. If you have a GDS you can still book the hotel rates in your GDS and earn the standard commission. The benefit you have with ezBook is to see if the GDS is the best rate available in one place. You may find booking a net or web rate and adding fees will offer the best price to your clients. If you do not have access to a GDS you may still book the GDS rates offered at 8% commission and add fees in order to maximize your earnings. Commissions are paid directly to your agency.

The convenience of ezBook is that you can shop several sources at the same time. Sales and commissions earned through ezBook will remain under your agency and will be affiliated with MAST. ezBook offers webinars on an ongoing basis. You may register on their website at <http://www.ezbook.travel>. Click on the free webinars link for a schedule.

AIR DESK

TripPro: TripPro (a C&H International company) is available to MAST members, if you are interested in learning more please contact Carmelita Chavez, Manager of Travel Hosts. TripPro gives you the ability to see and book air from all GDS systems via a graphical option and earn commission and/or charge service fees. Commissions earned through this program will be paid directly to your agency.

TripPro offers ongoing webinars and you are required to take a webinar prior to being supplied with your (Agency Owner) log in information. Visit http://www.trippro.com/webinars_demos.jsp to register for a demo. After completing a webinar email Carmelita Chavez carm.chavez@mvptravel.com and you will be supplied with the login information for your agency and will have the opportunity to sign up other agents affiliated with your agency.

TRAVEL HOSTS WEBPAGE

The Travel Hosts webpage is available on the MAST website. You must login to the MAST website to access the webpage. Once you log into the MAST Website, click on the Travel Hosts link new the top left side of the MAST home page.

QUESTIONS, COMMENTS OR SUGGESTIONS

Email: Carmelita Chavez carm.chavez@mvptravel.com

TRAVEL HOSTS FAQ

GENERAL INFORMATION:

Who is Travel Hosts?

Travel Hosts is a travel agency owned by MAST and was started for the sole purpose of providing MAST members with host agency services.

Does Travel Hosts have agents working for them or sell travel to the public?

No. Travel Hosts does not hire travel agents or independent contractors and does not sell travel to the general public.

Where is Travel Hosts?

Travel Hosts is headquartered in the MAST office in Oakbrook Terrace, IL.

What agency name and address will appear on my reservations?

On Princess, Holland, Seabourn, Cunard and Disney: Travel Center Hosts, 635 Butterfield Rd., Oakbrook Terrace, IL 60181

Phone 630.889.9845

On NCL: Your agency name will appear on the confirmation. Travel Hosts will "remain" in the background and can be seen by looking at the confirmation in the NCL booking engine. This also applies to MAST group bookings. Your agency will appear on the confirmation with MAST being hidden in the background.

AGENT NAME NOTE for PRINCESS, CUNARD, HOLLAND and SEABOURN: It is important for your agents to identify the agency booking the reservation by using your agency name or an abbreviation of the agency name as the AGENT NAME. If cruise line res agents refuse to do this, try to get them to use your first AND last name.

Who works for Travel Hosts?

Carmelita Chavez manages the Travel Hosts program. She reports to John Werner and works with accounting and data entry employees to process commissions on a monthly basis.

How do I begin using Travel Hosts' services?

Please fill out the required Member Agreement on the mast website via the registration link. You may also email travelhosts@mvptravel.com to obtain the registration link.

How will I be paid commission?

All commission for reservations booked through Travel Hosts will be paid to Travel Hosts. Booking agencies will be paid by Travel Hosts on a monthly basis for all commissions that come in during each month for your reservations. It is then the responsibility of the booking agency to pay their agents as agreed between the parties. NET PIF or reduced payment bookings will be added to monthly commissions. If no commissions are received for an agency during the month, they will be invoiced for the Travel Hosts' portion of the commission due. If a final payment is to be paid net, it should be reported by email to travelhosts@mvptravel.com at time of final payment.

My agency discounts cruise bookings to be competitive. Do I still have to pay the Travel Hosts portion of the commission if I discount a cruise?

Yes, discounted bookings will be invoiced for the full Travel Hosts' commission back to the booking agency.

My agency allows owners, managers and agents to travel and pay net for their personal and family or friend's travel. Do I still have to pay the Travel Hosts portion of the commission?

Yes, Travel Hosts' uses our portion of the commission to pay for running the program to benefit MAST members with higher commissions earned on all bookings made through Travel Hosts. NET PIF or reduced payment bookings will be added to monthly commissions. If no commissions are received for an agency during the month, they will be invoiced for the Travel Hosts' portion of the commission due. If a final payment is to be paid net, it should be reported by email to travelhosts@mvptravel.com at time of final payment.

Will I receive a 1099?

Agencies using a social security number as their tax ID will receive a 1099. Agencies participating with the Travel Hosts' program are considered independent contractors of Travel Hosts. It is then the responsibility of each agency to issue proper tax forms to their agents and report earnings as required by law. Contact the MAST Accounting department to inquire regarding specifics regarding your agency.

If I sign up with Travel Hosts will I be required to utilize all of the programs and services offered?

There are no requirements associated with the programs and services. Travel Hosts has been created for MAST members and they can choose to participate in whatever is beneficial to their agency and situation.

Do I need to sign a new agreement with Travel Hosts every year?

No, the Travel Hosts' Agreement will automatically renew each year. Note that changes to the program may be made. Changes will be communicated by email and will be posted to the Travel Hosts' webpage on the MAST website. NOTE: Travel Hosts may on occasion ask for a revised agreement to be submitted.

How do I terminate my agreement with Travel Hosts?

The agreement may be terminated without cause by a written request on your agency letterhead.

TRAVEL HOSTS BOOKINGS:

Can I move cruise reservations from my agency to Travel Hosts in order to earn extra commission?

*If your cruise reservation is under deposit you may contact the participating cruise line to inquire as to their requirements for moving a reservation to Travel Hosts. Generally speaking the booking agency will need to write a letter to the cruise line requesting the reservation be moved to **Travel Hosts' CLIA 00441243 / Phone 630.889.9845**. Once a booking has been paid in full, cruise lines will not allow it to be moved to another agency. NCL requires agencies to fill out their form and does not allow bookings over 60 days old to be transferred regardless of payment status. Disney Cruise transfers and on-board reservations made by your clients only earns 10% commission. Travel Hosts does not supplement additional commission on transfers and on-board bookings made with Disney Cruises. NOTE: All letters requesting transfer are required to be signed by the agency owner/manager on file with the cruise lines.*

Where do I send the request to transfer existing cruise bookings to Travel Hosts?

Please send your request on your agency letter head, signed by owner/manager to the contacts below. Please note the cruise line may require a letter from your client stating they approve the change of agency. Send a copy of the letter to Carm Chavez also.

Princess – OneSource Fax: 661.291.8680 or

Email: revenuesupportdepartment@princesscruises.com

Cunard - OneSource Fax 661.291.8680

Holland America - Call the World Cruise Department at 800.522.3399 Press 4 for Agency Transfer and identify your agency as part of the Travel Hosts program with MAST. Your bookings will be transferred according to an expedited agreement with Holland America Lines.

Norwegian Cruise Line – Submit **required** Transfer Request Form to Dispatch Department at Fax 305.436.4148 or email dispatch@ncl.com. The Transfer request form is available on the NCL travel agent website and on the Travel Hosts' web page on the MAST website.

Disney Cruise Line – Disney Cruise Line Resort & Travel Operations, Fax 407.566.7739
Email: DCL.Resort.and.Travel.Ops.Specialist@disney.com

Seabourn – Email a copy of the agent confirmation booked under your agency to Carm at travelhosts@mvptravel.com

Tauck – Email a letter to salesteam@tauck.com requesting transfer of your booking.

Can I book cruise groups with Travel Hosts?

Yes, groups are held under Travel Hosts and are listed on the group page of the MAST website. Please contact the Travel Hosts' manager if you would like to hold new group space to ensure proper handling of the group.

Do I qualify for tour conductor credits if I book into a Travel Hosts' cruise and tour groups?

Group policies vary by supplier. If your agency meets the supplier group requirements you will earn the TC. If the minimum number of cabins or rooms are not met by a single agency, TC credits remain the property of Travel Hosts. If there is more than one TC earned on a group, booking agencies will only earn the TC if they meet the minimum number of cabins and the TC will be based on the number of cabins or rooms sold.

What is the commission for cruise sales under Travel Hosts calculated on?

The commission is based on the commissionable cruise fare only. Insurance, packages, transfers, NCF, taxes and other items do not count towards the additional commission and will be paid at whatever rate the cruise line is paying (10%, 5%, etc.)

Do I need to report my cruise reservations to Travel Hosts?

Booking forms are not required, however it is helpful if you email travelhosts@mvptravel.com to inform regarding new bookings, changes, etc.

For Disney Cruise, Tauck and Regent please email the agent confirmation to carm.chavez@mvptravel.com upon initial deposit, confirmations are not reported to Travel Hosts by Disney, Tauck or Regent

Can I use ClientBase Live Connect to import my cruise reservations?

Yes, use Sabre Cruises. Remember to use your Travel Hosts' login information to import your reservations.

NOTE: Seabourn and Tauck cannot be imported via Live Connect

How will my cruise sales be tracked?

Your sales will be tracked in ClientBase and TRAMS with the participating agency name listed as the primary agent. The sales will be under Travel Center Hosts as the booking agency with the suppliers. We will provide a report upon request of your agency's sales. Just send an email to carm.chavez@mvptravel.com requesting a report. Specify time periods, booking dates, travel dates, etc. you are looking for.

If I book cruises through Travel Hosts, will suppliers know my agency booked it?

With the exception of NCL who uses a Secondary Agency field to identify your agency, not at the time of booking. All sales will be recorded under Travel Hosts. Travel Hosts will record

each agency's reservations in ClientBase and will provide a report to cruise line reps upon request to show the level of sales each agency has accomplished each year.

Where will travel documents be sent?

Please make sure to enter the necessary data in order to send any physical or E-travel documents to your agency at the time of booking. In the event Travel Hosts receives documents they will be sent to the booking agency on record. If an excessive number of documents are sent to the MAST office you may be charged for postage costs to ship them to your office.

When will I be paid commission for my cruise reservations?

Payment to the booking agency will be processed by Travel Hosts on the last business day of the month the commission is received from the supplier. Checks are processed the first week of each month. The booking agency will receive a check and statement from the MAST Accounting Department. The booking agency should expect to receive a check in the mail approximately a week after the payment is processed.

Is the Travel Hosts program the same as the MAST Cruise Services program?

No, the programs are different and separate from one another but they are both managed by Carmelita Chavez. MAST Cruise Services participating suppliers are Azamara, Celebrity and Royal Caribbean only and these suppliers are always booked under your agency.

Do I have to book all of the available cruise lines in the Travel Hosts program?

No, you decide which cruise lines you want to book through travel hosts. NOTE: If your agency is Ear Marked with Disney, do not book Disney Cruise through Travel Hosts. It would be best to keep your sales under your agency. Also, if you are already earning high commissions with a particular cruise line continue to book them through your agency.

Questions, recommendations or concerns?

Contact Carmelita Chavez at carm.chavez@mvptravel.com



**Travel Hosts, LLC
Member Agreement/Terms & Conditions**

As a CLIA appointed host agency, Travel Center Hosts, LLC (Travel Hosts) has established booking capabilities for MAST member agencies with an Air, Cruise, Hotel and Tour Desk. Travel Hosts has also established relationships with other travel industry related service providers.

Travel Hosts will aggregate the bookings of participating member agencies in order to build sales volume with MAST preferred suppliers with the objective of obtaining commission percentages that ordinarily cannot be reached by a single member location. Travel Hosts will be the booking platform for other MAST programs, including but not limited to the MAST Groups Program.

GENERAL:

1. Participating agency must be in good standing as a member of MAST and submit this agreement as a participant of this program.
2. Participating agency will be considered an Independent Contractor of Travel Hosts. Employees and Independent contractors of participating agency are not employees, agents or independent contractors of Travel Center Hosts. All booking agents are registered to the cruise lines as home-based agents when registration requires this information.
3. Participating agency will be allowed to book participating preferred suppliers offered using Travel Hosts' CLIA number and phone number. If a non-preferred supplier is offered through Travel Hosts, agencies may choose to book through Travel Hosts credentials as well.
4. This agreement shall automatically renew each calendar year. (Occasionally, Travel Hosts may request an updated agreement to be submitted.)
5. This agreement may be terminated without cause by either party through a written request on agency letterhead. Should participating agency terminate its membership with MAST, the agency is no longer allowed use of Travel Hosts' CLIA number except for bookings already made under Travel Hosts. Existing bookings under Travel Hosts may not be transferred and must remain under Travel Hosts until travel is completed unless a different agreement has been made between parties.

BOOKING PRACTICES:

1. Bookings may be made through supplier links on Travel Hosts' web page by logging into the MAST website at www.mvptravel.com or by going directly to the supplier booking engine. All participating suppliers may be booked through Sabre Cruises, Polar Online, Disney Travel Agent, NCL's booking engine and applicable tour operator's booking engines with a login created with Travel Hosts' credentials. Agents may also call in reservations to the supplier's reservation phone number. All cruise reservations are accessible through Sabre Cruises regardless of how they are booked with the exception of cruise lines not participating with Sabre Cruises.
2. Participating agency is fully responsible for the accuracy of booked reservations, customer communications and service, validity of rates, collecting payments from customers, making payments to suppliers according to their policies and procedures, and checking accuracy of all confirmations, invoices, tickets, and documents. Travel Hosts and MAST are not responsible for errors committed by the supplier, employees, agents and independent contractors of participating agency and cannot act with clients or suppliers on behalf of the booking agency in any way.
3. Preferred form of payment is by the participating agency's client's credit card.
4. Participating agency is responsible for selling travel insurance to its clients or if insurance is refused, to obtain documentation of insurance refusal.
5. When possible, reservations are to be made with the booking agency name (abbreviated if necessary) listed as the AGENT. This will help to identify the correct booking agency.
6. Booking agent is asked to report reservations by emailing a copy of the agent confirmation to travelhosts@mvptravel.com.
7. Booking agent should instruct suppliers to mail any physical documents and communication regarding their bookings to their agency office. Should Travel Hosts receive updates, mail, or documents related to any booking made by a participating agency, said items will be promptly forwarded to the booking agency by fax, e-mail or mail, as appropriate. Cost of mailing documents may be charged back to the booking agency at the discretion of Travel Hosts.
8. Client gifts are at the sole discretion of the participating agency and Travel Hosts will not share in the cost.
9. Participating agency will not offer monetary discounts through commission rebating booked through Travel Hosts. (with the exception of competitor matching in the Best Price Program)

10. Adjustments to cost of reservations by discounting is not allowed through Travel Hosts. If a booking requires special circumstances, it must be discussed with Travel Hosts' manager prior to making adjustments to cost, commission, etc.

COMMISSIONS:

1. All reservations are tracked in ClientBase/TRAMS by agency name and are reported to supplier reps upon request.
2. Commission checks will be processed and mailed to agencies after the end of each month, and will cover commissions received by Travel Hosts through the end of the month.
3. It is the responsibility of participating agency to distribute commissions paid to the agents of the participating agency according to their agreements and business practices. Travel Hosts is not responsible for paying individual agent commissions for participating agency.
4. Recalled commissions will be added to monthly commission checks in the month they are recalled. If an agency does not have any commissions in a given month Travel Hosts will invoice the agency through the MAST accounting office. Payment is due according to the terms on the invoice.
5. Commissions on bookings which have remained with Travel Hosts after the termination of this agreement shall be paid within the month received. Any claims to commissions due must be made known to Travel Hosts within 30 days of termination notice.

BUSINESS PRACTICES:

1. Participating agency is responsible for applying for and maintaining any business license required by any governmental bodies or trade entities.
2. Participating agency agrees to abide by all state, federal, IRS, IATA, TRUE and/or CLIA regulations and requirements.
3. Participating agency agrees to provide Travel Hosts with a completed IRS W9 form and is responsible for payment of applicable personal and/or business taxes.
4. Participating agency indemnifies Travel Hosts for any liabilities arising from actions taken by member agency in the course of its separate business.
5. Participating agency is responsible for obtaining signatures from clients on waiver and disclaimer forms both from the agency and suppliers if applicable.
6. Participating agency is responsible for procuring and maintaining a liability insurance policy and errors and omissions coverage.
7. All terms and conditions as stated, written or oral, by travel suppliers, including all policies and procedures must be adhered to by a participating member. Failure to do so by the participating member is not the responsibility of Travel Hosts. Continued disregard for following acceptable business practices and procedures is grounds for being barred from participating in the host agency program with Travel Hosts.
8. Additional suppliers (preferred and non-preferred) may be added during the course of this contract. All terms and conditions stated within this agreement will apply to new suppliers entered into the Travel Hosts program.
9. Travel Hosts shall not be liable for expenses incurred by participating agency.

CRUISE/TOUR/MAST GROUPS:

1. Travel Hosts will pay according to the commission chart listed on page 3. Travel Hosts will keep 1% of the commission from Princess, Cunard, Seabourn and Disney Cruises, 2% for Holland America Cruise Line and Norwegian Cruise Line and 1% for Tauck when the commission reaches 12% or higher to cover administrative expenses. Any component such as insurance, transfers, pre/post nights, etc. which is paid at a set percentage which cannot change based on sales will be paid at the rate paid by the cruise line. Commissions will be paid monthly. Back end commissions earned by MAST will be shared according to MAST's normal standards for all suppliers.
2. Participating agency may choose to sell all or some of the available cruise suppliers based on whether their commission levels are below or above the commission levels offered through this program.
3. Current suppliers are Disney Cruises, Norwegian Cruise Line, Cunard, Holland America, Seabourn and Princess, Non-preferred supplier Regent Seven Seas and Tauck (tour operator). Additional preferred and non-preferred suppliers may be added in the future. Participating agency will be notified when additional suppliers are available to sell through Travel Hosts.
4. Booking platforms are Sabre Cruises, supplier booking engines and Polar Online. Phone reservations may be made with the applicable cruise line. Travel Hosts' CLIA number and phone number must be used by participating agency. Follow Travel Hosts procedures as indicated in the Travel Hosts' Instructional Manual.
5. Group policies vary by supplier and a minimum number of double occupancy cabins will be required by a single agency to earn a TC credit. If minimums are not met by a single agency, TC credits for group cruise bookings shall remain the property of Travel Hosts and are not split between agencies unless each agency has sold enough to earn a TC on their own.

