

Frequently Asked Questions

Is MAST Exclusive Groups the same as MAST Cruise Services and Travel Center Hosts?

MAST Exclusive Groups is a separate entity with the primary focus on land travel. The groups will be booked under Travel Center Hosts as the agency holding the group space.

How do I sell into these groups?

Agencies will sign a participation agreement similar to the participation agreement for MAST Cruise Services and Travel Center Hosts.

The main terms of the agreement are:

- You agree to participate in MAST's direct mail and/or email marketing programs
- You agree to promote MAST groups through your website, email blasts, etc.
- You agree to have your staff focus on selling the preferred supplier group trips
- You agree to house your mailing list in Client Base through either your own subscription or through MAST's FREE hosted version of ClientBase Online

What are the objectives for MAST Exclusive Groups?

- Establish the group 10-15 months in advance to take advantage of early booking discounts
- Focus on events—Oberammergau, Wine and Food Tours, etc.
- Add something within the itinerary of value that passengers cannot get anywhere else
- Set up a marketing plan, including co-op funds for agents to promote these groups
- Increase agents preferred supplier sales
- Help members create groups and learn how to sell and promote groups

What are the advantages of booking with MAST Exclusive Groups?

- MAST will set up and negotiate group trips on behalf of the MAST membership
- MAST will set up the group flyers for promotion. An agency can also call their BDM to have flyers customized with their agency name
- MAST will utilize our marketing vehicles and tools in place, such as email, social media, web and print marketing to promote these group trips
- MAST agencies can take advantage of early booking discounts, group pricing and other group promotions without having to worry about selling an entire motor coach
- No group accounting needed when booking only a few individuals or couples into a MAST group
- MAST will negotiate co-op to be used in promoting group trips, however, it is up to the individual agencies to contact their BDM for co-op
- Each trip will include a MAST Exclusive

What is a MAST Exclusive?

A MAST Exclusive is an added value that only MAST agency clients receive. See flyer for examples.

How do I book into MAST Exclusive Groups?

You will book as you normally do either through the preferred suppliers 800 # or on their website. You will use Travel Center Hosts CLIA # when booking and Travel Center Hosts phone number.

Will MAST sell directly to the consumer?

No, MAST will not sell directly to the consumer. These trips will only be offered through MAST agencies.

Will I still keep my standard commission?

MAST Exclusive Groups is working with our preferred suppliers to keep the base commission structure the same. In some instances, commissions may vary depending if the group tour is a customized or a scheduled tour. MAST Groups will retain a portion of the commission over and above the standard commission.

Where will my commission check come from?

MAST Exclusive Groups will be sending agencies their commission checks. Commissions are paid out based on the previous month's receipts and at the beginning of each month.

Will tour conductors apply if I have several people on a particular MAST exclusive group?

Yes, MAST Exclusive Groups will follow the guidelines set by the suppliers to determine how TCs are earned. Agencies must meet supplier guidelines to earn TCs.

Will my BDM be aware of my sales with their company?

Yes, the BDM's will have access to your sales. Sales with MAST Exclusive Groups will go towards your sales goals and your agency will not lose its identity.

What about Travel Insurance?

MAST Exclusive Groups urges agencies to offer insurance through Travel Guard or Travelex. If you have questions, you should contact them directly. MAST Exclusive Groups will not be offering any type of special insurance.

Where can I get more details on these groups?

MAST Exclusive Groups will be listed on the MAST website along with the MAST Exclusives. Joan Cook will be coordinating this program. You may contact her at joan.cook@mvptravel.com or 815-683-5074