



INSTRUCTIONAL MANUAL FOR:

- 1. TRAVEL HOSTS PROGRAM**
- 2. MAST CRUISE SERVICES PROGRAM**
- 3. OTHER BOOKING, SALES & SUPPORT PROGRAMS**



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Section One – Getting Started

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Contact Information

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ABOUT TRAVEL HOSTS

GETTING STARTED

To begin booking available suppliers under Travel Hosts' CLIA number, you will need to submit a **Member Agreement and a Travel Advisor list**. The agreement may be submitted online and is available in the MAST Website on the Travel Hosts web page.

CRUISE AND TOUR SUPPLIERS

Travel Hosts is offers participating MAST member agencies the opportunity to earn between 12% to 15% commission when booking the suppliers below under the Travel Hosts' CLIA.

SUPPLIER COMMISISON LEVELS:

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 14% commission on **Regent Seven Seas Cruises**. Travel Hosts retains 1% for administrative costs.

Travel Hosts receives 15% commission on **Seabourn Cruises**. Travel Hosts retains 1% for administrative costs.

Travel Hosts receives 15% for **Tauck** bookings and retains 1% of the commission for administrative costs.

Travel Hosts receives 14% for **Viking Ocean** bookings and pays 14% to the booking agency. Once Viking Ocean commission rises to higher levels, Travel Hosts will begin to retain 1% of the commission for administrative costs.

Travel Hosts receives 16% for **Viking River** bookings and pays 16% to the booking agency. Once Viking River commission rises to higher levels, Travel Hosts will begin to retain 1% of the commission for administrative costs.

Travel Hosts receives 14% 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% of the commission for administrative costs. If Disney commission rises to 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.

OTHER INFORMATION

Commissions earned through this program will be paid directly to Travel Hosts; in turn agencies will be paid by Travel Hosts on a monthly basis.

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: Some suppliers are not available for import with ClientBase Live Connect. Check on the TRAMS website for a current list of participating suppliers)*

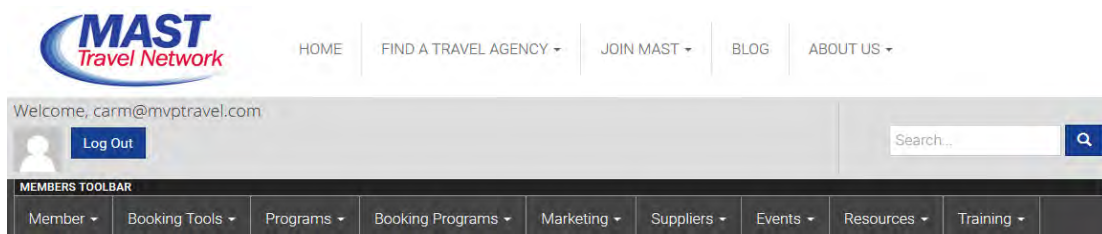
Net PIF booking should be reported to Travel Hosts upon final payment by the booking agency. The Travel Hosts portion of commission will be deducted from the booking agency's current month receipts. If the booking agency does not have any commission to pull from in a given month, they will be invoiced for the Travel Hosts' portion of the commission. Discounted bookings, and bookings made for owner travel, family member's 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. Group space is also held under MAST for Royal Caribbean, Celebrity and Azamara. 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 recalled on a regular basis per group terms and availability. Other cruise lines may offer amenity sailing dates which are also available on the groups page by cruise line.

Booking and Reporting Cruise Sales: Bookings may be made through the cruise line booking engines, by phone or through Sabre Cruises. Procedures for booking each supplier through Travel Hosts will be provided once you are set-up after you have submitted a Travel Hosts' agreement.

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 in the Booking Programs Tab.



QUESTIONS?

Email: travelhost@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 purpose of providing MAST members with host agency services in order to maximize commissions.

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, Tauck, Regent Seven Seas and Viking River/Ocean: 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. You can also see Travel Center Hosts or MAST in the email subject line of the confirmation emails.

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.

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. **In the case of recalls and Net PIF** - If no commissions are received for an agency during the month to cover the amount due; the agency 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. In general, the booking agency will need to write a letter (or fill out a form provided by the supplier) to the supplier 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. Some suppliers will not transfer any booking after 30 or 60 days from original booking date. 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.*

Please refer to the Supplier form and/or the Travel Hosts Manual for specific supplier instructions.

NOTE: *All letters and forms requesting transfer are required to be signed by the agency owner/manager on file with the cruise lines.*

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 MAST or 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 and passengers according to the supplier terms.

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?

For Disney Cruise, Tauck, Regent and Viking please email the agent confirmation to travelhosts@mvpttravel.com upon initial deposit, confirmations from these suppliers are not reported to Travel Hosts.

NOTE: Booking forms are not required, however it is helpful if you email all supplier's agency confirmations to travelhosts@mvpttravel.com to inform regarding new bookings, changes, etc.

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: Tauck and Viking 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 travelhosts@mvpttravel.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. 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



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.

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.

Note: "Participating agency" in the Travel Hosts' Member Agreement/Terms and Conditions refers to the MAST member agency and all its employees, independent contractors and travel advisors.

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. Reservations are to be made using the instructions provided in the Instructional Guide for each supplier. 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 is responsible for payment of applicable personal income 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, Regent Seven Seas and Tauck, 2% for Holland America Cruise Line and Norwegian Cruise Line to cover administrative expenses. Travel Hosts will begin to keep 1% for Viking River and Ocean Cruises when Travel Hosts reaches a commission higher than the base commission listed in the MAST Supplier Commission and Reference Guide.. 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, Princess, Regent Seven Seas, Viking River, Viking Ocean 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 and supplier booking engines. 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 Guide.
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.

MISCELLANEOUS INFORMATION:

NOTE: Air and hotel are not booked under Travel Hosts but fall within Travel Hosts for support services.

1. 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.
2. 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.

REGARDING AIR SUPPLIERS:

3. 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.
4. 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.
5. Debit memos are the sole responsibility of the booking agent. All research, disputes and payments are to be handled by the booking agent.

PARTICIPATING SUPPLIERS:

The participating suppliers and commission rate a participating agency receives is based on supplier agreements, sales, number of passengers, etc. and are subject to change.

Travel Hosts Suppliers	
Commissions are based on commissionable cruise portion for cruise lines and tour portion for tour operators. The % rate listed is what is paid to Participating Agency. (As of 2020 travel)	
Cunard 14% Commission	
Princess 14% Commission	
Holland America 14% Commission	
Seabourn 13% Commission	
Norwegian Cruise Line 14% Commission	
Disney Cruise Line 13% Commission – Transferred reservations earn 10%. NOTE: Disney tends to fluctuate every year between 12% to 13%. Do not book Disney Cruise if your agency is EARMARKED	
Regent Seven Seas 13%	
Tauck 14% Commission	
Viking Ocean Cruises 14% Commission	
Viking River Cruises 16% Commission	

Air Register and Book Under Your Agency	Hotel Register and Book Under Your Agency
TripPro (C&H) – Commissions are sent to your agency. Use the MAST affiliated link below. https://www.trippro.com/mast	ezbookpro – Make sure your agency is affiliated with MAST. Hotels are booked through your agency and commissions are sent to your agency. https://www.ezbookpro.com/
Centrav – Commissions are sent to your agency. Use the MAST affiliated link below. http://www.centrav.com/affiliates/mast.php	

Your agents will be provided with Travel Hosts logins for Polar Online and NCL. Agencies are provided with one login for Sabre Cruises upon request. Disney Travel Agents, Tauck, Regent and Viking requires self-registration. **If you do not plan to book a participating supplier 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:

Disney Cruise	Princess	Cunard	Regent Seven Seas	Tauck
Holland America	Seabourn	Norwegian Cruise	Viking River/Ocean	