- Travel Hosts has agreements with suppliers for tour sales and MAST Groups (including MAST Exclusives). MAST Groups requires a separate participation agreement in conjunction with the Travel Hosts Member Agreement/Terms & Conditions. Tour Operators may require agents to create accounts separate from their normal agency accounts. Instructions will be provided. Booking instructions for MAST Groups are available on the MAST website under the Programs Tab/MAST Groups. Booking instructions must be followed in order to obtain special pricing and exclusives offered.

AIR & HOTEL:

- Commissions are paid based on supplier information provided at time of booking. Travel Hosts is not responsible for incorrect information displayed on supplier websites. Some travel products may not be commissionable. Fees may be added according to supplier provisions provided on booking engines.
- Excessive queries and churning with air providers is strictly prohibited. Any costs, including debit memos associated with this practice shall be paid by the participating agency. Suppliers may impose transaction charges for excessive "Look to Book" ratios.
- Member agencies are responsible for all activity which takes place on your account with air suppliers. This specifically includes, but is not limited to, liability for non-payment, chargebacks, fraud and any other claims arising from usage of a member agency account.
- Debit memos are the sole responsibility of the booking agent. All research, disputes and payments are to be handled by the booking agent.
- Fees charged by suppliers are assigned to bookings as agreed between MAST and suppliers. Fees will be taken at the time reservation is paid. Fees may vary based on supplier agreements for air, hotel, car, rail, exchanges, refunds and voids.
- If you utilize our access to 24/7 supplier call centers there may be a per call charge of \$25 or more based on each individual supplier agreement with Travel Hosts.
- Form of payment for travel products are to be made according to supplier terms. Credit card processing fees may be passed on to client or booking agency per supplier agreement.
- Travel Hosts has agreements with hotel suppliers allowing for GDS rates, commissionable, net and group rates in web-based booking engines. See the Travel Hosts' web page on the MAST website for updates.

PARTICIPATING SUPPLIERS:

The participating suppliers and commission rates a participating agency receives is based on supplier agreements and are subject to change. Override commissions earned, if any, will be paid annually pro rata to participating agencies based on annual sales booked through Travel Hosts.

| <u>Cruises</u> Commissions are based on commissionable cruise portion. The rate listed is what is paid to Participating Agency. | <u>Air</u> As agreed per supplier | <u>Hotel/Other</u> As agreed per supplier | <u>Tour</u> As agreed per supplier Participating suppliers to be determined |
|--|---|---|--|
| Cunard 14% commission | TripPro (C&H) – Contact Travel Hosts for a login and Travel Hosts' link to TripPro. Commissions and fees are paid directly to your agency. Commissions are sent to your agency. | ezBook – Make sure your agency is affiliated with MAST. Hotels are booked through your agency and commissions are sent to your agency. https://www.ezbookbyabc.com/ | Tauck 11% commission |
| Princess 14% commission | Centrav – Book under MAST link http://www.centrav.com/affiliates/mast.php | | MAST Groups – Base Commission as outlined annually in the MAST Supplier Commission & Reference Guide |
| HAL 14% commission | | | |
| Seabourn 12% Commission | | | |
| Norwegian Cruise Line 14% commission | | | |
| Disney Cruise Line 12% commission – Do not book Disney Cruise if your agency is EARMARKED | | | |
| Regent Seven Seas (non-preferred supplier) 10%, no supplemental commission offered | | | |

Your agents will be provided with Travel Hosts logins for Polar Online and NCL. Agencies are provided with one login for Sabre Cruises. Disney Travel Agents requires self-registration. If you do not plan to book a participating cruise line please indicate so by NOT circling below and you will not be registered with them.

Please circle the suppliers you plan to book through Travel Hosts:

Tauck Disney Cruise Princess Cunard Regent Seven Seas
Holland America Seabourn Norwegian Cruise MAST Groups

NOTE: Duplicate email addresses are not allowed through Polar.

Please provide email addresses for your agents that are **NOT** currently being used for Polar Online with your agency. Please fill out the OneSource/Polar Agent List and send it to travelhosts@mvptravel.com to be provided with individual logins for agents. Agents will be able to transfer their Princess member number to the new account. Instructions will be provided upon completion of their Travel Hosts login.

REGISTRATION AND ACCEPTANCE OF TERMS:

By completing the information below and signing in the space provided, you are accepting the terms of the Travel Hosts' Member Agreement/Terms & Conditions.

PLEASE PRINT:

Date: _____

Agency Name: _____

Agency Address: _____

Agency City, State, Zip: _____

Agency Phone: _____

Name: _____

Title: _____

Signature: _____

PLEASE RETURN ALL PAGES AND INITIAL PAGES 1-3. Thank You!

SCAN & EMAIL TO: travelhosts@mvptravel.com FAX TO: 630.282.7389

QUESTIONS? EMAIL OR CALL CARMELITA CHAVEZ

Email: carm.chavez@mvptravel.com Direct Phone: 352.751.4582

MAST Groups - Participation Agreement

MAST Groups will be booked under **Travel Center Hosts**. Participating agencies will need to have a signed Travel Hosts agreement and MAST Groups Participation Agreement on file in order to book available MAST Groups.

As a participating agency, I agree to the following terms and conditions:

- My agency and all Inside and Independent Contractor agents agree to book Mast Groups components directly with suppliers as indicated by each group through Travel Center Hosts as independent agents of Travel Hosts
- My agency and all Inside and Independent Contractor agents agree to follow registration instructions and booking procedures as instructed by Travel Hosts
- My agency agrees to participate in MAST’s direct mail and/or email marketing programs
- My agency agrees to promote MAST groups through our website, email blasts, etc.
- My agency agrees to encourage all staff and Independent Contractors focus on selling the preferred supplier group trips
- My agency agrees to house our mailing list in Client Base through either our own subscription or through MAST’s FREE hosted version of ClientBase Online

Program Objectives:

- To create inventory and product for MAST members to sell
- Focus on special events—Oberammergau, Wine and Food Tours, etc.
- Add a MAST Exclusive, a value that passengers cannot get anywhere else
- Grow sales with preferred suppliers
- Set up a marketing plan, including co-op funds for agents to promote these groups
- Advise members on creating and promoting groups through MAST Groups

Business Practices:

- MAST agents traveling with a MAST group agrees to not solicit any clients traveling with MAST Groups. This includes verbal communication, business cards, flyers, social media, etc.
- If a client has booked a prior trip with a MAST agency and decides to book a trip with a second MAST agency, the booking will belong to the agency the customer remits payment.

Agency Name: _____

Agency Phone: _____

Agency Owner(Print): _____

Agency Owner(Sign): _____

MAST Groups Contact:

Joan Cook
joan.cook@mvptravel.com
(815) 683-5074

Travel Hosts Contact:

Carmelita Chavez
carm.chavez@mvptravel.com
(352) 751-4582

How Does Travel Hosts Calculate the Travel Hosts (TCH) Commission?

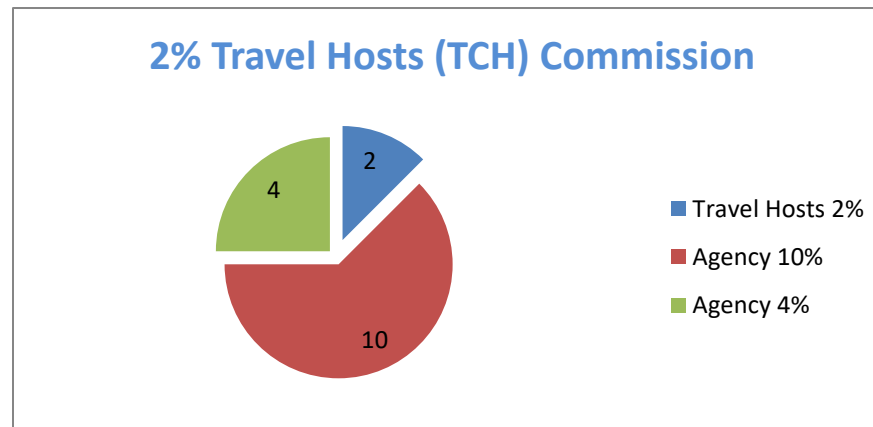
If you are participating in the Travel Hosts' program for Holland America, Princess, Cunard, Seabourn, Norwegian Cruise Line and Disney Cruise Line it may be confusing as to how the Travel Hosts portion of the commission is calculated. The portion of the TCH commission is taken from the commissionable cruise fare only. The commissionable cruise fare earns 13 to 16% commission depending on the cruise line. Travel Hosts withholds 1% to 2% and the agency is paid 12% to 14% depending on the cruise line.

If you have insurance or any other components paid at 5% or 10%, Travel Hosts does not keep any of the lower paid commission. If you sell enough to earn a TC on a group (single agency), Travel Hosts does not keep any portion of the TC.

As an example on a 16% commission, Travel Hosts will keep 2 "pieces" of the pie below in blue and the agency will keep the remaining pieces of the pie below. If the 16% commission on a cruise = \$500, Travel Hosts keeps 2/16ths which is \$62.50. Your agency would keep \$437.50 of the \$500 commission. Plus if you have commission for insurance or packages, you keep all of that!

See all of the pie charts below for all cruise lines and current commission rates.

HOLLAND & NORWEGIAN CRUISE LINES – 16%



How Does Travel Hosts Calculate the Travel Hosts (TCH) Commission?

PRINCESS & CUNARD CRUISE LINES – 15%

1% Travel Hosts (TCH) Commission



DISNEY CRUISE LINES – 13%

1% Travel Hosts (TCH) Commission



Seabourn – 13%

1% Travel Hosts (TCH) Commission



How Does Travel Hosts Calculate the Travel Hosts (TCH) Commission?

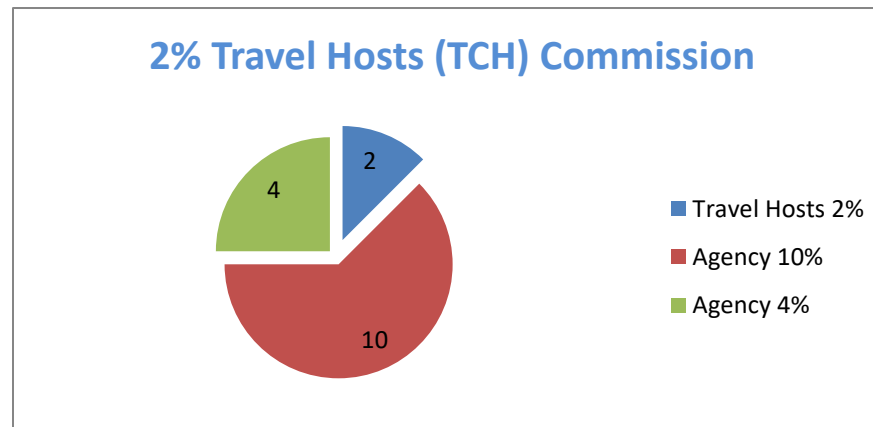
If you are participating in the Travel Hosts' program for Holland America, Princess, Cunard, Seabourn, Norwegian Cruise Line and Disney Cruise Line it may be confusing as to how the Travel Hosts portion of the commission is calculated. The portion of the TCH commission is taken from the commissionable cruise fare only. The commissionable cruise fare earns 13 to 16% commission depending on the cruise line. Travel Hosts withholds 1% to 2% and the agency is paid 12% to 14% depending on the cruise line.

If you have insurance or any other components paid at 5% or 10%, Travel Hosts does not keep any of the lower paid commission. If you sell enough to earn a TC on a group (single agency), Travel Hosts does not keep any portion of the TC.

As an example on a 16% commission, Travel Hosts will keep 2 "pieces" of the pie below in blue and the agency will keep the remaining pieces of the pie below. If the 16% commission on a cruise = \$500, Travel Hosts keeps 2/16ths which is \$62.50. Your agency would keep \$437.50 of the \$500 commission. Plus if you have commission for insurance or packages, you keep all of that!

See all of the pie charts below for all cruise lines and current commission rates.

HOLLAND & NORWEGIAN CRUISE LINES – 16%



How Does Travel Hosts Calculate the Travel Hosts (TCH) Commission?

PRINCESS & CUNARD CRUISE LINES – 15%

1% Travel Hosts (TCH) Commission



DISNEY CRUISE LINES – 14%

1% Travel Hosts (TCH) Commission



Seabourn – 13%

1% Travel Hosts (TCH) Commission



Section Two – Transferring Bookings

- 2.1 Procedure to Transfer Bookings to Travel Hosts**
- 2.2 Holland America Transfer Bookings Instructions**
- 2.3 Sample Transfer Request Letter from Agency**
- 2.4 Norwegian Cruise Line Transfer Bookings Instructions**
- 2.5 Norwegian Cruise Line Transfer Bookings FAQ**
- 2.6 Norwegian Cruise Line Transfer Booking Form – Travel Agent**
- 2.7 Norwegian Cruise Line Transfer Booking Form – Direct Guest**



2.1

Procedure for Requesting booking(s) to be Moved to Travel Center Hosts

When making a request to a supplier to move existing bookings from your agency please follow the procedure below.

- Contact the supplier directly for any questions regarding procedure to request releasing reservations from your agency to Travel Hosts.
- Before moving your reservation check with the supplier to make sure you will not receive a reduced commission if you move the reservation. This has not happened to date but it is your responsibility to know how your reservation will be affected when moving a reservation. If your commission is reduced you will only receive the reduced level of commission and not the commission that would normally be paid by Travel Hosts. Any agreement for Travel Hosts to pay a higher commission rate will be voided in the case where moving booking results in a commission being reduced below 10%. For Example: If a commission is reduced to 8%, you will receive 8%. In the event no commission is paid by a supplier to Travel Hosts, you will not receive a commission. Note: Disney appears to be the only cruise line that will not raise the commission on transferred bookings.
- On your agency letterhead, use proper letter writing guidelines for writing a professional letter. Include the date, department and company name (and person if known) you are writing to, email address or fax you are sending the letter to, a short subject line and greeting. Make sure the letter is signed by the agency owner. Letters that are not signed are returned for signature. See the sample letter provided in the Instructional Manual to follow. EXCEPTION: HAL does not require a letter for Travel Hosts' agencies. Call the number listed below to transfer reservations to Travel Hosts.
- Use the following terminology as a request to the supplier to move your reservations:

Please release the following reservation(s):

FROM:

Your Agency Name
Your Agency IATA/CLIA
Your Agency Phone

TO:

Travel Center Hosts, LLC
CLIA 00441243
Phone 630.889.9845

- List the reservations you are requesting to be moved. Include Supplier confirmation #, agent name, travel date and client names. Include any other necessary instructions such as ship name, group numbers if applicable, etc.
- End your letter instructing the supplier to contact you if they should need further information. Include a closing such as Thank You, Best Regards, etc. and your signature.
- ***Please send your request on your agency letter head, signed by owner/manager to the contacts below.***

SEND A COPY OF ALL REQUESTS TO CARM AS WELL AS TO THE SUPPLIER!

Princess – OneSource Fax 661.291.8680

Revenue Support Department revenuesupportdepartment@princesscruises.com

Cunard - OneSource Fax 661.291.8680

Holland America - World Cruise Department - **Call the World Cruise Department at 800.522.3399 Press 4 for Agency Transfer.** Identify your agency and Travel Hosts; request transfer and email Carm a list of bookings you are transferring.

Norwegian Cruise Line – Submit **required** Transfer Request Form to Dispatch Department at Fax 305.436.4148 or email dispatch@ncl.com . The Transfer request form is available on the NCL travel agent website and on the Travel Hosts' web page on the MAST website.

Disney Cruise Line – Disney Cruise Line Resort & Travel Operations

Fax 407.566.7739 or Email dcl.resort.and.travel.ops.specialist@disney.com

Tauck - Email letter to salesteam@tauck.com and send a copy of the letter to carm.chavez@mvptravel.com



2.2

Requesting HOLLAND AMERICA LINES booking(s) to be Moved to Travel Center Hosts

Holland America has agreed to allow agencies participating in the Travel Hosts program with MAST to have expedited transfer of reservations to Travel Hosts. Please read the information below and follow the procedure listed to ensure proper transfer of your reservations. Letters are no longer necessary from you, Travel Hosts or the client. Note that this procedure is only available to Travel Hosts.

- ✓ **Only deposited reservations can be transferred. If your reservation is paid in full you cannot transfer it to Travel Hosts.**
- ✓ **Contact *Holland America*** - *The preferred method to transfer reservations per Holland America Line is by phone. Call the World Cruise Department at 800.522.3399 Press 4 for Agency Transfer.*
world_cruise_reservations@hollandamerica.com
- ✓ **Identify Your Agency** – Tell the HAL representative your agency is with Travel Hosts and you would like to make a booking transfer to Travel Hosts. CLIA 00441243 Phone 630.889.9845
- ✓ **Email** carm@mvptravel.com a list of transferred reservations. Include the booking number and lead client last name.

Questions? Carm Chavez carm@mvptravel.com

PUT ON YOUR AGENCY LETTERHEAD

SAMPLE LETTER TO MOVE BOOKINGS TO TRAVEL HOSTS

August 7, 2018

Department
Supplier Name
Email or Fax Number

Dear :

Please release the following reservation(s):

FROM:

Your Agency Name
Your Agency IATA/ CLIA
Your Agency Phone

TO:

Travel Center Hosts, LLC
CLIA 00441243
Phone 630.889.9845

Confirmation #:

Agent:

Travel Date:

Passengers:

(Other Information as needed)

If you require further information please do not hesitate to contact me.

Best Regards,

AGENCY OWNER SIGNATURE

{Agency Owner}
{Agency Name}
{Contact Information}



Releasing a Reservation to a Different Party

The procedure is as follows:

- Guests who book with Norwegian directly can release their reservation to a travel agency
- Reservations booked by a travel agency can be released to a different agency or to the guest
- **Reservations can be released to a different party up to 60 days AFTER the reservation was booked. After the 60 day deadline, we can no longer release the reservation.**
- **Once a reservation is within the Final Payment period and/or paid in full, the reservation can no longer be released.**
- If the reservation was originally booked by a travel agent, the request to release the reservation to a new agency **MUST** come from the original travel agent.
- Once money has been applied to the reservation, authorization to release the reservation **MUST** be submitted using the new Reservation Transfer Form.
 - The form should be emailed or faxed to the Dispatch Department at: dispatch@ncl.com or 305-436-4148
- If the payment was applied with an Agency Credit Card or an Agency Check the booking cannot be transferred. The reservation may have to be cancelled and rebooked so that refund can be processed. If cancellation occurs within the cancellation fee period, fees will be assessed.

When there is no money on the reservation, we will continue to accept verbal authorization as follows:

- The original booking party must contact Norwegian advising of the release and provide the name of the agency, the full name of the travel agent, and the agency phone number.
- The original booking party must be advised that once a reservation has been released, they will no longer have any access to the reservation, or information regarding the reservation.
- The new agency must call in to take over the reservation.

Please see the travel agent FAQ's along with the Reservation Transfer Form. You can download it from the NCL Travel Partners section of www.bookncl.com. The transfer process takes 48-72 hours.

2.5

NCL Travel Partner Frequently Asked questions

- Q: Can a reservation be transferred to a different agency?
A: Yes, reservations can be transferred up to 60 days from creation.
- Q: If the reservation is paid in full can it still be transferred?
A: No, if the reservation has been paid in full for over 24 hours we are not able to accommodate a transfer.
- Q: If the payment was applied with an Agency Credit Card or an Agency Check, can the reservation be transferred?
A: No, when payment is made using an Agency Credit Card or an Agency Check, the reservation is locked to the agency id and cannot be transferred.
Reservation may have to be cancelled and rebooked so that refund can be processed.
If cancelation occurs within penalties, they will be applied.
- Q: Can the reservation be transferred if within Final Payment Period, but reservation is not paid in Full?
A: No, transfer requests cannot be accommodated once the reservation is within the Final Payment Period.
- Q: Which agency can make the request?
A: The transfer request must come from the original agency.
- Q: Can the Currency be changed if payment has been applied to the reservation?
A: No, once a payment is made on a reservation we are unable to change the currency.
- Q: Where should the completed transfer request form be sent?
A: You can email or fax the completed request to the Dispatch Department at: email: dispatch@ncl.com Fax #: 305-436-4148
- Q: How long does it take for transfer request to be completed?
A: Please allow 48 to 72 business hours for requests to be processed.
- Q: How many times can I request to transfer my reservation?
A: Reservations can only be transferred once.
- Q: Does the Dispatch Department match rates from agencies?
A: No, Norwegian Cruise Line does not match prices that an agency is advertising.



NORWEGIAN CRUISE LINE®

2.6

T.A. Reservation Transfer Form

I _____ would like to transfer my client's reservation number _____
(Travel Agent Name) (Reservation Number)

On the _____ sailing on _____ to:
(Name of Ship) (Sailing Date)

New Travel Agency information:

Primary Travel Agency Name: Travel Center Hosts CLIA 00441243

Travel Agent Name: _____

Travel Agency Phone Number: 630.889.9845

Amount of Payment on Reservation: _____

The guests traveling in the stateroom are:

Comments: **Please leave original booking agency as the secondary agency on the booking. Travel Center Hosts is primary.**

Print Name from Requesting Agent Signature from Requesting Agent Date

Bookings may be transferred to a Travel Agent up until 60 days from creation if the request is made outside of Final Payment period and the booking is not paid in full. If the transfer request involves a change in currency we cannot accommodate a transfer. If you would like to transfer your reservation please complete this form.

Approval from Original Agency
Owner, Office Manager or Office Supervisor

Print Name

Title

Signature

Agency Phone #

Date

E-mail address:

Please fax this completed form to: 305-436-4148 or email to: dispatch@ncl.com
Please allow 48-72 business hours for processing



NORWEGIAN CRUISE LINE®

Direct Guest Reservation Transfer Request Form

I _____ would like to transfer my reservation number _____ on the
(Guest Name) (Reservation Number)

_____ sailing on _____ to my travel agent.
(Name of Ship) (Sailing Date)

Here is the information of my **PRIMARY** travel agency:

Travel Agency Name: TRAVEL CENTER HOSTS

Travel Agent Name: _____

Travel Agency Phone Number: 630.889.9845

Here is the information of my **SECONDARY** travel agency:

Travel Agency Name: _____

Travel Agent Name: _____

Travel Agency Phone Number: _____

The guests traveling in the stateroom are:

Reason that you would like to transfer to a travel agency (optional):

IMPORTANT: Bookings may be transferred to a Travel Agent up until 60 days from creation if the request is made outside of Final Payment period and the booking is not paid in full. If the transfer request involves a change in currency we cannot accommodate a transfer. If you would like to transfer your reservation please complete this form. **Transfer request must be sent by one of the guests on the reservation to Norwegian. When emailing the form to us at Dispatch@ncl.com, please copy your travel partner for their reference. If faxing the form, please include your phone number as we will contact you to confirm your authorization of the transfer.**

Print Name

Email address / Phone No.

Signature

Date

Please email to: dispatch@ncl.com or fax this completed form to: 305-436-4148



Section Three – Holland America and Seabourn

- 3.1 Booking Instructions for Holland America**
- 3.2 Holland America Check-in and Print Docs Instructions**
- 3.3 Booking Instructions for Seabourn**
- 3.4 Seabourn Check-in and Print Docs Instructions**



Booking Instructions for Holland America

OneSource/Polar Online

Upon registration your agency was supplied with a login for OneSource which can be shared by all agents. If an agent desires their own login under Travel Hosts send a request to create a login to travelhosts@mvprtravel.com. The request must include: Agent full name, agent email address that is **NOT** currently used in another OneSource account and agency name.

To book, login into OneSource: <https://book.princess.com/BookingSystem/login.page>

Open Polar Online under the Booking Tools tab and create a booking. When you get to the screen to enter your client names, **change the agent name to your AGENCY NAME**.

Note: There are only 8 characters available. Abbreviate the agency name if necessary. This is how Travel Hosts identifies the booking agency.

The screenshot shows the Polar Online booking interface. The 'TRAVEL AGENT INFORMATION' section has an 'Agent Contact' field containing the text 'AGENCY'. A red arrow points to this field. Below it is the 'PASSENGER INFORMATION' section, which includes a table for entering passenger details. The table has columns for Passenger, Member #, Home City, Air, Birth Date (8/Jan/2009), and CSP. There are four rows for passengers 1 through 4. Below the table is another section for entering passenger names, with columns for Passenger, Title, First Name, Middle Name, Last Name, Suffix, Gender, and Age. At the bottom of the form, there are sections for 'DINING & BEDDING' and 'BOOKING INFORMATION'. The 'BOOKING INFORMATION' section includes options for 'Create a New TWD', 'Enter an Existing TWD', 'Upgrade Decline', and 'Passenger Contact Phone'. The 'DINING & BEDDING' section includes options for 'Seating' and 'Availability'.



Booking by Phone

Use the Travel Hosts' phone and CLIA # in place of your agency number and credentials. Identify yourself as an agent of Travel Hosts and give them your agency name to put into the agent name field. Some agencies identify themselves as booking through their "host agency". If the res agent will not use your agency name, change it in Polar Online yourself after the booking is made.

Make sure a confirmation is sent to travelhosts@mvptravel.com .

Phone: 630.889.9845

CLIA: 00441243

Booking in Sabre Cruises

Your agency was supplied with login information for Sabre Cruises. This login is shared by all agency personnel. PCC for Travel Hosts is A18F.

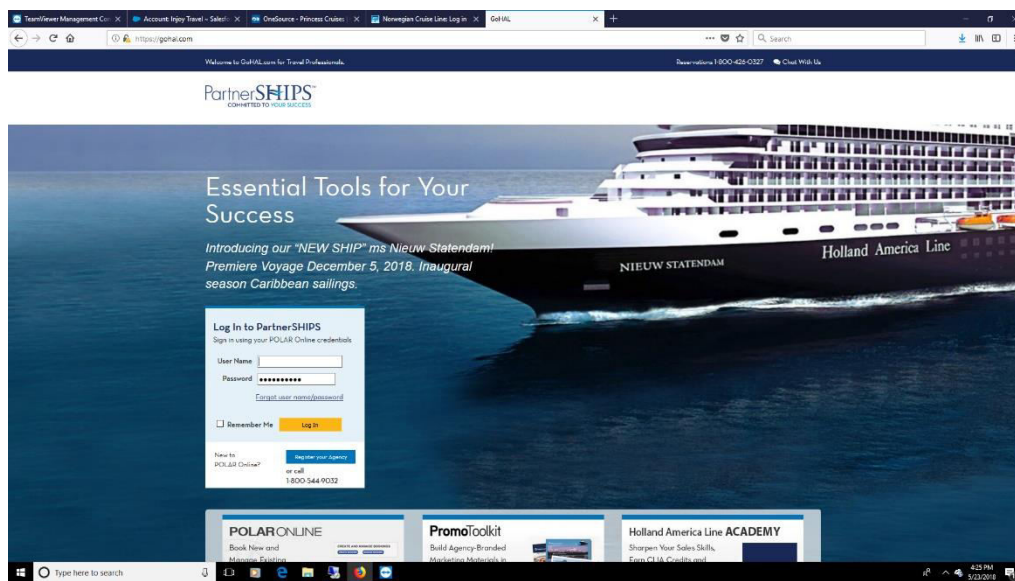
Complete the booking in Sabre cruises and log into Polar Online to change the agent name.



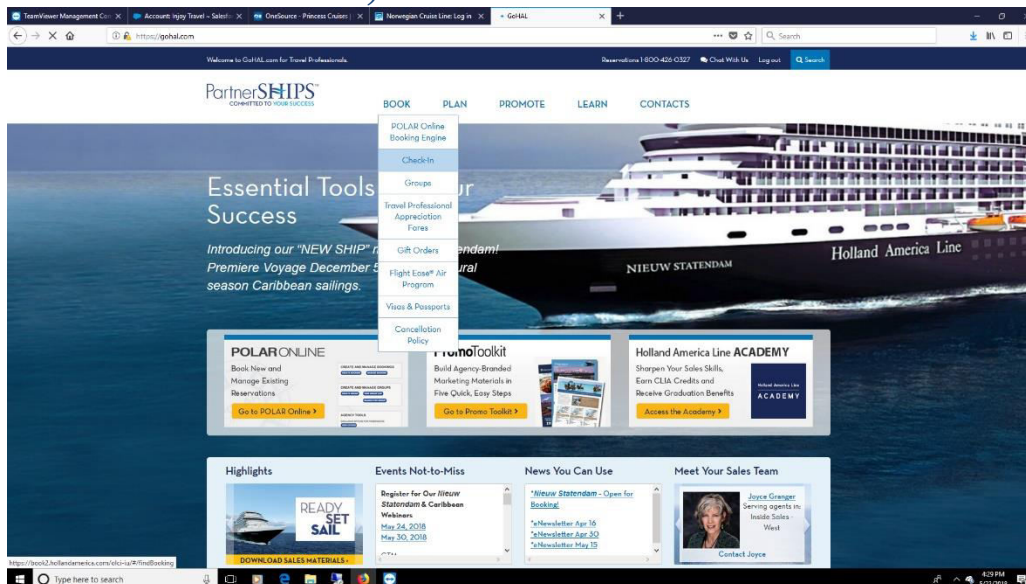
HOW TO CHECK-IN AND PRINT DOCS FOR HAL CLIENTS

For questions and/or help with your Online Check-in forms, please email Holland America Reservations or call 1-800-207-3545. Please be aware that Holland America Line cannot print, email or fax guest's Express Docs or Boarding Pass.

**Go to the HAL Travel Agent website: <https://gohal.com/>
Login with your Travel Hosts' login for Princess Onesource
 (If you do not have a Travel Hosts' login, email travelhosts@mvprtravel.com)**



Under the BOOK tab, click check-in



HOW TO CHECK-IN AND PRINT DOCS FOR HAL CLIENTS

Enter the client booking number and last name and complete the check-in process.

The screenshot shows a web browser window displaying the Holland America Line online check-in and boarding pass form. The page title is "CHECK-IN AND BOARDING PASS" and the URL is "https://book2.hollandamerica.com/101-su#9/FindBooking". The form includes fields for "Booking Number" and "Last Name on Booking", both marked with an asterisk to indicate they are required. A green "CONTINUE" button is positioned to the right of the form. Below the form, there are sections for "BENEFITS OF CHECKING IN ONLINE", "AVAILABILITY OF EXPRESS DOCS", and "WHAT TO BRING TO THE SHIP". A "GOVERNMENTAL POLICIES" section is also visible on the right side of the page. The browser's address bar shows the URL, and the Windows taskbar is visible at the bottom of the screen.

For questions and/or help with your Online Check-in forms, please [email Holland America Reservations](mailto:reservations@hollandamerica.com) or call 1-800-207-3545. Please be aware that Holland America Line cannot print, email or fax guest's Express Docs or Boarding Pass.

8/9/2018



Booking Instructions for Seabourn

OneSource/Polar Online

Upon registration your agency was supplied with a login for OneSource which can be shared by all agents. If an agent desires their own login under Travel Hosts send a request to create a login to travelhosts@mvprtravel.com. The request must include: Agent full name, agent email address that is **NOT** currently used in another OneSource account and agency name.

To book, login into OneSource: <https://book.princess.com/BookingSystem/login.page>

Open Polar Online under the Booking Tools tab and create a booking. When you get to the screen to enter your client names, **change the agent name to your AGENCY NAME**.

Note: There are only 8 characters available. Abbreviate the agency name if necessary. This is how Travel Hosts identifies the booking agency.

The screenshot displays the Polar Online booking interface. The 'TRAVEL AGENT INFORMATION' section has 'Agent Contact' set to 'AGENCY'. The 'PASSENGER INFORMATION' section contains a table for passenger details:

| Passenger | Member # | Home City | Air | Birth Date (8-Jan-2009) | CSP |
|-----------|----------|-----------|-----|-------------------------|---------|
| 1 | | | ORD | No | Patinum |
| 2 | | | ORD | No | Patinum |
| 3 | | | | | |
| 4 | | | | | |

Below this is another table for passenger names:

| Passenger | Title | First Name | Middle Name | Last Name | Suffix | Gender | Age |
|-----------|-------|------------|----------------|-----------|--------|--------|-----|
| 1 | | | No Middle Name | | | Adult | |
| 2 | | | No Middle Name | | | Adult | |
| 3 | | | No Middle Name | | | | |
| 4 | | | No Middle Name | | | | |

The 'BOOKING INFORMATION' section includes options for 'Create a New TWD' and 'Enter an Existing TWD'.



Booking by Phone

Use the Travel Hosts' phone and CLIA # in place of your agency number and credentials. Identify yourself as an agent of Travel Hosts and give them your agency name to put into the agent name field. Some agencies identify themselves as booking through their "host agency". If the res agent will not use your agency name, change it in Polar Online yourself after the booking is made.

Make sure a confirmation is sent to travelhosts@mvptravel.com .

Phone: 630.889.9845

CLIA: 00441243

Booking in Sabre Cruises

Your agency was supplied with login information for Sabre Cruises. This login is shared by all agency personnel. PCC for Travel Hosts is A18F.

Complete the booking in Sabre cruises and log into Polar Online to change the agent name.



HOW TO CHECK-IN AND PRINT DOCS FOR SEABOURN CLIENTS

Go to the Seabourn Guest Registration webpage:

<http://www.seabourn.com/luxury-cruise-vacation-planning/Online-CheckIn.action>

Enter booking number and last name.

SEABOURN®

Call Us | Exit

Guest Registration and ePass

FIND AN ITINERARY

Booking Number *

Last Name on Booking *

CAUTION: AD AND POPUP BLOCKERS AFFECT YOUR BROWSER'S ABILITY TO PRINT YOUR DOCUMENTS. PLEASE TURN THEM OFF TO PRINT.

CONTINUE

GOVERNMENTAL POLICIES

Check in at least 90 minutes before departure.
 Guests are encouraged to complete the Guest Registration process before leaving home. Guests who wait to register at the terminal risk being unable to sail even if they arrive at the terminal before the vessel leaves. You will be responsible for all costs you incur to join the vessel at the next port. New U.S. government security regulations require us to submit certain guest information to law enforcement authorities at least 60 minutes prior to departure. To meet this requirement, we must have the necessary information in our records at least 90 minutes before departure. If we do not have your information by this deadline, you will be unable to sail.

For guests residing in the European Economic Area (EEA), please note that compliance with these requirements may involve

BENEFITS OF GUEST REGISTRATION

When you register online, you'll be able to take advantage of the following benefits:

- **ePass** for speedy embarkation, simply print your pass after completing online registration. (Keep in a safe place along with your cruise documents).

AVAILABILITY OF EPASS

Your **ePass** will be available:

- After all Required guests data is complete
- After payment is complete
- Within 50 days of your cruise departure

FOR HELP:

For questions and/or help with your Guest Registration forms, please email Seabourn Reservations or call 1-866-755-5620 (within US/Canada), 1-206-626-9170 (outside US/Canada). Please be aware that Seabourn cannot print, email or fax guest's ePass.

BENEFITS OF GUEST REGISTRATION

When you register online, you'll be able to take advantage of the following benefits:

- **ePass**: for speedy embarkation, simply print your pass after completing online registration. (Keep in a safe place along with your cruise documents).

AVAILABILITY OF EPASS

Your **ePass** will be available:

- After all Required guests data is complete
- After payment is complete
- Within 50 days of your cruise departure

HOW TO CHECK-IN AND PRINT DOCS FOR SEABOURN CLIENTS

WHAT TO BRING TO THE SHIP

For embarkation remember to bring the following items:

- Your ePass
- Appropriate identification and passport or government-issued ID
- Visa and immunization information (if required)

START GUEST REGISTRATION EARLY

For your convenience, and to expedite your departure, we encourage all of our guests to utilize the Online Guest Registration procedure and start the process as soon as possible. During Online Guest Registration, you can securely submit your Immigration, Flight, Contact, Preference and Disembarkation information. In order to have the most accurate information available on board your ship, please complete the Online Guest Registration process at least 3 days prior to your departure.

INCOMPLETE INFORMATION AND MULTIPLE SESSIONS

If you begin the process and cannot finish due to insufficient information, you may return to complete it at a later time. We recommend starting the process and return at a later time if you are missing information.

ADDITIONAL QUESTIONS

For questions and/or help with your Guest Registration forms, please email Seabourn Reservations or call 1-866-755-5620 (within US/Canada), 1-206-626-9170 (outside US/Canada). Please be aware that Seabourn cannot print, email or fax guest's ePass.