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

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

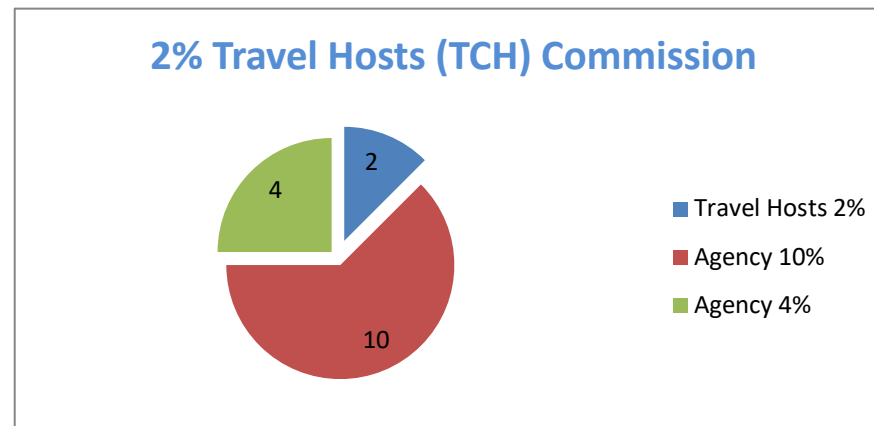
If you are participating in the Travel Hosts' program it may be confusing as to how the Travel Hosts portion of the commission is calculated. The portion of the TCH commission is taken from the commissionable cruise fare only for cruise line bookings. The commissionable cruise fare earns 13 to 16% commission depending on the cruise line. Travel Hosts withholds 1% to 2% and the agency is paid 12% to 14% depending on the cruise line. For Tour Operator bookings, Travel Hosts keeps 1% of the components which are paid the highest commission.

If you have any component of the package paid at 5% or 10% commission, 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 suppliers and current commission rates.

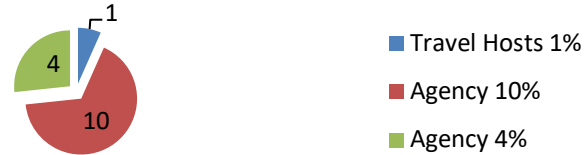
HOLLAND & NORWEGIAN CRUISE LINES – 16%



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

PRINCESS, CUNARD CRUISE LINES & TAUCK TOURS – 15%

1% Travel Hosts (TCH) Commission



REGENT SEVEN SEAS CRUISES – 14%

1% Travel Hosts (TCH) Commission



Seabourn – 14%

1% Travel Hosts (TCH) Commission



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

DISNEY CRUISE LINES – 13%

(Disney commission fluctuates from year to year)

1% Travel Hosts (TCH) Commission



DISNEY CRUISE LINES – 14%

(Disney commission fluctuates from year to year)

1% Travel Hosts (TCH) Commission



VIKING RIVER – 15%

VIKING OCEAN – 14%

Travel Hosts is not currently keeping any of the commission for Viking River and Viking Ocean.

This will change to 1% as the commission level rises.



Travel Advisor List

Please complete the information below and email or fax to:
travelhosts@mvptravel.com ~ Fax 630.282.7389

PLEASE **TYPE** THE INFORMATION INTO THE DOCUMENT.
(If you must write it out, please print legibly.)

AGENCY NAME:

AGENCY OWNER:

TRAVEL ADVISOR NAME	TRAVELADVISOR PHONE	TRAVEL ADVISOR EMAIL	Travel Advisor Employee – In Office (I) Travel Advisor Employee – Homebased (HB) Independent Contractor - (IC) Note - Employees receive a W2 at year end, ICs receive a 1099.
Enter main agency contact person here			
Enter main agency email to send supplier notices, training materials and other correspondence	N/A		N/A

Travel Hosts Quick Start Guide
CLIA 00441243 - Phone 630.889.9845

Add your logins
and Passwords
below

	Login	Password	Suppliers
Princess Onesource / Polar Online			Cunard, Princess, Holland America, Seabourn
Norwegian Cruise Line			Norwegian Cruise Line
Disney			Disney Cruise Line ONLY
Regent Seven Seas			Regent Seven Seas
Tauck			Tauck
Viking			Viking River and Viking Ocean

Travel Hosts Quick Start Guide
CLIA 00441243 - Phone 630.889.9845

Instructions
Use Travel Hosts CLIA/phone, your agency name as the contact agent. The booking agent is your name if you have a Onesource login and Princess member number. You may email agent conf to travelhosts@mvptravel.com to confirm bookings are properly credited to your agency.
Required: Make sure to provide your agency phone for the secondary agency field. Required: Email agent conf to travelhosts@mvptravel.com
Your current Disney login can be used. Change agency to Travel Hosts after logging in. <i>(Top of screen near your name)</i> You may toggle between multiple agencies on the same login. Required: Email agent conf to travelhosts@mvptravel.com
Create a login under Travel Hosts per instructions sent to your agency. Required: Email agent conf to travelhosts@mvptravel.com
Create a login under Travel Hosts per instructions sent to your agency. Required: Email agent conf to carm@mvptravel.com
Create a login under Travel Hosts per instructions sent to your agency. Required: Email agent conf to carm@mvptravel.com



Booking Process Overview

This document is not a replacement for the instructions in the Travel Hosts' Guide. Please refer to detailed booking instructions for each supplier in the Travel Hosts' Manual.

Travel Center Hosts Phone: 630.889.9845 CLIA: 00441243

Always make sure a confirmation is sent to travelhosts@mvptravel.com

MAST Preferred Suppliers you can book through Travel Hosts:

Cruise Lines to book through Princess Onesource/Polar Online

<https://book.princess.com/BookingSystem/login.page>

**Cunard Cruise Line
Holland America Cruise Line
Princess Cruise Line
Seabourn Cruise Line**

Other Supplier Travel Agent Websites / Booking Engines

Disney Cruises - <https://www.disneytravelagents.com/>
Norwegian Cruise Line – [NorwegianCentral.com](https://www.norwegiancentral.com)
Regent Seven Seas Cruises - <https://www.rssc.com/agent/>
Tauck Tour Operator – Tauck Agent Connect - <https://www.tauck.com/login>
Viking River and Ocean - <https://www.myvikingjourney.com/agent/welcome/>

IMPORTANT NOTES:

- ✓ Remember to tell supplier res agents you are booking through Travel Center Hosts. Do not mention MAST or your agency except with NCL. **ONLY** with NCL tell res agents to add your agency as the Secondary agency. Travel Hosts is Primary.
- ✓ Refer to the cruise line booking instructions in the Travel Hosts Manual for detailed booking instructions.
- ✓ Not all suppliers send us confirmations! Please forward all AGENT confirmations to travelhosts@mvptravel.com upon deposit and final payments. This helps us identify what agency bookings belong to. Remember – we cannot pay commission if we do not know what agency a booking belongs to!

Section Two – Transferring Bookings

- 2.1 Princess Reservation Transfer Instructions**
- 2.2 Princess Reservation Transfer Request Form**
- 2.3 Holland America Reservation Transfer Instructions**
- 2.4 Holland America Reservation Transfer Request Form**
- 2.5 Norwegian Cruise Line Agency to Agency Transfer Form/FAQ**
- 2.6 Norwegian Cruise Line Direct Guest to Agency Transfer Form/FAQ**
- 2.7 Tauck Booking Transfer Instructions**
- 2.8 Regent Seven Seas Agency Transfer Form/Terms**
- 2.9 Cunard, Disney Cruise, Seabourn and Viking Transfer Information**



Princess Cruises Transfer of Booking Policy

Last Updated by Princess on 3/25/19

Beginning November 12th, 2018, please follow the Booking Transfer Policy below.

Travel Agency to Travel Agency

Eligibility

- Bookings paid in full may not be transferred.
- Booking transfers must be completed no later than 60 days after booking has been created and must be outside of the Final Payment period.