Section Four – Princess & Cunard

- 4.1 Booking Instructions for Princess & Cunard**
- 4.2 Princess and Cunard Check-in and Print Docs Instructions**
- 4.3 Managing Your Member Number with Princess**
- 4.4 Princess Travel Agent Personal Credit Card Policy**



Booking Instructions for Princess Cruises and Cunard

OneSource/Polar Online

Upon registration your agency was supplied with a login for OneSource which can be shared by all agents. If an agent desires their own login under Travel Hosts send a request to create a login to travelhosts@mvprtravel.com. The request must include: Agent full name, agent email address that is **NOT** currently used in another OneSource account and agency name.

To book, login into OneSource: <https://book.princess.com/BookingSystem/login.page>

Open Polar Online under the Booking Tools tab and create a booking. When you get to the screen to enter your client names, **change the agent name to your AGENCY NAME**.

Note: There are only 8 characters available. Abbreviate the agency name if necessary. This is how Travel Hosts identifies the booking agency.

The screenshot shows the Polar Online booking interface. The 'TRAVEL AGENT INFORMATION' section is highlighted with a red arrow pointing to the 'AGENT CONTACT' field, which contains the text 'AGENCY'. Below this, the 'PASSENGER INFORMATION' section shows a table for entering passenger details. The 'BOOKING INFORMATION' section includes options for 'Create a New TWD' and 'Auto Upgrade'.

| Passenger | Member # | Home City | Air | Birth Date (8-Jan-2009) | Vacation Protection |
|-----------|----------|-----------|-----|-------------------------|---------------------|
| 1 | | | ORD | No | Standard |
| 2 | | | ORD | No | Standard |
| 3 | | | | | |
| 4 | | | | | |

| Passenger | Title | First Name | Middle Name | Last Name | Suffix | Gender | Age |
|-----------|-------|------------|----------------|-----------|--------|--------|-----|
| 1 | | | No Middle Name | | | Adult | |
| 2 | | | No Middle Name | | | Adult | |
| 3 | | | No Middle Name | | | | |
| 4 | | | No Middle Name | | | | |



Booking by Phone

Use the Travel Hosts' phone and CLIA # in place of your agency number and credentials. Identify yourself as an agent of Travel Hosts and give them your agency name to put into the agent name field. Some agencies identify themselves as booking through their "host agency". If the res agent will not use your agency name, change it in Polar Online yourself after the booking is made.

Make sure a confirmation is sent to travelhosts@mvptravel.com .

Phone: 630.889.9845

CLIA: 00441243

Booking in Sabre Cruises

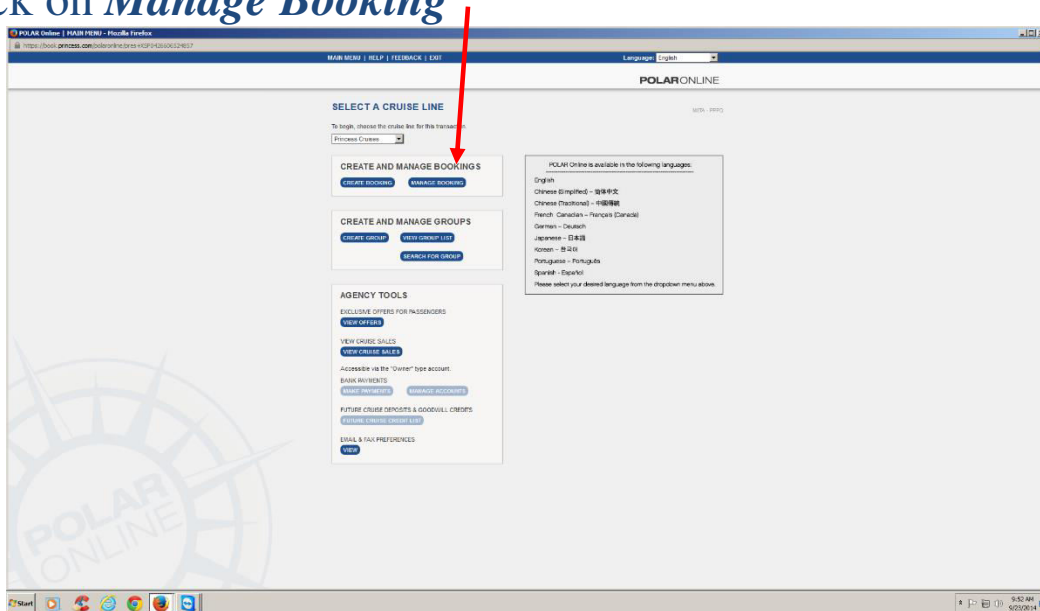
Your agency was supplied with login information for Sabre Cruises. This login is shared by all agency personnel. PCC for Travel Hosts is A18F.

Complete the booking in Sabre cruises and log into Polar Online to change the agent name.

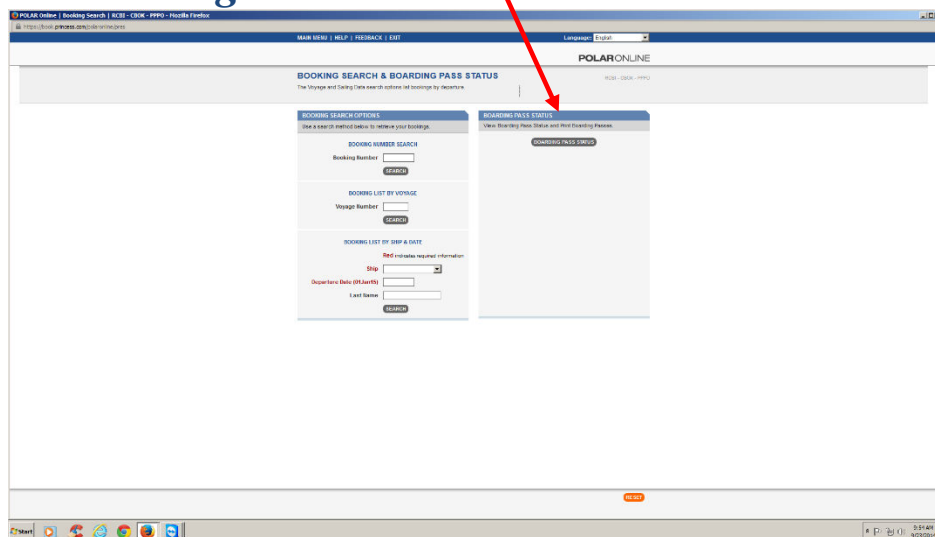


HOW TO CHECK-IN AND PRINT DOCS FOR PRINCESS CLIENTS

Go to the OneSource/Polar Website
 Hover over Booking Tools tab and go to Polar Online
 Click on *Manage Booking*



Click on *Boarding Pass Status*



HOW TO CHECK-IN AND PRINT DOCS FOR HAL CLIENTS

Find your client's booking in the list, scroll down and print their boarding passes.

PASSENGER BOARDING PASS STATUS

In order to print your client's Boarding Pass, the booking must be within 75 days of departure, final payment received, and all required PF data complete. Select desired guests(s) then click **PRINT BOARDING PASSES** at the bottom of the page.

Boarding Pass not available

| Voyage | Last Name | First Name | Booking # | Pax # | Group | Boarding Pass Status | | | | Print Date |
|--------------------------------|-----------|------------|-----------|-------|-------|----------------------|----|------|----------|------------|
| | | | | | | PF | CC | Paid | Contract | |
| <input type="checkbox"/> A434 | ERIKSSON | JULIE | 8QCTDR | 01 | | Y | Y | Y | Y | 14SEP14 |
| <input type="checkbox"/> A434 | BERGANGSO | JAMES | 8QCTDR | 02 | | Y | Y | Y | Y | 14SEP14 |
| <input type="checkbox"/> A434 | ERIKSSON | LILA | 8QCTMP | 01 | | Y | Y | Y | Y | 02SEP14 |
| <input type="checkbox"/> A437H | MOLYNEAUX | DANIEL | 8VCGMP | 01 | | Y | Y | Y | Y | 08SEP14 |
| <input type="checkbox"/> A437H | FRANSEN | MAREE | 8VCGMP | 02 | | Y | Y | Y | Y | 09SEP14 |
| <input type="checkbox"/> A437H | HARDY | ELIZABETH | 8VCGMP | 03 | | Y | Y | Y | Y | 09SEP14 |
| <input type="checkbox"/> B440 | HALL | RICHARD | 8X2GL | 01 | THS | N | N | Y | Y | |
| <input type="checkbox"/> B440 | HALL | BARBARA | 8X2GL | 02 | THS | N | N | Y | Y | |
| <input type="checkbox"/> B460 | URISH | CHRISTINE | 8X3TID | 01 | | Y | N | N | Y | |
| <input type="checkbox"/> B460 | FLORA | WENDY | 8X3TID | 02 | | N | N | N | N | |
| <input type="checkbox"/> E426 | STORER | RICHARD | 8PSTWD | 01 | TQD | Y | Y | Y | Y | |
| <input type="checkbox"/> E426 | STORER | PATRICIA | 8PSTWD | 02 | TQD | Y | Y | Y | Y | |
| <input type="checkbox"/> E427 | STORER | RICHARD | 8PSTWD | 01 | | Y | Y | Y | Y | |
| <input type="checkbox"/> E427 | STORER | PATRICIA | 8PSTWD | 02 | | Y | Y | Y | Y | |
| <input type="checkbox"/> E428 | KORACZ | STEPHEN | 8VWRK40 | 01 | | N | N | Y | N | |
| <input type="checkbox"/> E428 | KORACZ | SUSAN | 8VWRK40 | 02 | | N | N | Y | N | |
| <input type="checkbox"/> E428 | LACOVIC | PATRICIA | 8VWRK9 | 01 | | N | N | Y | N | |
| <input type="checkbox"/> E428 | LACOVIC | LAURE | 8VWRK9 | 02 | | N | N | Y | N | |
| <input type="checkbox"/> E501 | BAKER | DONALD | 8VBCCT | 01 | | N | N | N | N | |
| <input type="checkbox"/> E501 | BAKER | MARY | 8VBCCT | 02 | | N | N | N | N | |

HOW TO CHECK-IN AND PRINT DOCS FOR HAL CLIENTS

8/9/2018



Managing Your Princess Member Number with Travel Hosts

You may move your Academy Program History between OneSource accounts, even if the accounts belong to different Agencies! This is possible by moving the cruise Member Number between OneSource accounts. The process is easy, see below for more information.

This Member Number represents your lifetime record of your Academy History. This record includes your personal information. Using this information, we can send Academy rewards directly to you. To update your personal information, click the "Edit Profile" link above.

We maintain records of your Academy achievements, even if you change agencies or delete your OneSource account. You may move your Academy History between OneSource accounts, even if the accounts belong to different Agencies! This is possible by moving the cruise Member Number between OneSource accounts.

How to Move your Member Number

Sign on to the new OneSource account created under Travel Hosts. Click edit profile. Then click on create member number now (even though you have a member number). Simply input the address information from your original OneSource account and your Academy Member Number will automatically attach!

After submitting your member number, you will see a warning. This is OK. The warning simply explains that your member number is already attached to another account, the OLD account. The warning will identify the agency and agent name of the original OneSource account. Next, click the move button. Done!

If you need help then please call the OneSource Help Desk at **800-544-9032**.

Move Your Member Number When:

- You moved to a new agency.
- You accidentally added your member number to someone else's OneSource account.
- Your office manager gives you a new OneSource account.

Princess Cruises' Travel Agent's Personal Credit Card Policy

Princess will deny charges and cancel reservations if final payment was due even if it appears the charge was processed. Once they determine an agent credit card has been used for payment on a client's booking they will cancel the payment.

A travel consultant's personal credit card may be used **ONLY** if the travel consultant is:

- the guest
- a family member of the guest with the same last name
- a TWID of the guest whose booking they are paying for
- paying for a SPECIAL SERVICES order to be presented as a gift to the client
- paying for Princess EZair

***IMPORTANT: A travel consultant may NOT use his/her personal credit card to pay for a client's booking. In addition, the travel consultant may not use their spouse's credit card nor any other travel consultant's personal credit card. The travel consultant can use their agency's corporate credit card without restriction.**

Last Updated in Princess Answers 11/27/17

Section Five – Norwegian Cruise Line

5.1 Booking Instructions for Norwegian Cruise Line

5.2 Norwegian Cruise Line Check-in and Print Docs Instructions

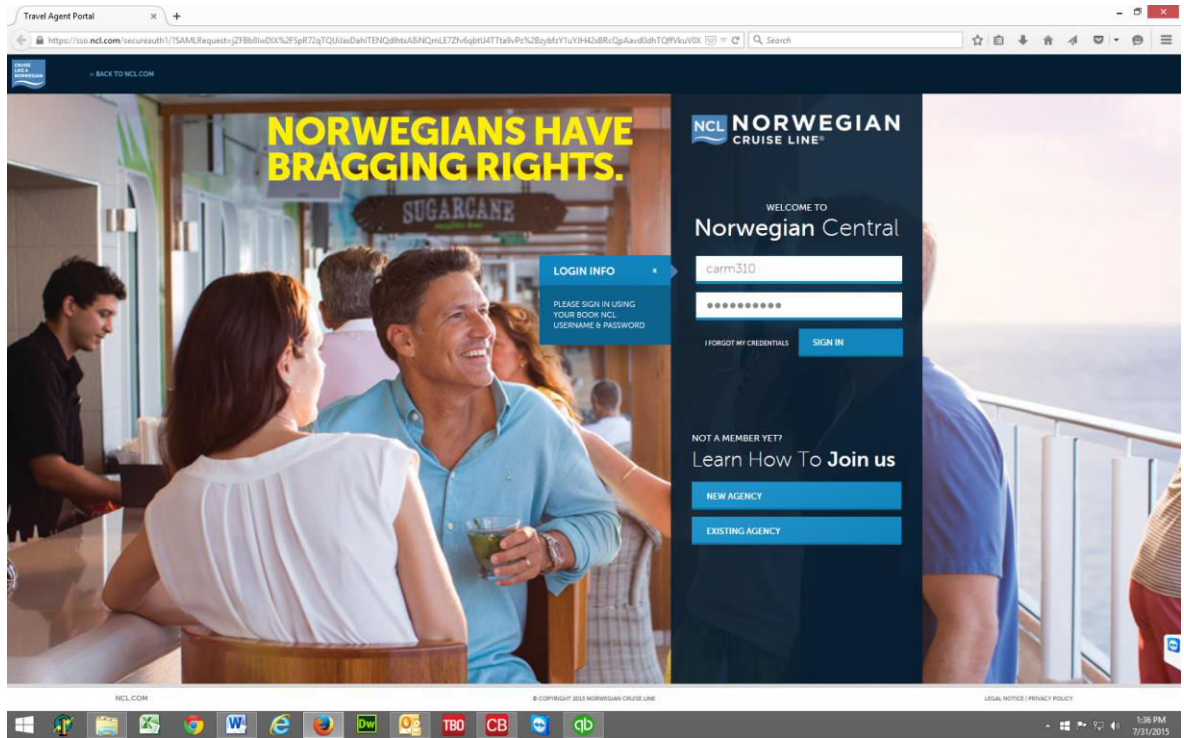
5.1

HOW TO BOOK NCL THROUGH TRAVEL HOSTS

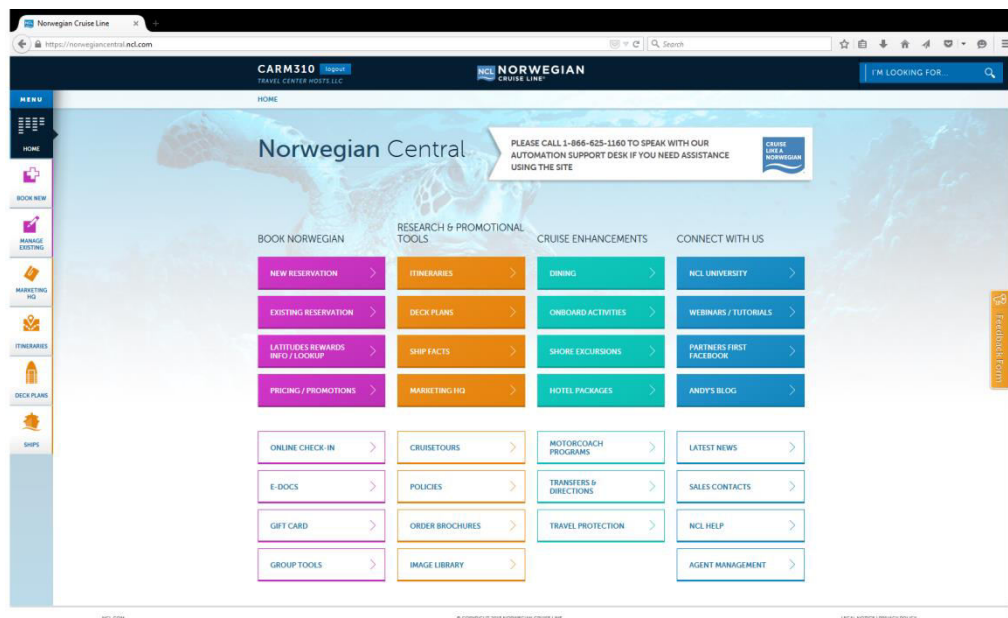
Follow the steps below to make a reservation through Travel Hosts

To book online with NCL:

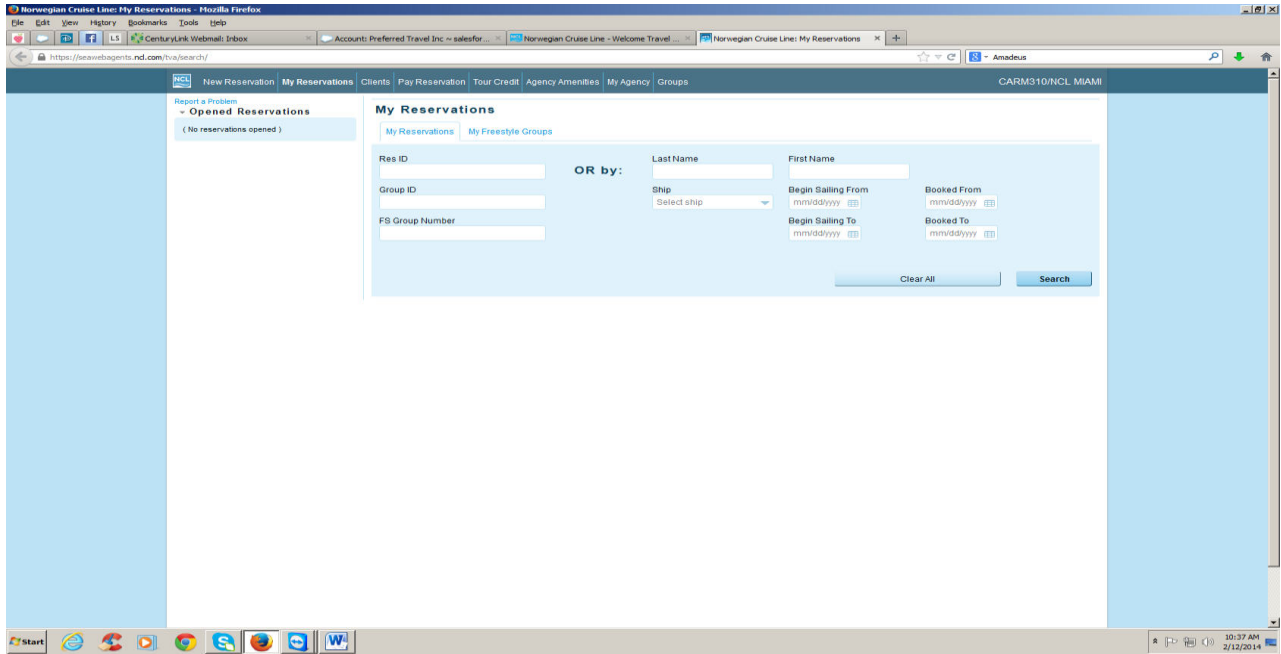
1. Log into the NCL Travel Agent Website WITH YOUR TRAVEL HOSTS' LOGIN. (Click on link below)
[NCL TRAVEL AGENT SITE](#)



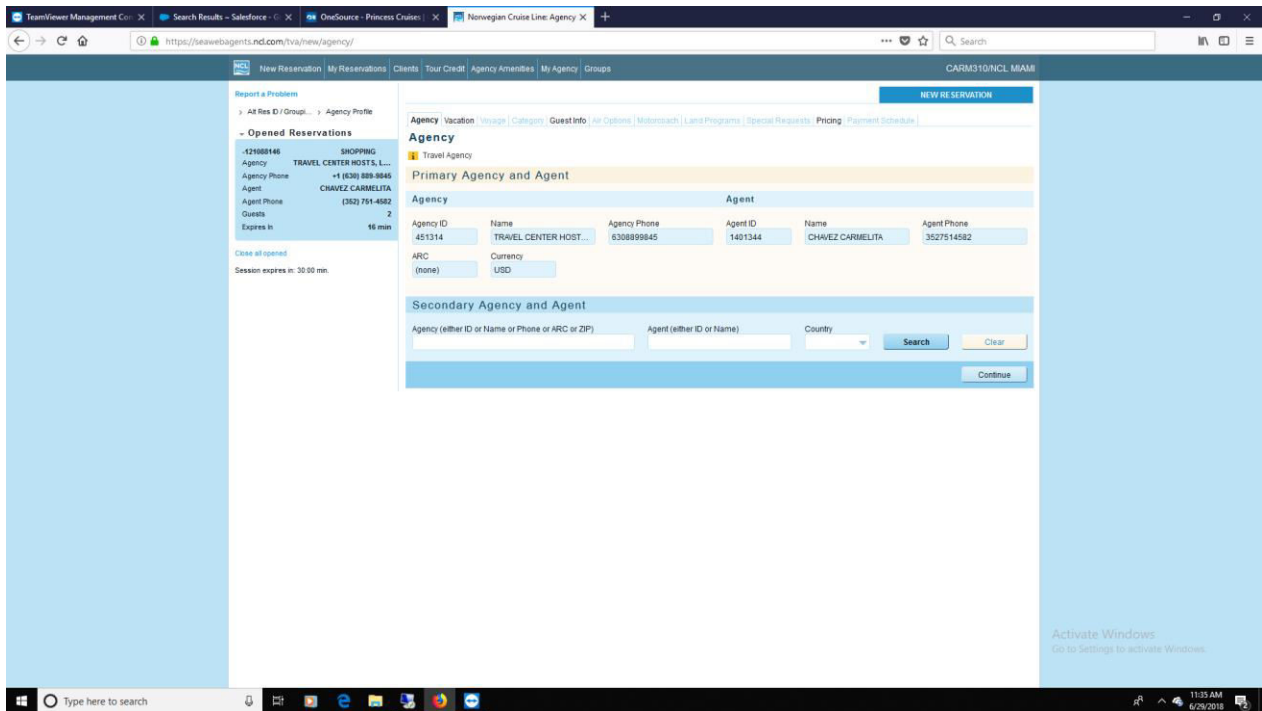
2. Once you are in the website, you can book new reservations, manage existing reservations, issue client docs, check in, etc.



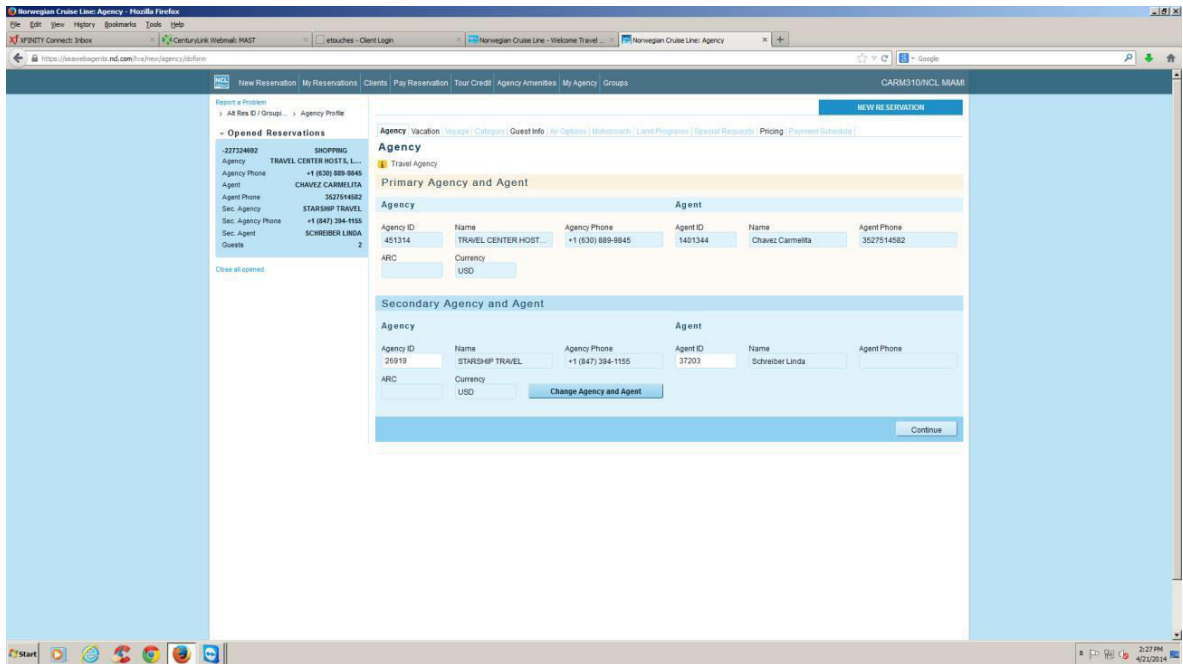
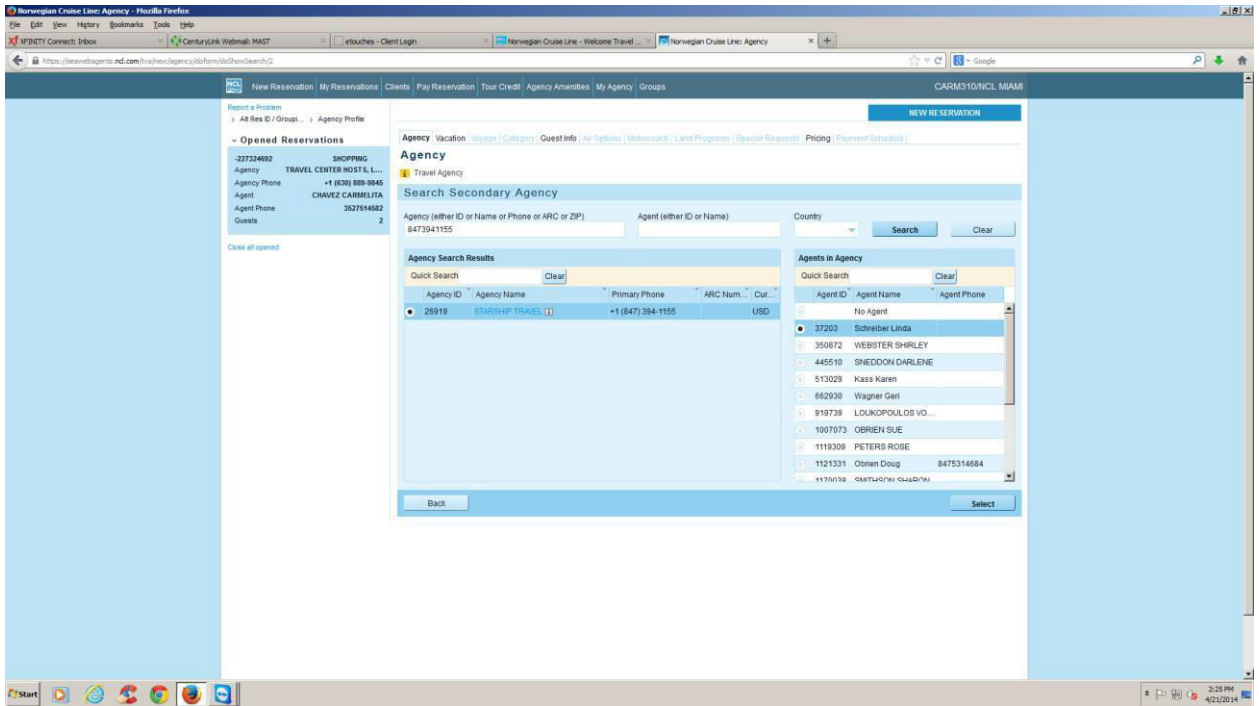
3. Click the New Reservation link in the upper left corner of the webpage (next to the NCL logo)



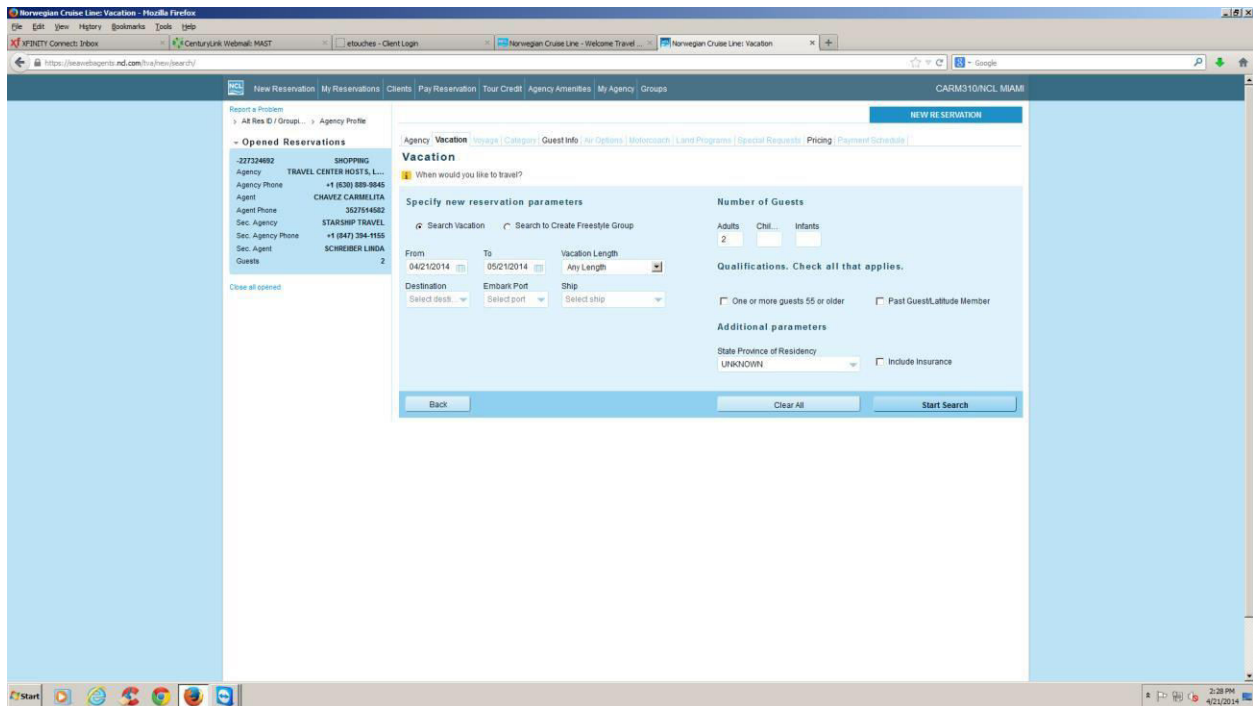
4. **IMPORTANT NEXT STEPS!** Enter the booking phone number for **YOUR AGENCY** in the **Secondary agency box** – Enter Your agency booking phone number and click search. **Do not enter any hyphens or parenthesis; just enter the 10 numbers running together.**



- Click the radio button next to your agency name, click the correct booking agent name and click Select (bottom right of the web page) then on next screen click continue.



6. Notice in the blue box on the upper left corner of the web page your agency and agent name is now listed under the Travel Center Hosts' name. This is correct and this is how your reservation should look.



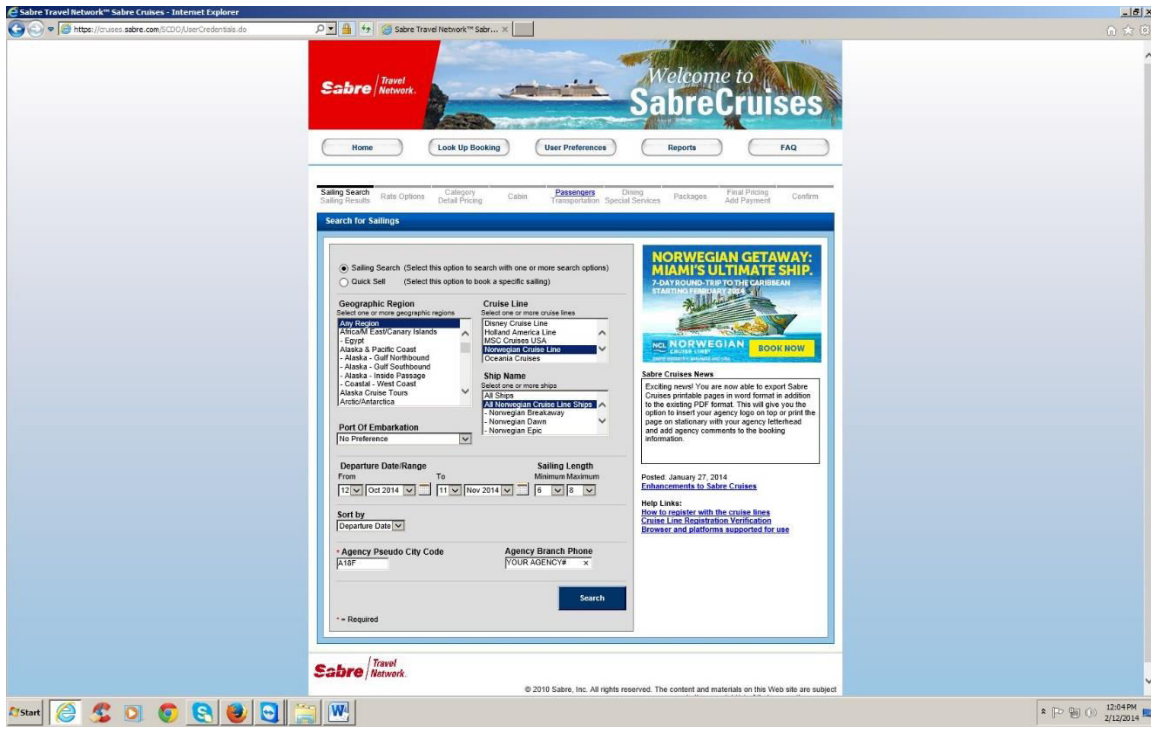
Proceed with your reservation as normal. NOTE: The agent name is Carmelita Chavez because the example was made under the login for Carmelita Chavez. A login has been provided to your agency for the agency. If you would like your own login, email carm@mvptravel.com and one will be provided to you as part of your agency.

TO BOOK BY PHONE WITH NCL:

1. Call NCL at 1.866.625.1166 and press 2 for new reservations (press 1 for existing reservations)
2. Identify yourself as an agent of Travel Hosts - Phone 630.889.9845 and CLIA 00441243
3. Provide **YOUR AGENCY** phone number for the secondary agency phone field
4. Make sure a confirmation is sent to carm@mvptravel.com or travelhosts@mvptravel.com and to your agency email address.

To book on Sabre Cruises:

Enter **YOUR AGENCY** phone number in the **AGENCY BRANCH PHONE** box in the bottom middle of the web page (no hyphens or parenthesis) and book as normal. (SEE NEXT PAGE)



QUESTIONS? Email Carmelita Chavez at carm.chavez@mvptravel.com



NORWEGIAN CRUISE LINE DOCUMENTS

Log into www.bookncl.com and click on “online check in”, follow the steps. Once the online check in is complete, you will be able to print e-docs.

The screenshot shows the Norwegian Cruise Line website home page. The navigation bar includes 'LEARN', 'PROMOTE', 'BOOK', and 'CONNECT'. The main content area features several columns of links. A red arrow points to the 'ONLINE CHECK-IN' link in the 'NEW RESERVATION' column. The URL in the browser address bar is <https://norwegiancentralncl.com/>. The system tray shows the time as 2:38 PM on 8/7/2018.

The screenshot shows the Norwegian Cruise Line online check-in form. The page title is 'Online Check-In'. The form includes the following fields and options:

- PLEASE ENTER YOUR RESERVATION NUMBER BELOW:
- SHIP NAME:
- SHIP NAME dropdown:
- SAIL DATE:
- FIRST NAME:
- LAST NAME:
- All above fields are required.