Requirements

- Whether or not there is money on the booking, the guest must submit the form providing their authorization for any transfer.
- Authorization is obtained by filling out the appropriate form: transfer from agency to agency
- The form must be signed by the guest/owner of the booking and must include
 - Booking number
 - The new agency phone number
 - New travel advisor name
- If the form is coming from a direct guest it MUST be signed by a guest on the booking. If there are multiple bookings requiring transfer (i.e. TWID bookings), and the guests want all bookings transferred to the new travel agency, a separate form must be filled out for each individual booking.
- Upon receipt of the change request, the Revenue support department will contact the original booking agency to advise that the guest(s) has requested a change of agency. We will wait 2 business days before making any change in order to allow the original travel agency to contact the guest at their discretion. If we have not heard back from the original agency of the guest within this time frame, we will proceed with the request. The turnaround time for change of agency requests is 72 hours including the 48 hours mentioned above.
- All correspondence pertaining to a change of travel agency should be faxed or emailed to the revenue support department at 661-291-8680 or revenuesupportdepartment@princesscruises.com

Payments

- If a booking payment was made via guest check or credit card, the funds will stay on the booking and will not be refunded to the agency.
- ***If a booking payment was made via travel agency check, the funds will be refunded to the original agency unless Princess Cruises receives a letter of authorization which specifically states that any or all of the funds may be transferred to the new booking. If the original agency does not send Princess Cruises this letter, the guest must make a new payment on the transferred booking within one week of the transfer date. The guest accepts the responsibility to recover any monies from the original agency.***



Direct to Travel Agency

Eligibility

- Direct bookings that have been paid in full may not be transferred to a travel agency.
- Booking transfers must be completed no later than 60 days after booking has been created and must be outside of the Final Payment period.

Restrictions

- Promotions may not be transferable across agencies. The guest will be advised to shop for comparable promotional offerings through the travel agency.

Requirements

- Whether or not there is money on the booking, the guest must submit the form providing their authorization for any transfer.
- Authorization is obtained by filling out the appropriate form: Direct booking to Agency
- The form must be signed by the guest/owner of the booking and must include
 - Booking number
 - The new agency phone number
 - New travel advisor name
- The form **MUST** be signed by a guest on the booking. If there are multiple bookings requiring transfer (i.e. TWID bookings), and the guests want all bookings transferred to the new travel agency, a separate form must be filled out for each individual booking.
- All correspondence pertaining to a change of travel agency should be faxed or emailed to the revenue support department at 661-291-8680 or revenuesupportdepartment@princesscruises.com

Payments

- All funds on the booking will be transferred to the agency.

Travel Agency to Direct

Eligibility

- Bookings paid in full may not be transferred.
- Booking transfers must be completed no later than 60 days after booking has been created and must be outside of the Final Payment period.

Requirements

- Whether or not there is money on the booking, the guest must submit the form providing their authorization for any transfer.
- Authorization is obtained by filling out the appropriate form: Agency booking to direct guest
- The form must be signed by the guest/owner of the booking and must include
 - Booking number
 - The old agency phone number



- Old travel advisor name
- If the form is coming from a direct guest it MUST be signed by a guest on the booking. If there are multiple bookings requiring transfer (i.e. TWID bookings), and the guests want all bookings transferred to the new travel agency, a separate form must be filled out for each individual booking.
- Upon receipt of the change request, the Revenue support department will contact the original booking agency to advise that the guests has requested a change to a direct booking. We will wait 2 business days before making any change in order to allow the original travel agency to contact the guest at their discretion. If we have not heard back from the original agency of the guest within this time frame, we will proceed with the request. The turnaround time for change of agency requests is 72 hours including the 48 hours mentioned above.
- All correspondence pertaining to a change of travel agency should be faxed or emailed to the revenue support department at 661-291-8680 or revenuesupportdepartment@princesscruises.com

Payments

- If a booking payment was made via guest check or credit card, the funds will stay on the booking and will not be refunded to the agency.
- If a booking payment was made via travel agency check, the funds will be refunded to the original agency unless Princess Cruises receives a letter of authorization which specifically states that any or all of the funds may be transferred to the new booking. If the original agency does not send Princess Cruises this letter, the guest must make a new payment on the transferred booking within one week of the transfer date. The guest accepts the responsibility to recover any monies from the original agency.



Reservation Transfer Request Form

Please complete and return this form to Revenue Support at revenuesupportdepartment@princesscruises.com or fax at **661-291-8680**. If you would like to transfer multiple cabins, a form must be signed and submitted by one guest per cabin.

Bookings may only be transferred within 60 days of booking creation so long as (a) the request is made outside the Final Payment period, and (b) the booking is not paid in full.

Booking Information

Booking reference # (REQUIRED)	Ship Name	Sail Date (MM/DD/YYYY)
Travel Agency Name (if applicable)		Voyage Number
Guest Name(s)		
Home telephone number	Email address	

Change Requested (please select one of the below)

<input type="radio"/> Direct Booking to Agency	<input type="radio"/> Agency Booking to New Agency	<input type="radio"/> Agency Booking to Direct
New Agency Name (if applicable):		Phone Number of New Agency (if applicable):
New Travel Advisor's Name (if applicable):		FOR INTERNAL USE ONLY: New Agency ID
Reason for Transfer (for quality assurance purposes)		

In requesting this transfer, I understand the new Travel Advisor above will be responsible for ongoing booking support, and will have access to the personal information of all travelers on the booking. I understand current value-added promotions may not be applicable under the new Travel Agency.

Payment Information

- I acknowledge that if a booking payment was made via guest check or credit card, the funds will remain on the booking.
- I acknowledge that if a booking payment was made via travel agency check, the funds will be refunded to the original agency unless Princess Cruises receives a letter of authorization which specifically states that any or all of the funds may be transferred to the transferred booking. If the original agency does not send Princess Cruises this letter, I understand that I must make a new payment on the transferred booking within one week of the transfer date. I am responsible for recovering monies from the original agency. Princess Cruises is not responsible for the refund on the original payment(s).

By signing this form, you are requesting your booking and related information to be transferred to the above-listed New Agency. Going forward, please contact the new agency for any booking-related questions. We look forward to welcoming you on board.

Signature

Name (please print)	Signature	Date

You can fill this form out on your computer, save, and print. Please sign where indicated and return via email or facsimile.



PROCEDURE OF AGENCY BOOKING TRANSFER

Bookings that have been paid in full may not be transferred.

Booking transfers must be completed no later than 60 days after booking has been created.

Change from Direct Booking to Travel Advisor Booking

Please advise your guest to fill out the “Reservation Transfer Request Form – Transfer to Agency.” To submit the form, fill in required information, and email to

World_Cruise_Reservations@hollandamerica.com.

Advise the guest:

- Promotions may not be transferrable across agencies. They must shop for comparable promotional offerings through the new agency.
- If there are multiple bookings TWID’ed together, and the guests want all bookings transferred to the new travel agency, one form must be submitted for each booking.
- The guest must complete all information requested on the form:
 - Name of Guest Requesting Transfer
 - Booking Number, Ship Name and Sail Date
 - New Travel Agency Name, Travel Advisor’s Name and Phone Number
 - Names of all guests on the booking
 - Reason(s) for transfer – this is REQUIRED

The guest must sign and date the form and return it to the fax number or email address provided.

All correspondence pertaining to a change of agency should be sent to World Cruise Reservations department via fax at (206) 270-6080 or email to World_Cruise_Reservations@hollandamerica.com.



Change from One Travel Agency to Another Travel Agency

Please advise your guest to fill out the “Reservation Transfer Request Form – Agency to Agency.” To submit the form, fill in the required information, and email to World_Cruise_Reservations@hollandamerica.com.

Advise the guest:

- If there are multiple bookings TWID’ed together, and the guests want all bookings transferred to the new travel agency, one form must be submitted for each booking.
- The guest must complete all information requested on the form:
 - Name of Guest Requesting Transfer
 - Booking Number, Ship Name and Sail Date
 - Old Travel Agency Name, Travel Advisor’s Name and Phone Number
 - Names of all guests on the booking
 - Reason(s) for transfer – this is REQUIRED

The guest must sign and date the form and return it to the fax number or email address provided.

All correspondence pertaining to a change of agency should be sent to World Cruise Reservations via fax at (206) 270-6080 or email to World_Cruise_Reservations@hollandamerica.com.

Upon receipt of the change request, the World Cruise Reservations department will contact the original booking agency to advise that the guest has requested a change of agency. We will wait two business days before making any change in order to allow the original travel agency to contact the guest (at their discretion). If we have not heard back from the original agency or the guest within this time frame, we will proceed with the request.

Payment on Transferred Bookings

Payment may be transferred to the new booking if the original booking was paid by the guest's credit card. If the original booking was paid for by agency check, those funds will be refunded to the original agency unless Holland America Line receives a letter of authorization from that agency specifically stating any or all of the funds may be transferred to the new booking. It is the guest's responsibility to recover any monies from the original agency. If a booking is being transferred because an agency has closed their doors, the same rules apply. The only exception is that we will allow paid in full bookings to be transferred, however, no commissions will be paid to the new agency.



Change of Travel Advisor - Agency Transfers as a Result of Closing

In cases when agency transfers are taking place because an agency is closing, all paperwork and documentation must be faxed or e-mailed to World Cruise Reservations.

Reservation Transfer Request Form

Please complete and return this form to World Cruise Reservations at

World_Cruise_Reservations@hollandamerica.com or fax at 206-270-6080. Guests residing in separate households must each return a separate form. In the event that one guest is financially responsible for all guests on a single reservation and/or guests on a separate reservation, only one form signed by the financially responsible individual is required for each booking. The financially responsible guest must include a note on the form declaring financial responsibility.

Bookings may only be transferred within 60 days of booking creation and the booking cannot be paid in full.

Booking Information

Booking reference # (REQUIRED)	Ship Name	Sail Date
Travel Agency Name (if applicable)	Voyage Number	
Guest Name(s)		
Home telephone number	Email address	

Change Requested (please select one of the below)

<input type="radio"/> Direct/PCC/Online Booking to Agency	<input type="radio"/> Agency Booking to New Agency	<input type="radio"/> Agency Booking to Direct
New Agency Name:	Phone Number:	
New Travel Advisor's Name:	FOR INTERNAL USE ONLY: New Agency ID	
Reason for Transfer (for quality assurance purposes)		

In requesting this transfer, I understand the Travel Advisor above will be responsible for ongoing booking support, and will have access to the personal information of all travelers on the booking. I understand current value-added promotions may not be applicable under the new Travel Agency.

Payment Information

- I acknowledge that if a booking payment was made via guest check or credit card, the funds will remain on the booking.
- I acknowledge that if a booking payment was made via travel agency check, the funds will be refunded to the original agency unless Holland America Line receives a letter of authorization which specifically states that any or all of the funds may be transferred to the transferred booking. If the original agency does not send Holland America Line this letter, I understand that I must make a new payment on the transferred booking within one week of the transfer date. I am responsible for recovering monies from the original agency. Holland America Line is not responsible for the refund on the original payment(s).

By signing this form, you are requesting your booking and related information to be transferred to the above-listed New Agency. Going forward, please contact the new agency for any booking-related questions. We look forward to welcoming you on board.

Signature

Name (please print)	Signature	Date

You can fill this form out on your computer, save, and print. Please sign where indicated and return via email or facsimile.



T.A. Reservation Transfer Form

Reservations can be transferred **up to 30 days** from creation.

Please email completed form to: dispatch@ncl.com

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

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

New Travel Agency information:

Travel Agency Name: TRAVEL CENTER HOSTS

Travel Agent Name: _____

Travel Agency Phone Number: 630.889.9845

Amount of Payment on Reservation: _____

The guests traveling in the stateroom are:

Comments:

TRAVEL CENTER HOSTS IS THE PRIMARY AGENCY
KEEP ORIGINAL AGENCY AS THE SECONDARY AGENCY

Print Name of Requesting Agent Signature of Requesting Agent Date

IMPORTANT: Bookings may be transferred to a Travel Agent **up until 30 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 your reservation meets the criteria and 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:

Travel Partner Frequently Asked questions

Q: **Can a reservation be transferred to a different agency?**

A: Yes, reservations can be transferred up to 30 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. The transfer request form must be signed by agency supervisor/manager.

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 the completed request to the Dispatch Department at: dispatch@ncl.com

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 a reservation be transferred?**

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.

11/30/17

Direct Guests' Reservation Transfer Request

Frequently Asked questions

Q: Can a reservation be transferred to my agency of choice?

A: Yes, up to 30 days from creation.

Q: If my reservation is paid in full can I still transfer it?

A: **New** reservations booked within final payment period and had to be paid in full immediately, will be transferrable if we receive the transfer request within 7 or less days of final payment application.

Q: Can the request come from my travel agent?

A: *No, the request must come from one of the guests on the reservation.* Guest is required to complete and send the transfer request form as an attachment via email to Dispatch@ncl.com. Please copy your travel partner on the email for their reference. ***On the email subject line, please include the following important information: Reservation Transfer request: Your name, reservation #, ship and sailing date.***

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: Can I make a request to transfer my reservation to an agency if I'm within Final Payment Period but my reservation is not paid in Full?

A: No, transfer requests cannot be accommodated once you are in Final Payment Period.

Q: Can I submit the request for my friend traveling on the same Ship and Sailing Date?

A: No, transfer requests can only be submitted by one of the guests on the reservation. Guest is required to complete and send the form as an attachment via email to Dispatch@ncl.com.

Q: Where do I send my request form to?

A: You must email your completed transfer form to the Dispatch Department at: dispatch@ncl.com.
On the email subject line, please include the following important information:
Reservation Transfer request: Your name, reservation #, ship and sailing date.

Q: How long does it take for transfer request to be completed?

A: All requests are processed in the order they were received. The request is processed within 48 to 72 business hours. The desk is staffed Monday through Friday from 8:30am to 5:30pm EST

Q: Do I need to talk to my Travel Agent before I request a transfer?

A: We recommend you contact your travel agency first to make sure they can accommodate this request.

Q: I already made a reservation with a travel agency, but I would like to transfer the reservation to a different agency. Can I make the request?

A: No, the agency with which you have your reservation must authorize Norwegian Cruise Line to release it to the new agency. You will need to work with your current travel agent to submit the transfer request.

Direct Guests' Reservation Transfer Request

Frequently Asked questions (continued)

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.

Q: **If the reservation was made through an agency and payment was applied with an Agency Credit Card or an Agency Check, can the reservation be transferred?**

A: No, if payment was made using an Agency Credit Card or an Agency Check, the reservation **cannot** be transferred.



TAUCK BOOKING TRANSFER INSTRUCTIONS

Booking Transfer Instructions:

Email a letter to salesteam@tauck.com and send a copy of the letter to travelhosts@mvptravel.com

For the letter –

1. On your letterhead
2. Tell them to keep the booking agent name the same
3. Sign the letter
4. Ask them to send an updated agency confirmation to your email and travelhosts@mvptravel.com (*We will not know you have a Tauck booking unless you send us a copy of the letter and confirmations!*)



11340 Blondo Street
Omaha, NE 68164

Date:
Dear Travel Partner;

In order for Regent Seven Seas Cruises to properly transfer bookings from one agency to another agency the below information must be filled out in its entirety either by existing agency's owner or manager, or the guest on file.

BOOKING # TO BE TRANSFERRED _____ **NAME ON BOOKING** _____

NAME OF TRAVEL AGENCY TRANSFERRING FROM and TRAVEL AGENTS NAME

TRAVEL AGENCY ADDRESS

CITY _____ **STATE** _____ **ZIP CODE** _____

PHONE NUMBER _____ **EMAIL** _____ **IATA/ CLIA** _____

NAME OF TRAVEL AGENCY TRANSFERRING TO and NEW TRAVEL AGENTS NAME

TRAVEL AGENCY ADDRESS

CITY _____ **STATE** _____ **ZIP CODE** _____

PHONE NUMBER _____ **EMAIL** _____ **IATA/ CLIA** _____

By my signature below, I certify that all of the following statements are true:

- (a) I am aware that the agent on record will no longer have access to my booking or any other travel arrangements made by Regent Seven Seas Cruises.
- (b) I authorize Regent Seven Seas Cruises to give all travel and pricing information to the new travel agency on request.
- (c) I am the Owner or Manager of the existing agency or the passenger on record.
- (d) I authorize Regent Seven Seas Cruises to contact the current agency on record to advise of this transfer.