The URL in the browser address bar is [https://norwegiancentralncl.com/online-check-in?cid=MS_MKT_NA_TRA_NCT_NA_NA_NA_NA_NA_NA](https://norwegiancentralncl.com/online-check-in?cid=MS_MKT_NA_TRA_NCT_NA_NA_NA_NA_NA). The system tray shows the time as 2:40 PM on 8/7/2018.



Section Six – Disney Cruises

6.1 Booking Instructions for Disney Cruises

6.2 Disney Cruise Line Docs Instructions

6.1

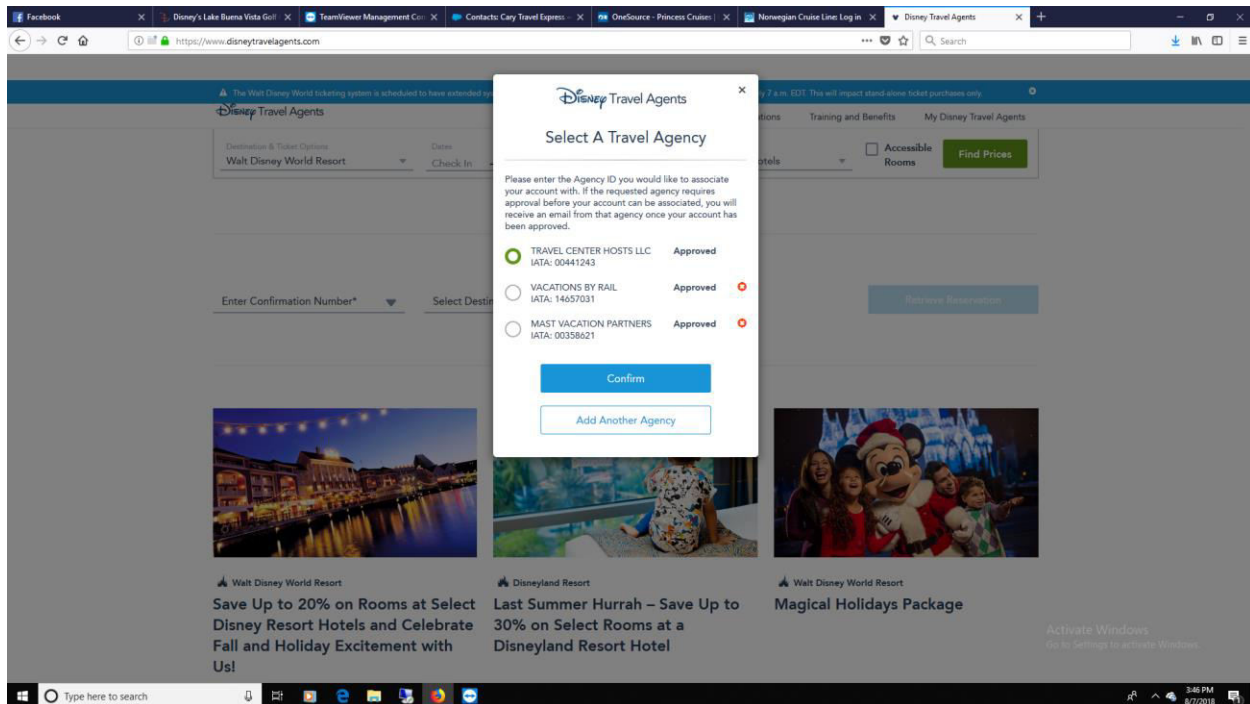
Disney Travel Agent Cruise Reservations – Online Booking

(Phone booking and Sabre Cruises procedures to follow)

Book as you normally would for a Disney TA online reservation. **BE SURE TO LOG IN WITH YOUR TRAVEL HOSTS' LOGIN***. <http://www.disneytravelagents.com/login>

*If you do not have your own login go to <http://www.disneytravelagents.com/login> and register using CLIA 00441243. After you register, Travel Hosts will receive an email to approve your registration. After you are approved you will have access to book Disney Cruise Line through Travel Hosts. **PLEASE DO NOT** Book any other Disney supplier through Travel Hosts.

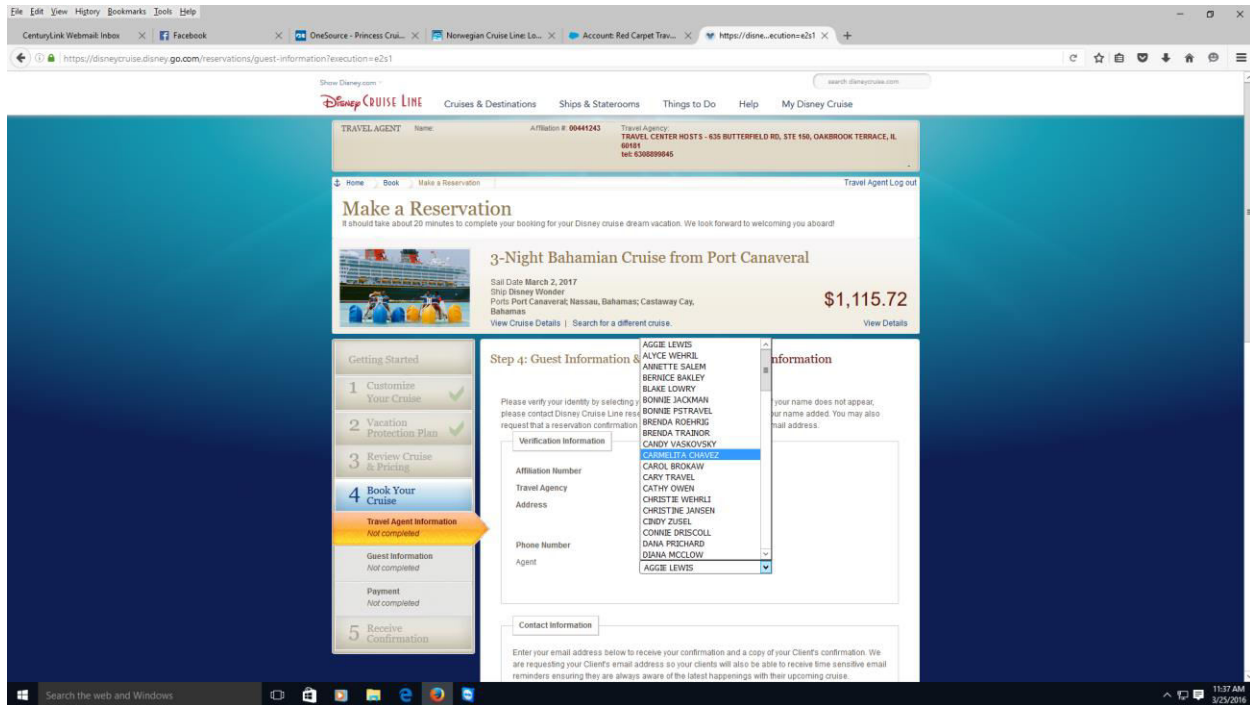
NOTE: THIS IS NEW! With one login you can now add numerous agency CLIA/IATA numbers and toggle between them by clicking on the agency link at the top of the page next to your name after you log in.



As you proceed through the booking process, choose your name from the agent dropdown list** (*Step 4: Guest Information & Payment Travel Agent Information*). At the end of your reservation, on the confirmation page you will see your name as the Travel Agent.

If your name is not in the dropdown agent list (see Screen shot below) call Disney Cruises Line at 800.511.1333 and request your name to be added to the list. **Be sure to supply your FULL name. (First and Last names)

Send an agent copy of the confirmation to carm.chavez@mvptravel.com



Disney Cruises – Phone Reservation

1. Call in your reservation as you normally would - 1.800.511.1333
2. Use Travel Hosts' CLIA 00441243 and phone 630.889.9845
3. Ask the Disney res agent to put your name on the reservation as the booking agent
4. Ask the Disney res agent to send a confirmation to Travel Hosts' email carm.chavez@mvptravel.com

Disney Cruises – Sabre Cruises Reservation

1. Log into Sabre Cruises with the sine provided to your agency when you signed up with Travel Hosts.
2. Book as you normally would
3. Send an email to carm@mvptravel.com with a copy of your confirmation or just the booking number and lead client name



DISNEY CRUISES DOCUMENTS

Please instruct Disney Cruises to send all client documents to your agency address. Documents shipped to the MAST office (Travel Hosts address) will result in delayed document delivery and your agency may incur shipping charges to reimburse MAST.



Section Seven – Other Programs & MCS

- 7.1 Booking into Cruise Groups
- 7.2 MAST Best Price Policy
- 7.3 ezBook by ABC Global - Hotel
- 7.4 Centrav – Air
- 7.5 TripPro FAQ – Air
- 7.5a TripPro User Guide
- 7.5b TripPro Agent Login Request Form

MAST CRUISE SERVICES (MCS)

Please Note: MAST Cruise Services is managed By Carmelita Chavez but is **NOT** booked through Travel Hosts or MAST.

ALWAYS book under your agency credentials.

- 7.6 MAST Cruise Services – Informational Document
- 7.7 MAST Cruise Services – Secondary Auth Registration Form
- 7.8 MAST Cruise Services – Instructions for CruisingPower Registration
- 7.9 MAST Cruise Services – Sample Letter to Transfer Bookings
- 7.10 MCS Commission Pie Chart



Booking into Cruise Groups with Travel Hosts

You may book into existing cruise groups through Travel Hosts. You have five group options:

1. Book as an agent of Travel Hosts into MAST Consortia groups.
2. Book as an agent of Travel Hosts into Travel Hosts Agency groups.
3. Book your own group under Travel Hosts for your agency to sell into exclusively.
4. Send a request to Travel Hosts to hold a group on a specific sailing for you and other Travel Hosts agents to sell into. Send requests to travelhosts@mvptravel.com .
5. Send a request to MAST to hold a group on a specific sailing for you and other Travel Hosts and MAST agents to sell into. Send requests to travelhosts@mvptravel.com .

If your agency sells enough cabins and passengers to earn a TC on a group under MAST or Travel Hosts you will be paid the TC at 100% of what is received.

To view groups on the MAST website visit the Groups Page and click on the cruise line icons on the webpage. For the most up to date availability of group sailings and available cabins contact each cruise line directly.

Best Price Policy

Exclusive Benefit for MAST Members Only

You are fully aware and often frustrated by unfair competition in the travel business. Even long-time customers shop you and look online or elsewhere for so-called better deals or lower prices. **MAST has your back. No other agency group can do for you what we are now offering. Now you have MAST's Best Price / Amenities Program to turn to – named Best Price Policy.**

- We want to help you close as many sales as possible.
- We don't like to hear that you lost a sale because your customer found a better price with Affordable Tours or can get more onboard credits if they book their cruise with Costco.
- We want to help you meet your client's needs and give them the Best Price possible when they find competitor offers.

Here's how the program works:

1. MAST will expect the select preferred supplier to cover 50% of the cost to match.
2. The other 50% of the cost to match will be split between MAST and the agency.
3. There may be scenarios that result in re-booking a customer's trip in order to make a match work. (i.e. booking a cruise as a group to take advantage of group amenities)
4. In cases where another MAST member is rebating or offering a discount to a customer, MAST cannot provide financial assistance.
5. This program will not apply if another MAST member is competing for the same business.
6. If a supplier cannot cover 50% of the cost, MAST will not make up the difference.
7. This program is not available on group bookings. Group bookings which show group discounts, tour leader credits or any other type of discount related to groups will not qualify for the Best Price Policy. Groups cannot be split up into individual or smaller bookings in order to qualify for the program.
8. This program only applies to identical trip components quoted by a competitor.

To take advantage of the Best Price Program, your agency is required to:

1. Provide MAST with a copy of the select preferred supplier's booking confirmation under your agency name.
2. Provide MAST with a copy of the competitor's offer you received from your client.
3. Agree to absorb up to 25% of the monetary need to match a price or the value of an amenity.
4. Send all of the above information to Carmelita Chavez carm.chavez@mytravel.com as MAST's primary contact for the Best Price Policy Program.

NOTE: All trip components from a competitor must be identical to the agency booking. Please note, the Best Price Policy is limited to suppliers mentioned and in some situations suppliers may not agree to help. MAST will review any preferred supplier booking, even if the supplier is not listed below. NOTE: There is no guarantee of assistance from suppliers.

Examples of the assistance provided:

- Matching Costco offers of shipboard credit or other amenities
- Matching a competitor's rebate such as Affordable Tours on Globus bookings

MAST Preferred Suppliers who have supported the Best Price Program are below. If a supplier is not listed, MAST will review any competitor offer to determine if anything can be done to secure the booking.

- | | |
|----------------------------------|--|
| • Celebrity | • Royal Caribbean International |
| • CIE Tours International | • Uniworld |
| • Globus Family of Brands | |
| • Oceania Cruises | |

In summary:

- MAST is willing to provide financial support to a MAST member to prevent a sale from being lost.
- We recognize that today's marketplace requires immediate response in customer transactions and that agent's aren't often given time to secure a matching offer.
- MAST will back the member so the agent can close the sale with confidence.
- MAST and the agency will work with select preferred suppliers behind the scenes to cover the monetary difference in full or in part.
- The monetary assistance is only available on **select MAST preferred suppliers**. However, MAST will review any competitor offer to determine if anything can be done to secure the booking.
- MAST will continue to urge members to improve their consultative sales skills by taking advantage of the training we provide (recorded and present) to counter price competition.

Supplier Recognition:

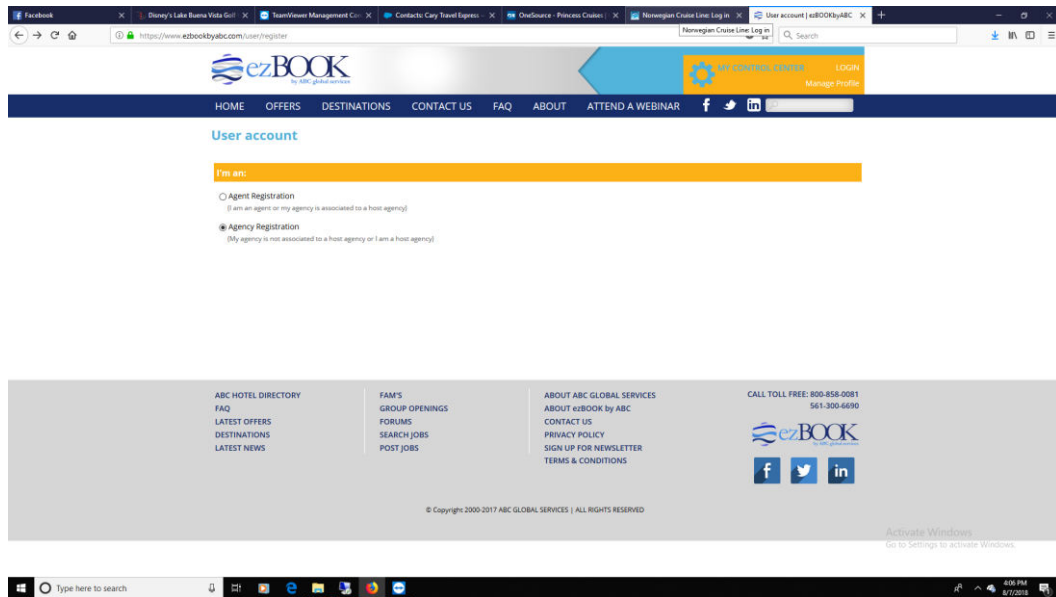
- In addition, please recognize and remember to support the following suppliers that do not allow rebating or discounting:

Collette Vacations
Club Med
- Most cruise lines have defined guidelines on what is allowed with regards to the advertised price of a cruise, with Oceania Cruises having one of the strictest policies.
- Also, remember to support the following suppliers who offer price matching programs that do not require an agency or MAST to absorb the cost of matching a competitor's price:

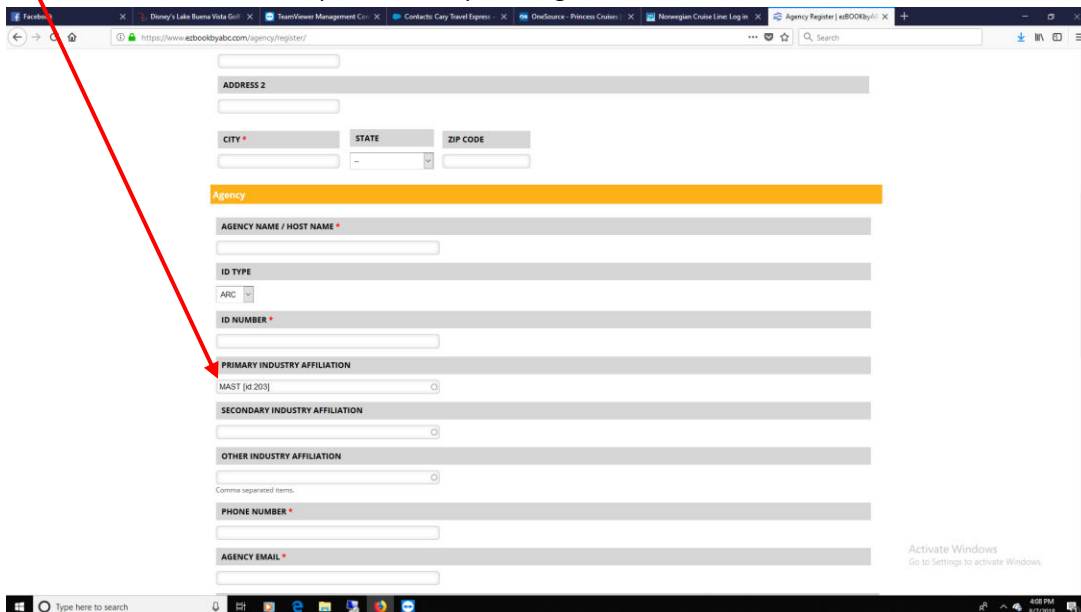
Apple Vacations
Travel Impressions
Classic Vacations

Instructions for Registering With ezBook

1. CTRL + Click on the link below to access the ezBook website to register as an Agency.
<https://www.ezbookbyabc.com/user/register>
2. **REGISTER UNDER YOUR AGENCY, NOT TRAVEL HOSTS OR MAST! Click on Agency Registration.**
NOTE: If an agent of your agency is registering for their own access, they click on Agent Registration after your agency is registered.



3. Be sure to add PRIMARY INDUSTRY AFFILIATION by typing in MAST. All other fields may be populated with your personal information. Check the boxes to accept the terms and conditions and to receive the ABC eNewsletter and promos. Complete Registration.





About ezBOOK by ABC

ezBOOKbyABC.com is the industry's most powerful hotel booking site exclusively for travel agents. ezBOOK gives agents the same ease-of-booking as popular consumer tools while providing the features they need to do their job and be competitive. ezBOOK aggregates GDS, Booking.com, OTAs and wholesale net rates from multiple providers across an inventory of over 600,000 hotels of all types worldwide.

In one single display, agents can view multiple rate inventories, payment options and commissions of up to 15 percent, or set their own commission on net rates, plus add a service fee to any booking and we track and ensure their commission is paid.

With ezBOOK, agents can shop by map, plus utilize ezBOOK's robust filtering options to sort by room type, bed type, hotel ratings and more. Agents can view and track all their bookings and commissions. We've also integrated TrustYou ratings and reviews so agents can be assured they are booking a quality hotel to suit their clients' needs.

How can I register with ezBOOK by ABC Global Services?

ezBOOK is available to any agent/agency worldwide via registration. Go to: <http://www.ezbookbyabc.com>.

A one-time online registration is required by the agency owner, as well as individual agents. To register, click the 'log in' link in the upper right corner of ezBOOK's home page, where you will be directed to the Login Page. In the upper right corner you will notice two registration links: Agency Registration, Agent Registration.

Agencies without a host affiliation: If your agency *is not* associated with a host agency, please use the [Agency Registration](#) link to register your agency.

Agencies with a host affiliation: If your agency *is* associated with a host agency, use the [Agent Registration](#) link to register using the host agency's travel agency ID number. All individual agents will register via this link as well.

Once all the required fields are completed, click the <Register> button and you are ready to begin booking with ezBOOK!

Please note the following password guidelines:

- Passwords must be between eight and 20 characters and contain at least one of each of the following:
 - Lower-case letter
 - Upper-case letter
 - Number
 - Symbol: ! @ \$ _ + - &

Your Total Air Source

The easy way to sell air tickets – point, click, done!

Best website to book consolidator, cruise, student, and published airfares to *anywhere*. (International and Domestic)

Fares are pulled from 2 GDS's offering lower published airfares in many cases.

Dropping your GDS? Book all of your air on Centrav.com and never waste time on debit memos, schedule changes, reissues, and other hassles associated with air ticketing.

Discounted refundable hotels.

Air Ticket Fulfillment for your Incentives, meetings, and group travel.

The very best in Customer Service for 25+ years. Our Minnesota call center is proudly staffed by friendly, professional, knowledgeable people.

Live Connect uploads Centrav bookings into your CB+ back office.





CENTRAV

**Login or register on the MAST affiliated Centrav website.
Make sure you see the MAST logo on the website.**

<http://www.centrav.com/affiliates/mast.php>

The screenshot shows the Centrav website interface. At the top, there is a navigation bar with 'FLIGHTS', 'HOTELS', 'MY BOOKINGS', 'ABOUT', and 'CONTACT'. A 'QUICK QUOTE' button is visible on the left. The main content area is divided into three sections:

- QUICK QUOTE:** Includes options for 'FLIGHTS' and 'HOTELS', and fare types: Round Trip, One Way, Open Jaw, Coach, Premium Coach, Business, and Student Fares. It also has fields for departure and destination airport codes and dates.
- MAST TRAVEL NETWORK LOGIN:** A red header section with a welcome message and a login form with fields for 'Username' and 'Password', and a 'Login' button.
- MAST TRAVEL NETWORK ONE TIME REGISTRATION:** A red header section with a registration form including fields for 'Agency', 'IATA, CLIA or TRUE', 'Address', 'City', 'State', 'Zip', and 'Country'.

On the right side, there is a 'CENTRAV RESOURCES' menu with links to home, flights, hotels, my bookings, about, airlines, policies, documents, groups, FAQs, tutorials, and contact. Below that is a 'NEW ACCOUNT' section with a 'Sign up now' link.

CENTRAV FAQ

Q. CC Max commission - what is it? How do I charge more than the limit?

A. Some airlines limit the amount of commission that you can make on consolidator fares. The maximum amount allowed is shown as "CC Max commission". If you want to charge your client more than the maximum allowed you have two options:

1.) Simply charge more commission than the maximum. Your client will be paying an additional 3.5% fee. The fee will not be taken out of your commission.

2.) Charge the maximum commission and also charge a separate service fee. There will be no 3.5% fee collected. However, be aware that the service fee will show as a separate charge on their credit card statement.

Q. How do I change my flights after it is booked?

A. Call our Reservations support center at 800-874-2033. They will assist you with making changes to your booking. The changes made by our support center will be reflected in your My Bookings section immediately.

Q. How do I get an E ticket confirmation?

A. These are automatically sent to your email after payment has been received AND the ticket is issued. If you don't receive one, call 800-266-6610.

Q. How do I book a stopover?

A. 1.) Use our new [Itinerary Builder](#) to add a stopover. 2.) Or call our Reservations support center at 800-874-2033.

Q. How do I get different flights?

A. 1.) Try using the Routing tool in Quick Quote to force it VIA a certain gateway, 2.) Or use the new [Itinerary Builder](#) to select specific flights, 3.) Or, call our Reservations support center at 800-874-2033.

Q. How do I book an infant?

A. Call our friendly Reservations support center at 800-874-2033 for assistance with booking infants.

Q. How do I apply payment to my booking?

A. Click the My Bookings tab, and then view next to your booking. Select a payment option under Guarantee Option. For more details try the online tutorial on our home page called "How to Guarantee".

Q. Can I still queue over a booking?

A. No, we no longer accept queued bookings. Try booking online at www.centrav.com.

Q. When will my commission check be sent?

A. Commission checks are sent out within 2 weeks of ticketing.

Q. Can my client fly into one city and return from another?

A. Yes. Click the multi-city tab in Quick Quote. For example: Your client flies into Madrid and returns from Paris. (They might use a train to get from Madrid to Paris).

Q. How do I do seat assignments and add frequent flier numbers?

A. Click the My Bookings tab then click the booking you want to work. You'll see a red button to ADD FQTV NUMBERS. For seat assignments within 90 days of travel, you'll see a link in the itinerary that says "Seats: not assigned". Click this and a seat map will pop up. Otherwise, you'll need to call the airline. For a demo of this try our online tutorials.

Q. How do I get my logo to show on the Client Receipt?

A. Click "edit profile" in the upper right corner of Centrav.com. Under AGENCY LOGO click "browse" and select your logo from your files. Click "update account".



7.5

TripPro FAQ

Website

How do I login to the Travel Hosts' TripPro booking engine?

You can access the Travel Hosts' TripPro booking engine through the MAST website. Click the link to the Travel Hosts' webpage and then click the link for TripPro. You may also create a shortcut on your desktop using the link: <http://mast.trippro.com/faces/UserLogin.faces> . **If you have not been supplied with a login for TripPro and would like one, please contact Carm Chavez carm.chavez@mvptravel.com** . You will be required to take a webinar prior to using TripPro.

GDS Systems

Do I need to know how to use a GDS System in order to book air in TripPro?

No, if you do not know how to use a GDS system or would prefer not using a GDS, you can use the internet booking engine, IBE.

What GDS systems are currently available in TripPro?

At this time Sabre and Amadeus are available. Apollo and Worldspan will be available in the near future.

Difference between TripPro & C&H Booking Engines

What is the difference between TripPro & C&H.

TripPro is more dynamic and the newest in air booking technology. With over 80 carriers available, TripPro covers the world. TripPro has the ability to look at multiple fares across multiple GDS systems as well as contracts exclusive to TripPro and C&H which are not in any GDS system.

Computer Equipment

Can I use TripPro on a MAC?

TripPro is not certified for use on a MAC, therefore you may encounter problems if you try to book TripPro on a MAC..

Cancellation Fee

Is there a charge for cancelling a ticketed reservation?

Yes. There is a \$25 cancellation fee imposed by TripPro in addition to fees charged by airlines. Contact TripPro/C&H for further information. The contact information for MAST members is listed in the Support section below.

Changes

Can I make changes in a booking I am holding prior to ticketing?

Some changes can be made by the agent and other changes require contacting the MAST support desk at C&H.

Agents can change the following items in TripPro by using Shift 9:

- Passenger information
- Frequent flyer information
- Passport Information
- Form of payment
- Agent mark-up

Changes that must be made through the C&H Office are:

- New dates of travel
- Flight changes
- After ticketing issues

How will I learn of changes to a reservation I have made?

Airlines will notify C&H. Queues will be managed by C&H and they will notify the agent on record of changes.



Commissions

How will I be paid for commissions and fees I charge to my clients?

TripPro will pay commissions and fees directly to each booking agency.

Holding Reservations

How long will TripPro guarantee a fare when an agent selects HOLD?

TripPro will guarantee on the same day the fare is held. A fare must be ticketed by 11:50pm PDT of the date the hold was initiated.

Number of Passengers Booked / Groups

How many passengers can I book on a single reservation?

TripPro allows up to 9 passengers to be booked. If you have over 9 passengers, contact C&H to book group air. The contact information for MAST members is listed in the Support section below.

Fares

Are fares guaranteed on reservations I am holding?

Generally speaking your fare is guaranteed by C&H before the Ticketing Time Limit expires. Contact C&H if a fare increases prior to ticketing.

Credit Card Fees

Does TripPro and C&H charge fees for processing credit card payments?

Yes, Fees will be added when an airline does not allow payment to be made on certain types of tickets. In the case where an airline does not accept credit cards as an FOP, TripPro / C&H must act as the merchant of record. Generally, fees charged are approximately 4%.

Payments

Can I use more than one Form of Payment for a reservation?

No, only one FOP can be used in TripPro. If you have more than one FOP, please contact the MAST help desk at C&H.

Can I use a third party or an agency credit card to pay for a reservation? (Examples would be: A mother paying for child, client paying by check)

TripPro will accept this type of payment for MAST agencies only. NOTE: KOREAN AIRLINES WILL NOT ACCEPT A TRAVEL AGENCY CREDIT CARD.

Additional Products

Will TripPro be adding the ability to sell other products such as hotel, insurance or car rentals with the air product?

Other products may be added in the future. A date to implement this has not been set. Details will be provided when available.

Adding Additional Agents to an Agency Profile

How can I add additional agents to my agency profile?

Each MAST agency has been assigned a profile within TripPro. You may request individual agent logins for your agency by sending an Additional Agent Request form to carm.chavez@mvptravel. Each additional agent will be required to take a webinar with TripPro prior to receiving their login information.

Support

Who do I contact at C&H for Support?

MAST has a dedicated agent line shared by office staff in Chicago and Los Angeles. When you call in identify your agency and affiliation with MAST. C&H will also provide after hours service in the near future. C&H may also add a live chat feature in the future, at this time there is no date as to when this feature might be available. The phone number for MAST agencies is 1.312.416.3952.

Welcome to TripPro where you will find the best international air fares with consolidator net fares, sale fares, published and commissionable fares with one meta search engine.

1. Sign into TripPro with your username and password.
2. The Sabre Blue Screen will appear and fill your entire screen and show a tab "Area A".
3. If you do not know Sabre entries, place your cursor over the "?" and see the selection [Shift 4] – Search in Graphical View
 - a. This will give you a fill in the blank format to enter cities that will give you various airports to select, dates for departure/arrival, number of travelers, class of service and enter "Search".
 - b. At the top next to "Search Flights" there are selections for "Round Trip", "One Way" or "Multicity". Can select up to 4 segments with stops with the Multicity choice.
4. Input the city pair that you would like to search, both the departure and return flight and dates preferred by your customer.
5. Once you input your city pair availability entry, you have options as to what you want to search in TripPro. Take your cursor and place it over the "?" on the upper right hand side of your screen.
6. The selections there will tell you how you can search various fare bases by inputting the "Shift" key and various numbers (1-6) based on what you want to search. The Graphical view will appear on the right side of your screen.
 - a. [Shift 1] -Search all airlines in economy class fares
 - b. [Shift 2] -Search all airlines in business class fares
 - c. [Shift 3] -Search all airlines in first class fares
 - d. [Shift 4] -Search in Graphical View
 - e. [Shift 5] -Price the exact itinerary with lowest fare and availability
 - f. [Shift 6] -Search all airlines in premium economy class fares
7. After you enter your selection, i.e., "Shift 1" you will see a completion bar with the percentage of completion depicted on the top of the Graphical View or top right hand portion of the screen.
 - a. Do not type until the green bar completes the search requested as this will interrupt the search engine.
8. Look at the number of flights increasing in the "Results Count". This is the power of the meta search engine going out to the GDS's, web, net and published fares to find the best fares and the available inventory for your selected routing and dates.
9. You can change the number of Adults, Children or Infants on the Graphical View side.
10. Select "By Airlines" and you will see the lowest to the highest air fare by airlines. If you want to select the airlines you want to compare, the other airlines will not appear and limit the search results.

11. You can select “By Stops and Price” to only show non-stops if time is a factor for your customer or “By Duration” to show specific departure, arrival and duration of flight time.
12. Always return to the Blue Screen if you would like to change your selection once you have your original itinerary. Bring the cursor back to the Blue Screen and select “Shift 6” if you now want to compare Premium Economy fares.
13. Once you select the fare base you would like, you can see the Itinerary Details, Price Details, Fare Rules and Fare Breakdown for each choice.
 - a. The Fare Breakdown will show the fare type and booking class.
14. There is also an envelope next to the Fare Breakdown that can be used to email the flight information and will completely add the entire markup and show it as the total price to be sent to the customer for their approval prior to booking. The email should be sent to the agency, so the email with itinerary can be sent from the agencies email to the traveler.
15. Choose “Select” and enter the following, Passenger Information, Passenger Contact Information, Payment Information, Billing Information, and Payment Details.
16. In Payment Details, the agent can specify the “Agent Markup” as a dollar amount or a percentage.
17. You may select “Book and Hold” or “Order Ticket”.
18. “Book and Hold” will allow you to hold the record to verify the form of payment and itinerary with the customer. This will book and hold the ticket for 24 to 72 hours, based on the ticketing time limits of the reservation. Advise your customer that no fare is guaranteed until ticketed, so it is best to ticket as soon as possible.
19. “Order Ticket” will send the booking to the ticketing queue and a confirmation email will be sent to the agent and respective C&H Branch office within 1 hour of reservation.
20. Go to home to check the Bookings that have been made in TripPro. On the right side of the screen you will see Agent Reports for Bookings, Invoices and Statements.
21. Choose Bookings to see the reservations you have made on TripPro by specific dates.
22. Your session will expire if you are inactive for over 30 minutes, just log in again.



MAST CRUISE SERVICES



Would you like to earn 14% commission on Royal Caribbean, Celebrity and Azamara cruise sales?

The program:

- Your sales will be added to your agency known as “**MAST ABC Travel**”.
- You will have a sales representative and you will be listed on the website Travel Agency Locators. MAST and the cruise lines will offer promotions and incentives.
- MAST will pay you 14% commission and will withhold 2% commission on commissionable cruise fare only as an administrative fee. Commissions will be paid to you monthly. Back end commissions earned by MAST will be shared with you as well.
- Groups are included! MAST will not keep any portion of your TC earned. If you sell enough to earn a TC on your agency's groups you keep 100% of the earned TC.

Here is what we need from you:

1. **You agree to participate in the MAST programs for direct mail and/or email.**
2. **You agree to promote RCCL, Celebrity and Azamara in your agency.** This includes offering the cruise lines to any prospect that fits the profile, display their collateral prominently in your agency and keep them “top of mind” over competing cruise products. Additional marketing ideas are: promote the brands in social media on your agency website, write a cruise marketing plan, join the Azamara Elite program or do an in-agency event.
3. **You agree to have you and your staff focus on selling RCCL, Celebrity and Azamara.** You must participate in promotions and training programs offered in CruisingPower for each cruise line. Other opportunities for training include MAST Webinars, ship inspections, and Seminars-at-Sea. You must also make an effort to book and market group space; this may be done with groups held by MAST or your own groups. Agents should also learn to use CruisingPower.

If you wish participate in the program complete the bottom agency portion of the Secondary Authorization form and email to me or fax it to the MAST office 630.282.7389.

Carmelita Chavez

Host Agency & Support Services Manager

Mast Travel Network

Phone 352.751.4582 / Fax 630.282.7389

carm.chavez@mvptravel.com



Get out there.®

SECONDARY PHONE FIELD AUTHORIZATION

Attn: Sales Administration

Email to carm@mvptravel.com or FAX to 630-282-7389

Any questions please contact Sales Administration via email at salesadminsupport@rccl.com

We wish to have our revenue affiliated with:

Host Agency Name: MAST Travel Network

Host Address: 17w635 Butterfield Road, Suite 150

Host City, State, Zip: Oakbrook Terrace, IL 60181

Host Agency Booking Primary Phone#: 630-889-9817

and authorize you to link our agency information provided below to:

Agency Name

Address

City, State, Zip

Agency Booking Secondary Phone#

Agency Fax #

Agency Email

for the purpose of tracking our individual production.

Would like to be added to the Travel Agent Locator? Yes No

(Note: In order to qualify for Travel Agent Locator, a minimum of \$5,000 in annual sailed revenue is required with Royal Caribbean International®)

Signature: _____

(Person responsible for franchise)

*Note: Set-up may take up to 5 business days.

Please note this set up will address:

- Revenue recognition/Booking Tracking
- Customer Business Development Representative
- * Commission level will remain the same as Host.
- * Commission will be sent to Host.
- * Documents will be sent to Host, unless otherwise directed by Host, in writing.