Authorized By:

Signature (Passenger/Manager) _____ *Name Printed* _____ *Date* _____

****Please fax to: 402-493-2351 or 954-772-3689 once complete.**

Terms & Conditions available on page 2



Terms & Conditions

Regent Seven Seas Cruises fully appreciates the challenges that travel agents face today in managing the issue of rebating. Travel agents are increasingly faced with the difficult decision of whether to rebate a portion of their commission to protect a booking after investing marketing resources, time and intellectual capital to secure and service that booking, or risk losing the booking and their hard earned commission to another agent. Many Travel Agents have expressed considerable frustration whenever a competing travel agency lures away your customers with discounts or amenities that you refuse to match.

At Regent Seven Seas Cruises we believe that supporting travel agency economics is as good for our business as it is for yours, because an upscale cruise vacation is a product that is sold, not bought. Our value propositions needs to be understood, not discounted. And more important than at the larger cruise lines, our success is very dependent on the travel agent's ability to learn and understand the wants and needs of cruise prospects, to know and be able to articulate the points of distinction, to match the prospect with the right cruise and ultimately, to close and service the customer over the many months from booking to sailing and start the cycle again when they return home.

Based on the feedback we received from the trade, Regent Seven Seas Cruises has formed the following comprehensive policy to mitigate rebating:

1. Final payments must be in the gross amount due.
2. A travel agency may advertise amenities (over and above approved group related amenities) provided their total value does not exceed 5% of the cruise fare being advertised.
3. If a reservation is transferred to another travel agency (or is cancelled and rebooked) within 30 days of the reservation date and before final payment, the receiving travel agency will be paid a 10% commission.
4. If a reservation is transferred to a travel agency (or is cancelled and rebooked) more than 30 days after the booking was made or anytime inside the final payment window, a 10% commission will be paid to the originating travel agency and no commission will be paid to the receiving travel agency.
5. This same policy (numbers 3 and 4 above) will hold for bookings made without an associated travel agency except that when there is a transfer, the receiving travel agency will be paid full commission (instead of 10%) for transfers within 30 days of the reservation date and before final payment.
6. RSSC reserves the right to reduce commissions and/or marketing funds, cancel or deny group contracts or take any other actions it deems appropriate if a travel agency violates this policy.

We realize that there are many different viewpoints on the issue of rebating and that any cruise line's policy will be met with praise by some and criticism by others. Hopefully, having developed this policy with input from numerous travel partners, we've found an approach that will significantly reduce rebating and protect the economics of those agencies committed to building their business based on the quality of the service they provide their customers.

Booking Transfers – Cunard, Disney Cruise, Seabourn, Viking

Note: Contact the supplier directly for any questions regarding procedure to request releasing a reservation from your agency to Travel Hosts and to inquire as to how transferring your booking will affect your reservation. **Bookings cannot be transferred if they are already paid in full**

CUNARD

E-mail Address: revenuesupportdepartment@princesscruises.com

Fax 661.291.8680

1. 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.

DISNEY CRUISE

Do not transfer bookings to Travel Hosts, Disney will only pay 10% commissions on transferred bookings.

SEABOURN

Send an agency letter and copy of the agency confirmation to travelhosts@mvptravel.com. We will see if we can get it transferred. We are not always successful in getting Seabourn transferred.

VIKING OCEAN AND RIVER CRUISES

Do not transfer bookings to Travel Hosts. We are not allowing transfers of bookings for Viking.



TAUCK BOOKING TRANSFER INSTRUCTIONS

Booking Transfer Instructions:

Email a letter to salesteam@tauck.com and send a copy of the letter to m

For the letter –

1. On your letterhead
2. Tell them to keep the booking agent name the same
3. Sign the letter
4. Ask them to send an updated agency confirmation to your email and travelhosts@mvptravel.com *(We will not know you have a Tauck booking unless you send us a copy of the letter and confirmations!)*



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@myprtravel.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 system interface. The 'TRAVEL AGENT INFORMATION' section is highlighted, and a red arrow points to the 'AGENT CONTACT' field, which contains the text 'AGENCY'. The 'PASSENGER INFORMATION' section is also visible, showing fields for passenger details. The 'BOOKING INFORMATION' section is at the bottom, showing options for creating a new travel or entering an existing travel.



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.

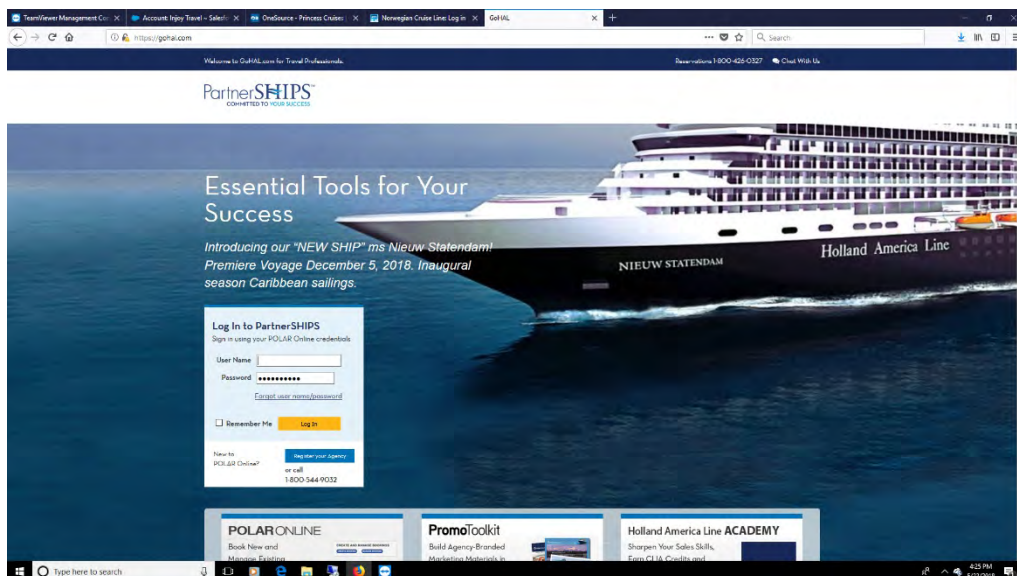
Complete the booking in Sabre cruises and log into Polar Online to change the agent name.



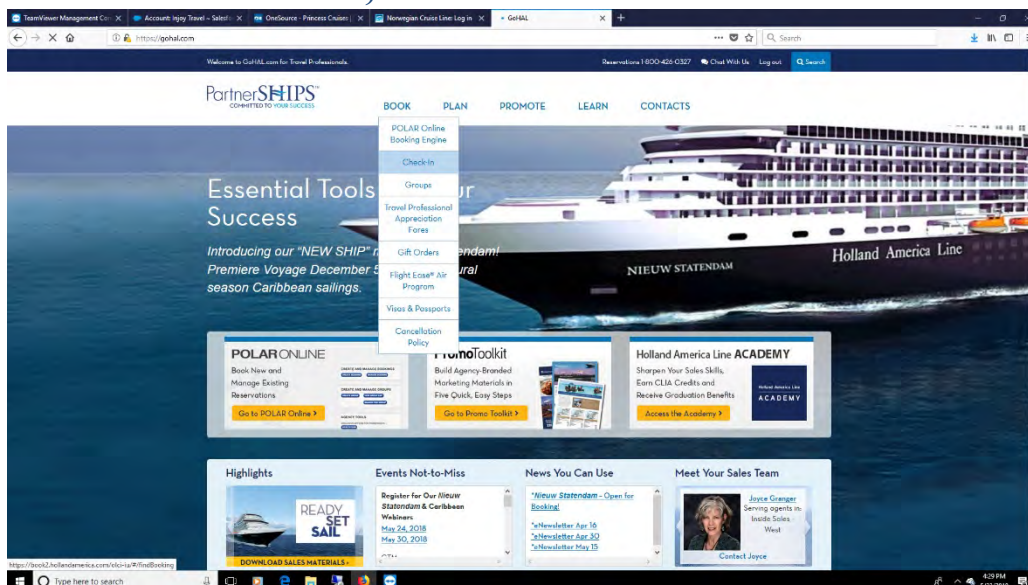
HOW TO CHECK-IN AND PRINT DOCS FOR HAL CLIENTS

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@mvpttravel.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 the Holland America Line website's online check-in and boarding pass page. The page is titled "CHECK-IN AND BOARDING PASS" and features a "Find an itinerary" section with input fields for "Booking Number" and "Last Name on Booking". A green "CONTINUE" button is located below these fields. To the right, there is a "GOVERNMENTAL POLICIES" section with a "Check in at least 90 minutes before departure" warning. Below the "CONTINUE" button, there are sections for "BENEFITS OF CHECKING IN ONLINE", "AVAILABILITY OF EXPRESS DOCS", and "WHAT TO BRING TO THE SHIP". The page also includes a "Skip to Main Content" link and a "Call Us" button. The browser's address bar shows the URL "https://checkin.hollandamerica.com/ship-skip-to-main-content".