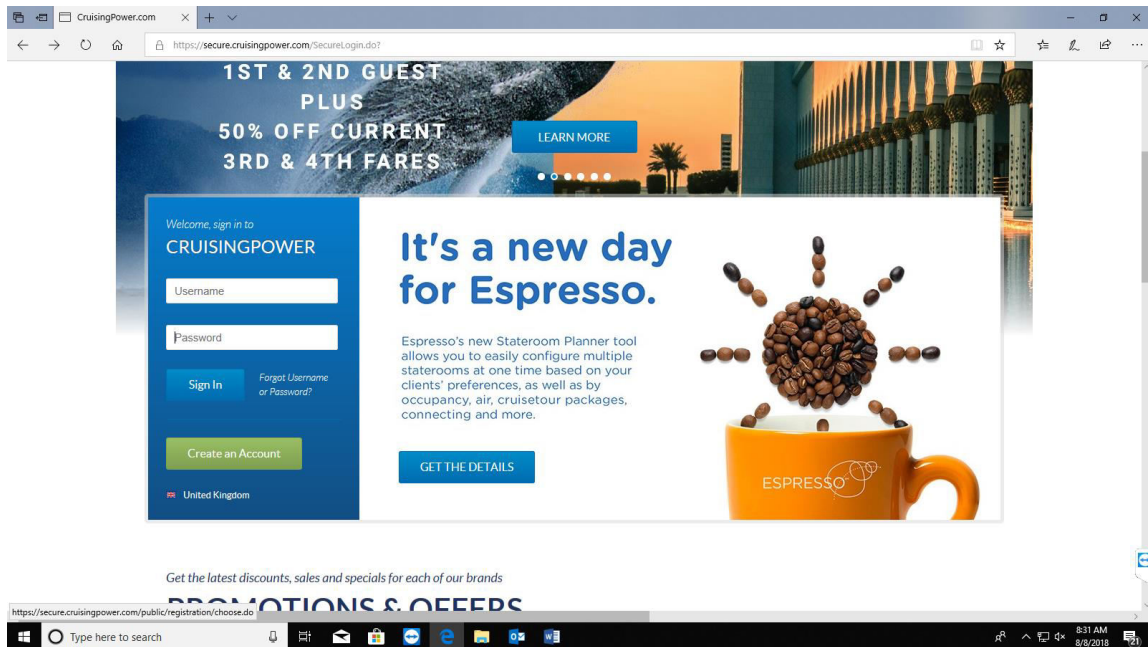
7.8 Instructions for New Mast Cruise Services Agency - CruisingPower

After signing up to participate with MAST Cruise Services for the first time it is necessary to register under your new agency - **MAST AGENCY NAME**.

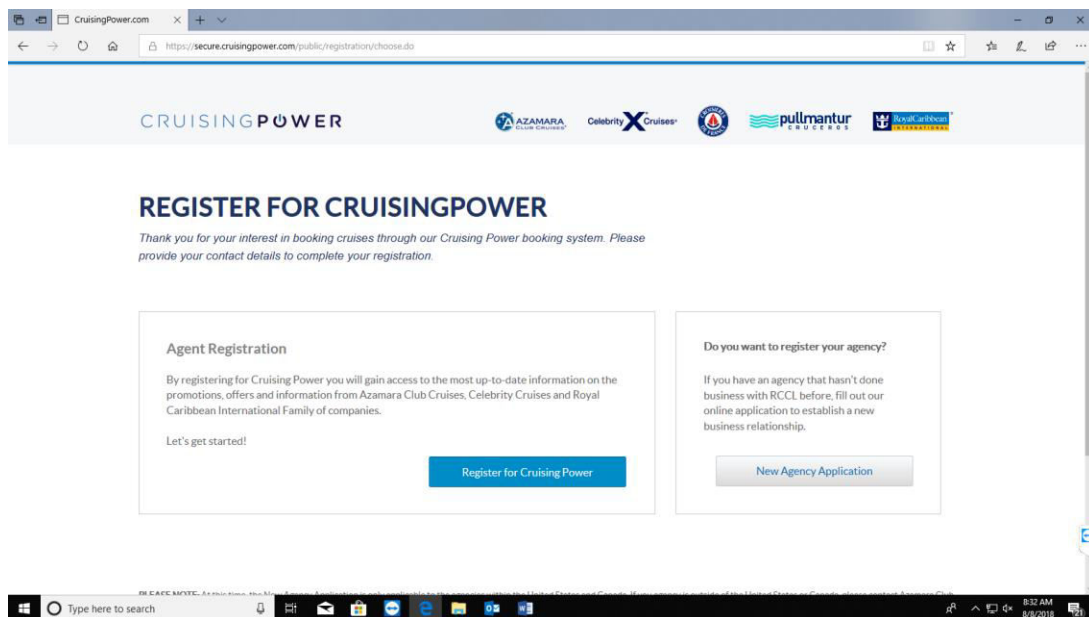
IMPORTANT NOTE: AGENCY ADMINISTRATOR: To set an agency administrator for one of your agency's users contact Automations support at the phone or email at the end of this document! The administrator for your agency will allow access to agents within your agency through their login.

To do this, go to the CruisingPower Website: <https://secure.cruisingpower.com/SecureLogin.do?>

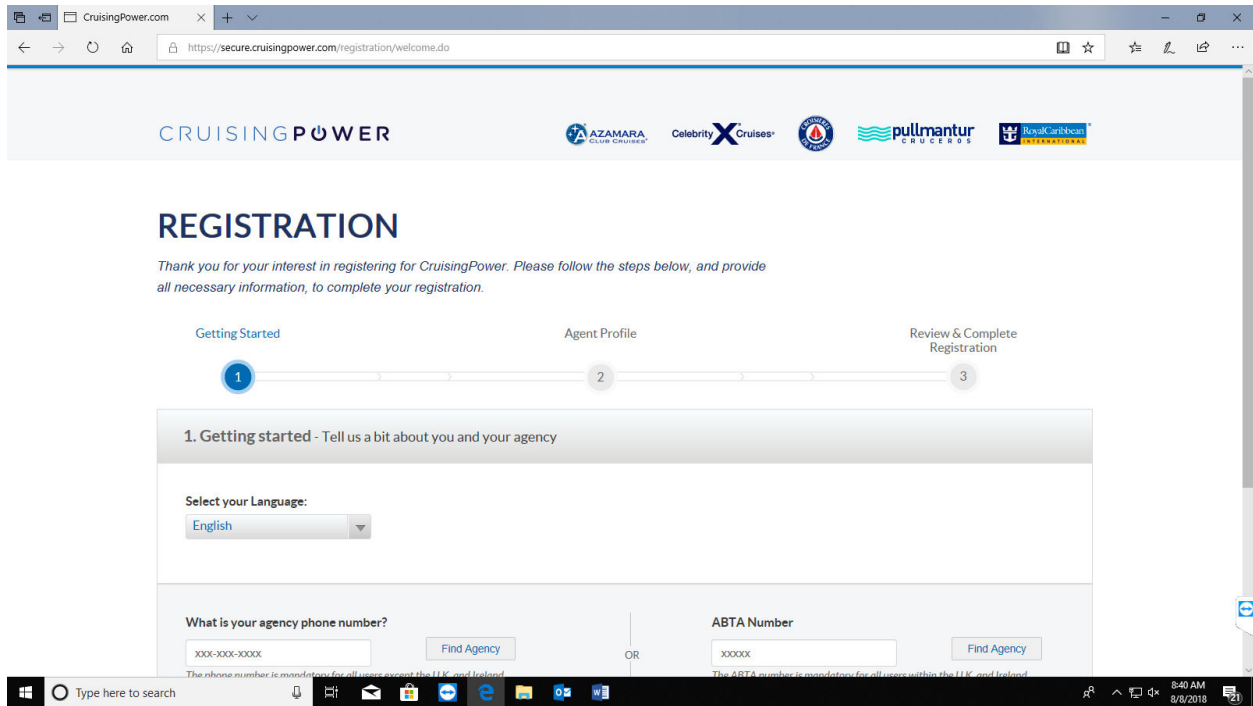
1. CLICK THE GREEN "CREATE AND ACCOUNT" BUTTON:



2. CLICK THE BLUE "REGISTER FOR CRUISINGPOWER" BUTTON:



3. COMPLETE THE REGISTRATION STEPS USING **YOUR AGENCY PHONE NUMBER**:



Questions?

Contact: Automations Support Desk at 800.443.5789 or by email at cmsupport@rccl.com

IMPORTANT NOTE: AGENCY ADMINISTRATOR: To set an agency administrator for one of your agency's users contact Automations support at the phone or email above. The administrator for your agency will allow access to agents within your agency through their login.

7.9

SAMPLE LETTER FOR MAST CRUISE SERVICES

IMPORTANT! LETTER MUST BE ON YOUR AGENCY LETTERHEAD!

DATE

Name of Cruise Line

To Whom it May Concern:

Please release the following reservations:

From:

Your Agency Name

CLIA or IATA #

Your Agency Phone #

To:

Mast Your Agency Name

CLIA or IATA #

Your Agency Phone #

Group # (if applicable)

Confirmation #s

Sailing Date

Clients Names

If you require further information please do not hesitate to contact me.

Best Regards,

Your Name

Your Agency Name, Address, phone, etc.

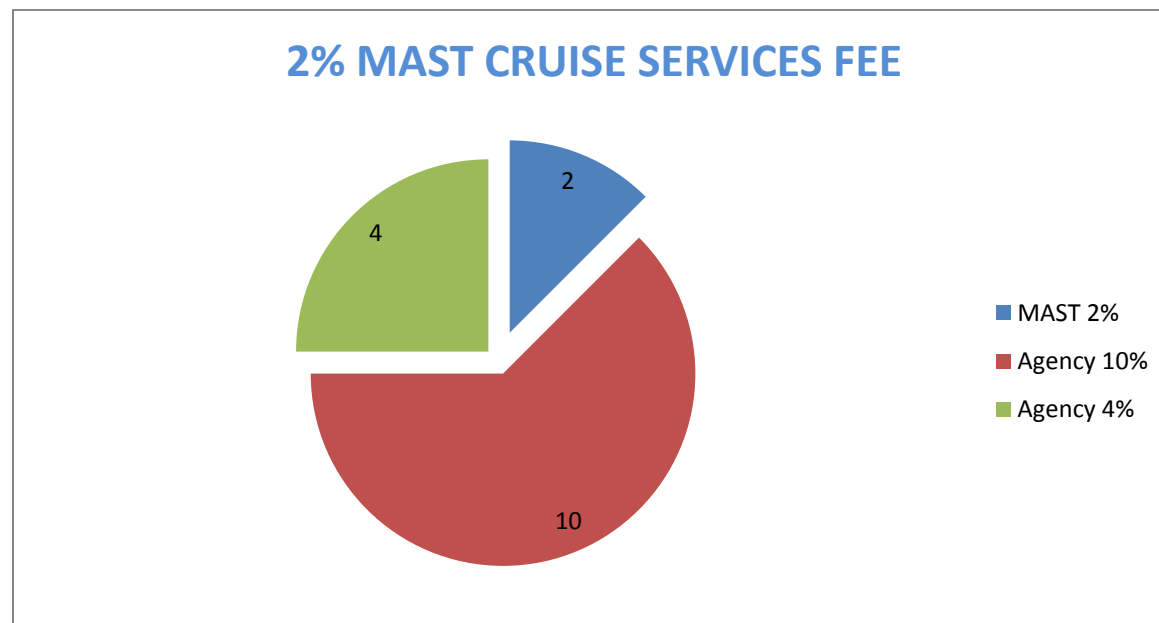
7.10 How Does MAST Calculate the Mast Cruise Services (MCS) Portion of Commission?

If you are participating in the MAST Cruise Services program for Royal Caribbean, Celebrity and Azamara it may be confusing as to how the commission retained by MAST is calculated. The MCS Commission is taken from the commissionable cruise fare only. The commissionable cruise fare earns 16% commission in the MCS program. Mast withholds 2% and the agency is paid 14%.

If you have insurance or any other components paid at 10% or any other % lower than 16%, Mast does not keep any of the lower paid commission. If you earn a TC on a group, Mast does not keep any portion of the TC.

If there are discounts on the commission at 16% from offers and promos, those discounts are taken into consideration. MAST will only withhold on the actual 16% commission.

As an example, MAST will keep 2 “pieces” of the pie below in blue and the agency will keep 14 “pieces” of the pie below in red & green. If the 16% commission on a cruise = \$500, MAST keeps 2/16ths which is \$62.50. Your agency would keep \$437.50 of the \$500 commission. Plus if you have commission for insurance or packages, you keep all of that!





Section Eight - Tauck

8.1 Overview & Registration Instructions

**8.2 Booking Instructions for Tauck
Travel Document Instructions**

8.3 Participation Form



TAUCK OVERVIEW & REGISTRATION INSTRUCTIONS

Tauck pays commission based on the previous year's traveler count. The current rate of commission is 11% as of August 2018. The commission is expected to be higher in 2019 and beyond.

Existing bookings may be transferred to Travel Hosts by emailing a letter requesting transfer on your agency letterhead with the agency owner's signature. Email your letter to salesteam@tauck.com.

As the rate of commission increases, Travel Hosts will share a higher percentage of commission and will begin to keep 1% of the commission when Travel Hosts reaches 13% commission. The maximum commission payable by Tauck is 15%. When Travel Hosts reaches 15% commission 1% will continue to be withheld. The balance of the commission will be paid to the participating agency.

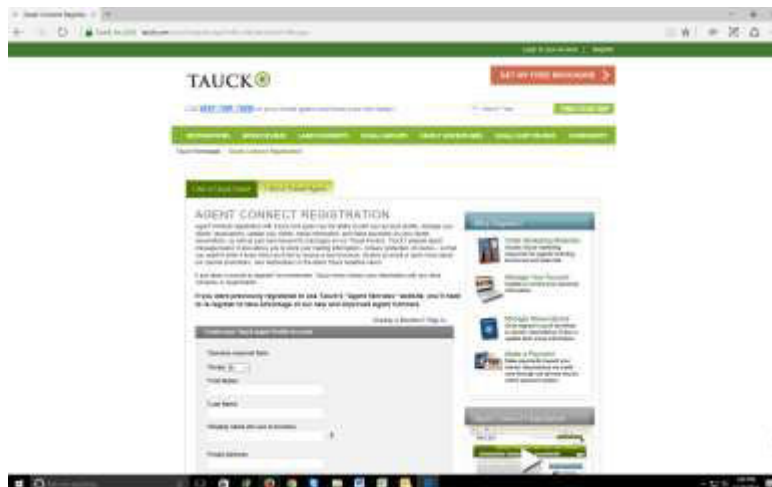
Commissions will be paid at the beginning of each month for the previous month's receipts.

Tauck Registration

Register yourself as an agent of Travel Center Hosts. Use CLIA 00441243 in the registration process. **Also register for Agent Rewards.** Visit the Tauck Agent Connect website to register and for details about their rewards program.

Tauck Agent Connect:

<https://www.tauck.com/secure/login.aspx?refer=/mytauck/myprofile.aspx>





TAUCK BOOKING & DOCUMENT INSTRUCTIONS

Book with Tauck by phone – 800.468.2825 or 800.788.7885

- To book a new res or inquire regarding an existing res – Press 1
 - Then press 1 for Travel Agent
 - Then press 1 for New Reservations
 - Or press 2 for existing reservations
 - Or press 3 for to make a payment, order brochures and for air and groups departments
 - Once your booking is made you are able to log into your online account to make payments on your bookings.
1. Use your full name as the booking agent.
 2. Use the Travel Hosts' phone and CLIA #00441243 in place of your agency number and credentials. Identify yourself as an agent of Travel Hosts. **Use your first and last name as the booking agent.**
 3. Make sure a confirmation is sent to travelhosts@mvptravel.com as well as to the booking agency.

IMPORTANT! - DOCUMENTS

4. Ask the res agent at Tauck to send travel documents to your agency address. Make sure they will not be sent to the Travel Hosts (MAST) office as this will delay shipment of your documents and you may incur the cost for postage if MAST ships your client docs to your agency.

Travel Hosts' Phone: 630.889.9845

Travel Hosts' CLIA: 00441243



TAUCK PARTICIPATION FORM

Please add your agency information below and indicate your intent regarding Tauck. Please return form to carm.chavez@mvptravel.com or fax to 630.282.7389.

| | |
|--|----------------------|
| Agency Name | |
| Agency Owner | |
| Agency Phone | |
| Agency Email | |
| Do you plan to participate in selling Tauck through Travel Hosts? (Circle one) | YES NO |



Section Nine – Regent Seven Seas Cruises

9.1 Regent Seven Seas Cruises Instructions

9.1

REGENT SEVEN SEAS CRUISES

Travel Hosts has added a non-preferred MAST supplier for the first time. Regent Seven Seas Cruises is the **only** Non-preferred supplier MAST will be adding at this time. This is only for NEW bookings. Regent does not allow transfer of bookings and transferring would not change your current commission.

We will be earning the minimum commission of 10% with **no supplement**. Once we begin to earn a higher commission percentage we will begin to take a percentage of the commission as we do with the other cruise suppliers in Travel Hosts. Your participation in selling Regent through Travel Hosts may help to ensure higher commissions in the future.

It is very important that you instruct all agents of the booking procedure and requirements below:

1. Agents should register as an agent of Travel Center Hosts using CLIA 00441243 and phone 630.889.9845. Choose **Home Based Agent with Hosts Agency** from AGENCY TYPE drop down list when you register. (see screen shot below)
2. Book Using Travel Hosts Credentials in item #1 above.
3. **Please instruct agents to email me an agency confirmation of any booking they deposit. Regent does not send confirmations to the booking agency, only the booking agent.**

If you would like to sell Regent through Travel Hosts please have your agents register individually on the Regent Travel Agent website through the link above the screenshot below.

REGENT TRAVEL AGENT WEBSITE LINK:

<https://www.rssc.com/agent/default.aspx?ReturnUrl=%2fagent%2fdashboard%2f>

The screenshot shows the registration page for Regent Travel Agents. At the top, there is a banner for 'sell three | sail free' with a promotion: 'EARN A FREE CRUISE ON A JANUARY THROUGH MARCH 2018 CARIBBEAN VOYAGE FOR ELIGIBLE VOYAGES BOOKED BETWEEN OCTOBER 2 AND DECEMBER 31, 2017'. Below the banner, there is a login section and a registration section. The registration section is divided into two parts: 'CREATE AN ACCOUNT' and 'ALREADY HAVE AN ACCOUNT'. The 'CREATE AN ACCOUNT' section has fields for 'FIRST NAME*', 'LAST NAME*', 'EMAIL ADDRESS*', 'CONFIRM EMAIL ADDRESS*', 'PASSWORD*', and 'CONFIRM PASSWORD*'. There is also a dropdown menu for 'AGENCY TYPE' with options: 'Select Agency Type', 'Corporate Office/Main Agency', 'Branch Location', 'Home Based Agent with Host Agency', and 'Home Based Agent Agency'. The 'ALREADY HAVE AN ACCOUNT' section has fields for 'EMAIL ADDRESS*' and 'PASSWORD*', with a 'REMEMBER ME' checkbox and a 'FORGOT PASSWORD' link. At the bottom of the page, there are navigation links for 'PLAN A CRUISE', 'RESOURCES', and 'COMPANY INFORMATION'.