Holland America Line®
SAVOR THE JOURNEY
[Skip to Main Content](#)

CHECK-IN AND BOARDING PASS

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 >

BENEFITS OF CHECKING IN ONLINE
Don't worry if you begin the process and cannot finish for whatever reason, you may easily return to complete it later. Required fields are indicated in red and with an asterisk. When you check-in online, you'll be able to take advantage of the following benefits:

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

AVAILABILITY OF EXPRESS DOCS
Your **Express Docs** will be available:

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

WHAT TO BRING TO THE SHIP
For embarkation remember to bring the following items:

- Your Boarding Pass or Express Docs
- Appropriate identification and passport or government-issued ID
- Visa and immunization information (if required)

GOVERNMENTAL POLICIES
Check in at least 90 minutes before departure.
Guests are encouraged to complete the Online Check-in process before leaving home. Guests who wait to check in 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 sharing the information you provide to Holland America Line with our affiliates and agents and/or to government and enforcement agencies in the U.S. and other countries outside the European Economic Area (EEA) where controls on data protection may not be as strong as the legal requirements in your country of

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.

7/23/2020



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@myprtravel.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 system interface. A red arrow points to the 'AGENT CONTACT' field in the 'TRAVEL AGENT INFORMATION' section, which contains the text 'AGENCY'. The interface includes sections for 'CREATE BOOKING', 'PASSENGER INFORMATION', 'BOOKING INFORMATION', and 'OFFERING & DELIVERING'.

TRAVEL AGENT INFORMATION

Agent Contact:

PASSENGER INFORMATION

Complete required information for each passenger.

Red indicates required information.

Passenger	Member #	Home City	Alt	Birth Date (MM/DD/YYYY)	CPP
1	<input type="text" value="SEARCH / NEW PASSENGER"/>	<input type="text" value="ORD"/>	<input type="text" value="No"/>	<input type="text" value=""/>	<input type="text" value="Platinum"/>
2	<input type="text" value="SEARCH / NEW PASSENGER"/>	<input type="text" value="ORD"/>	<input type="text" value="No"/>	<input type="text" value=""/>	<input type="text" value="Platinum"/>
3	<input type="text" value="SEARCH / NEW PASSENGER"/>	<input type="text" value="ORD"/>	<input type="text" value="No"/>	<input type="text" value=""/>	<input type="text" value="Platinum"/>
4	<input type="text" value="SEARCH / NEW PASSENGER"/>	<input type="text" value="ORD"/>	<input type="text" value="No"/>	<input type="text" value=""/>	<input type="text" value="Platinum"/>

BOOKING INFORMATION

Use a Travel with ID (TRID) to share reference bookings.

Create a New TRID ☐

Enter an Existing TRID

Upgrade Decline ☐

Passenger Contact Phone

OFFERING & DELIVERING

Seating Request ☐ EARLY ☐ LATE ☐ MIDDLE ☐ OPEN

Table Size

BOOKING INFORMATION

Use a Travel with ID (TRID) to share reference bookings.

Create a New TRID ☐

Enter an Existing TRID

Upgrade Decline ☐

Passenger Contact Phone

OFFERING & DELIVERING

Seating Request ☐ EARLY ☐ LATE ☐ MIDDLE ☐ OPEN

Table Size



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 first/last name and cruise detail.

https://book2.seabourn.com/olci-iu/#/findBooking

SEABOURN®

Guest Registration

All fields are required unless noted as optional.

BOOKING NUMBER

FIRST NAME

LAST NAME

SELECT A DETAIL ABOUT YOUR CRUISE

FIND BOOKING

For questions and/or help with Checking In for your cruise please call 1-866-755-5620 (within US/Canada), 1-206-626-9170 (outside US/Canada).

What you will need for each guest:

- Date of birth, address, email and phone number
- Emergency Contact Information
- Passport/ID
- Flight information

Cruise Documents' Availability:

- ePass is always available to you for boarding
- Preliminary documents are available approximately 120 days from sailing
- Final documents are available within approximately 50 days of sailing

Customize Your Cruise:

Plan everything before you set sail to enjoy every moment during your cruise.

BOOK SHORE EXCURSIONS

BOOK SPA ACTIVITIES

MAKE DINING RESERVATIONS

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).

HOW TO CHECK-IN AND PRINT DOCS FOR SEABOURN CLIENTS

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

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 Policy regarding Travel Agent personal credit card**



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@myprtravel.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 system interface. The 'TRAVEL AGENT INFORMATION' section is highlighted, showing the 'AGENCY' field. A red arrow points to this field, indicating where the agency name should be entered. The 'AGENCY' field is currently empty. The 'Booking Agent' is listed as 'CAROLITA CHAVEZ' and the 'Member Number' is '050204502'. The 'PASSENGER INFORMATION' section is also visible, showing fields for passenger details. The 'BOOKING INFORMATION' section is at the bottom, showing options for 'Create a New TRIP' and 'Enter an Existing TRIP'.



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

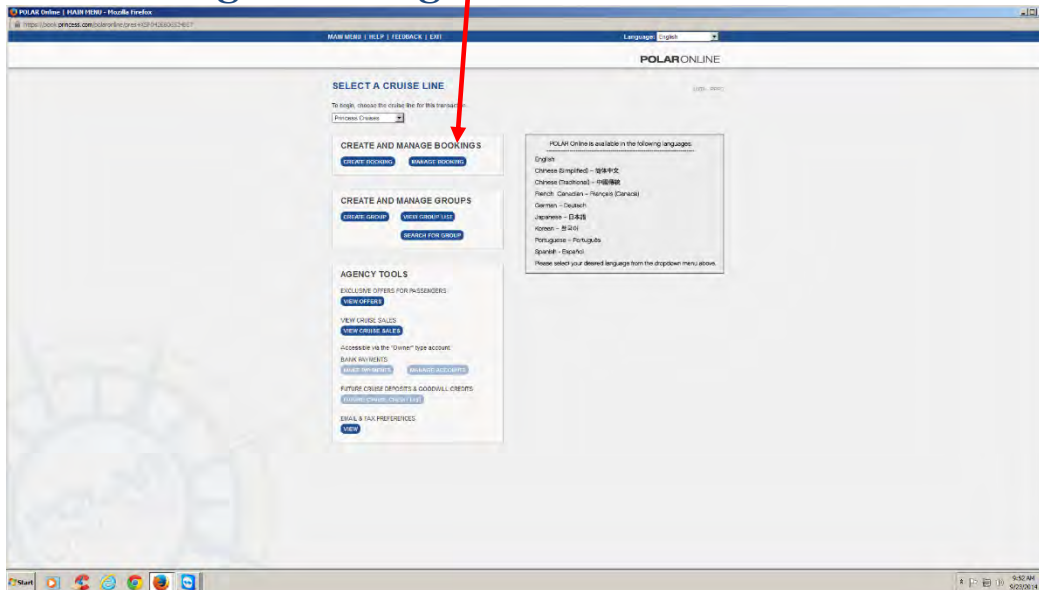
Your agency was supplied with login information for Sabre Cruises. This login is shared by all agency personnel. PCC for Travel Hosts is A18F.

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

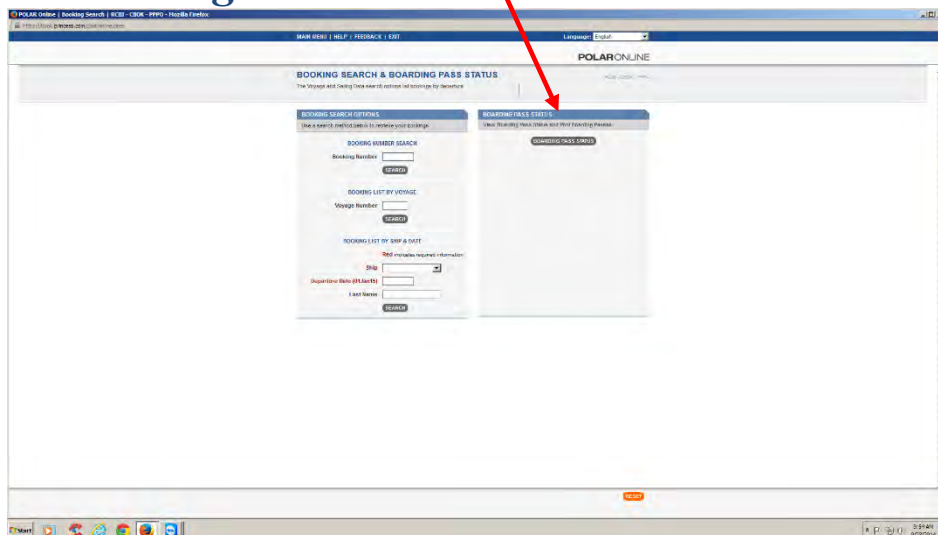


HOW TO CHECK-IN AND PRINT DOCS FOR PRINCESS CLIENTS

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.

POLARONLINE

PASSENGER BOARDING PASS

Review the Boarding Pass Status for Printing Eligibility.
Click the checkbox for each Boarding Pass, then click PRINT BOARDING PASSES.

FILTER PASSENGER LIST

Voyage: Group: Boarding Pass Status:

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 guest(s) then click PRINT BOARDING PASSES at the bottom of the page.

Boarding Pass not available

Voyage	Last Name	First Name	Booking #	Pax #	Group	PF	CC	Paid	Contract	Print Date
A434	ERICKSON	JULE	80CTDR	01		Y	Y	Y	Y	14SEP14
A434	BERGHAUG	JAMES	80CTDR	02		Y	Y	Y	Y	14SEP14
A434	ERICKSON	LEA	80CTDR	01		Y	Y	Y	Y	02SEP14
A437N	MOLNEAUX	DANIEL	8VCGMR	01		Y	Y	Y	Y	08SEP14
A437N	FRANCOIS	MARIE	8VCGMR	02		Y	Y	Y	Y	08SEP14
A437N	HARDY	ELIZABETH	8VCGMR	03		Y	Y	Y	Y	08SEP14
B440	HALL	RICHARD	8VCGMR	01	TNR	Y	Y	Y	Y	
B440	HALL	BARBARA	8VCGMR	02	TNR	Y	Y	Y	Y	
B440	URISH	CHRISTINE	8V37TD	01		Y	Y	Y	Y	
B440	FLORA	WENDY	8V37TD	02		Y	Y	Y	Y	
E426	STORER	RICHARD	8PSTWD	01	TGD	Y	Y	Y	Y	
E426	STORER	RICHARD	8PSTWD	02	TGD	Y	Y	Y	Y	
E427	STORER	RICHARD	8PSTWD	01		Y	Y	Y	Y	
E427	STORER	RICHARD	8PSTWD	02		Y	Y	Y	Y	
E428	KORACZ	STEPHEN	8VVKMR	01		Y	Y	Y	Y	
E428	KORACZ	SUSAN	8VVKMR	02		Y	Y	Y	Y	
E428	LACOVIC	BETRIKA	8VVKMR	01		Y	Y	Y	Y	
E428	LACOVIC	LAURE	8VVKMR	02		Y	Y	Y	Y	
E521	BAKER	DONALD	8VVCIT	01		Y	Y	Y	Y	
E521	BAKER	MARY	8VVCIT	02		Y	Y	Y	Y	

HOW TO CHECK-IN AND PRINT DOCS FOR HAL CLIENTS

7/23/2020



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**
- 5.3 How to book NCL into a MAST Consortia Group**

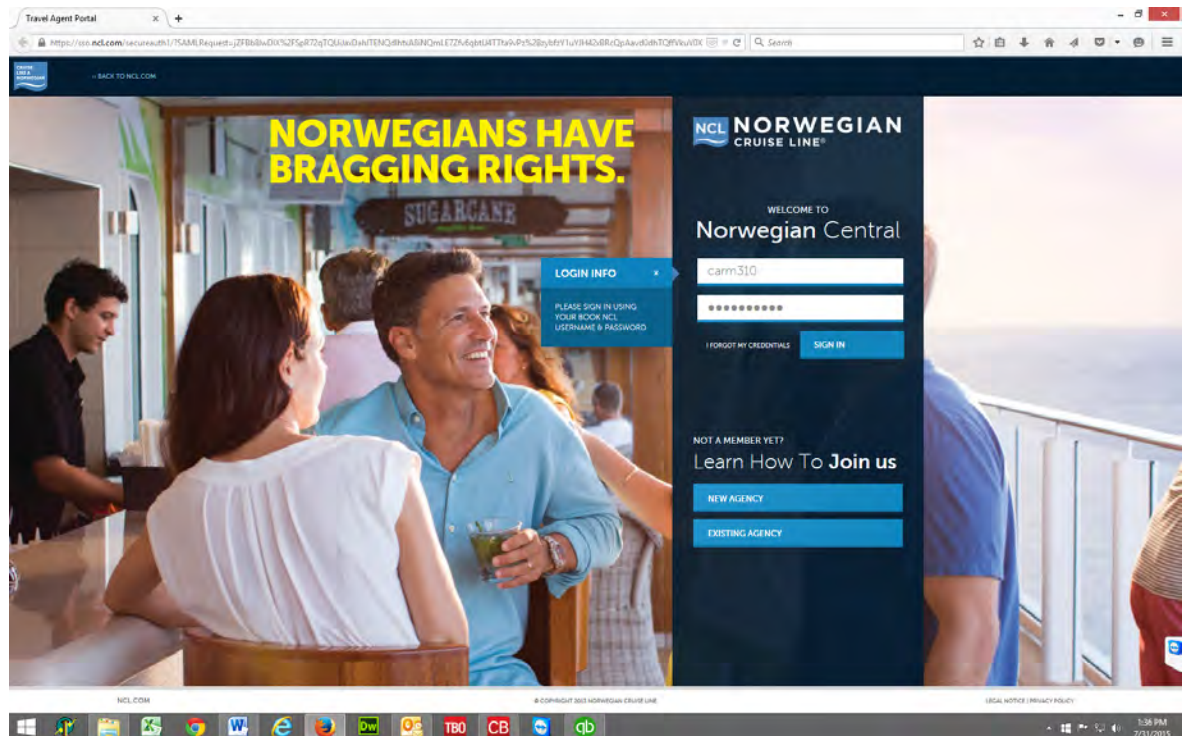
5.1

HOW TO BOOK NCL THROUGH TRAVEL HOSTS

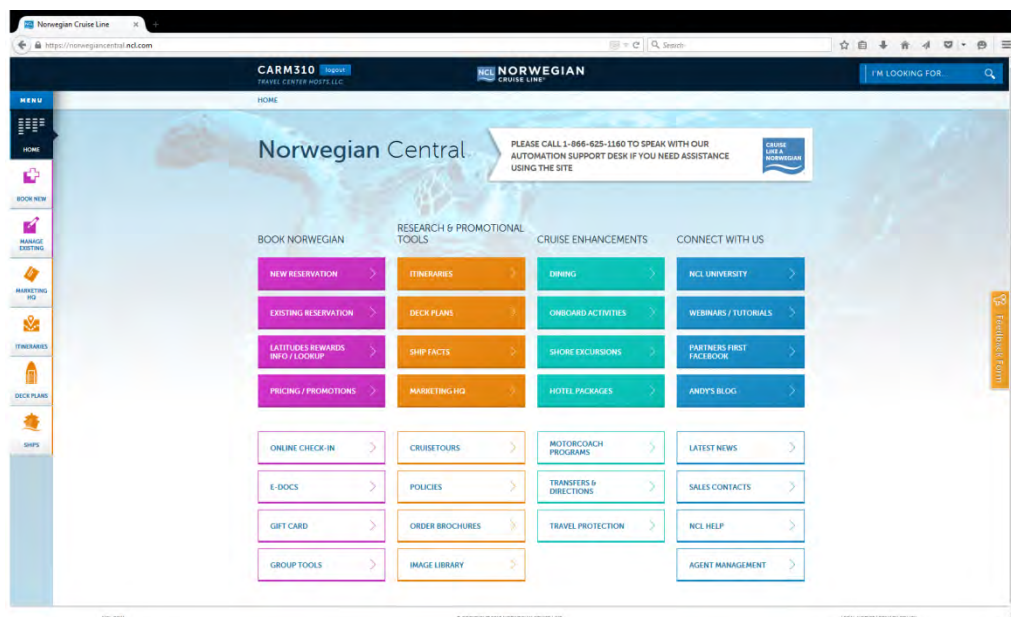
Follow the steps below to make a reservation through Travel Hosts

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.



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

The screenshot shows the 'My Reservations' page on the Norwegian Cruise Line website. The search form includes the following fields:

- Res ID
- Group ID
- FB Group Number
- Last Name
- First Name
- Ship (dropdown menu)
- Begin Sailing From (calendar icon)
- Begin Sailing To (calendar icon)
- Booked From (calendar icon)
- Booked To (calendar icon)

Buttons: 'Clear All' and 'Search'.

- 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.**

The screenshot shows the 'Agency' page on the Norwegian Cruise Line website. The form includes the following sections:

- Primary Agency and Agent**
 - Agency ID: 451314
 - Name: TRAVEL CENTER HOST
 - Agency Phone: 6308899845
 - Agent ID: 1401344
 - Name: CHAVEZ CARMELITA
 - Agent Phone: 3027514582
 - ARC: (none)
 - Currency: USD
- Secondary Agency and Agent**
 - Agency (either ID or Name or Phone or ARC or ZIP):
 - Agent (either ID or Name):
 - Country:

Buttons: 'Search' and 'Continue'.

- 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.

Report a Problem
 > All Res ID / Group... > Agency Profile

Opened Reservations

SHOPPING
 Agency TRAVEL CENTER HOSTS, L...
 Agency Phone +1 (830) 889-8845
 Agent CHAVEZ CARMELOITA
 Agent Phone 3527514682
 Guests 2

Close all opened

Agency
 Travel Agency

Search Secondary Agency

Agency (either ID or Name or Phone or ARC or ZIP) 8473941155 Agent (either ID or Name) Country Search Clear

Agency Search Results

Quick Search Clear

Agency ID	Agency Name	Primary Phone	ARC Num...	Cut...
29919	EDENSHIP TRAVEL	+1 (847) 394-1155	USD	

Back Select

Agents in Agency

Quick Search Clear

Agent ID	Agent Name	Agent Phone
No Agent		
37203	Schreiber Linda	
350872	WEBSTER SHIRLEY	
445510	SHEDDON DARLENE	
513029	Kass Karen	
682930	Wagner Gail	
918738	LOUKOPOULOS VO...	
1007073	OBRIEN SUE	
1118309	PETERS ROSE	
1121331	Obrien Doug	8475314684
1170016	CHARTERHOUSE CLERK/NA	

Report a Problem
 > All Res ID / Group... > Agency Profile

Opened Reservations

SHOPPING
 Agency TRAVEL CENTER HOSTS, L...
 Agency Phone +1 (830) 889-8845
 Agent CHAVEZ CARMELOITA
 Agent Phone 3527514682
 Sec. Agency STARSHIP TRAVEL
 Sec. Agency Phone +1 (847) 394-1155
 Sec. Agent SCHREIBER LINDA
 Guests 2

Close all opened

Agency
 Travel Agency

Primary Agency and Agent

Agency		Agent			
Agency ID	Name	Agency Phone	Agent ID	Name	Agent Phone
451314	TRAVEL CENTER HOST...	+1 (830) 889-8845	1401344	Chavez Carmelita	3527514682

ARC Currency USD

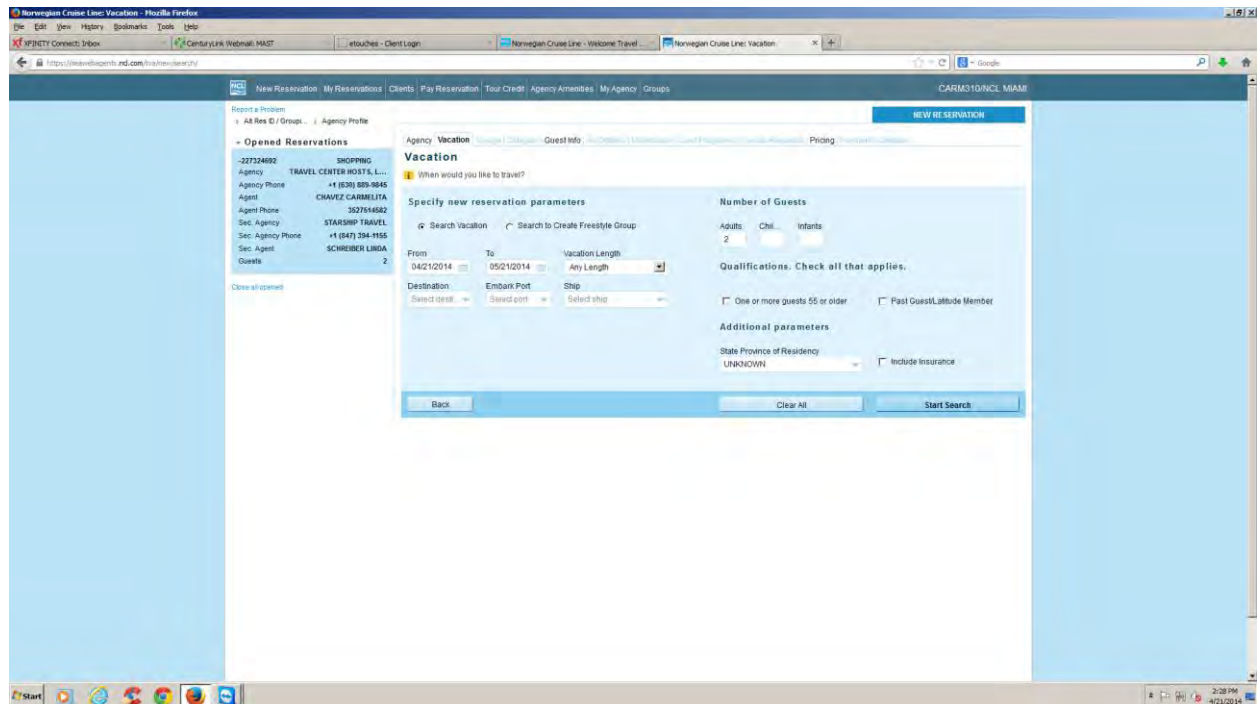
Secondary Agency and Agent

Agency		Agent			
Agency ID	Name	Agency Phone	Agent ID	Name	Agent Phone
29919	STARSHIP TRAVEL	+1 (847) 394-1155	37203	Schreiber Linda	

ARC Currency USD Change Agency and Agent

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.



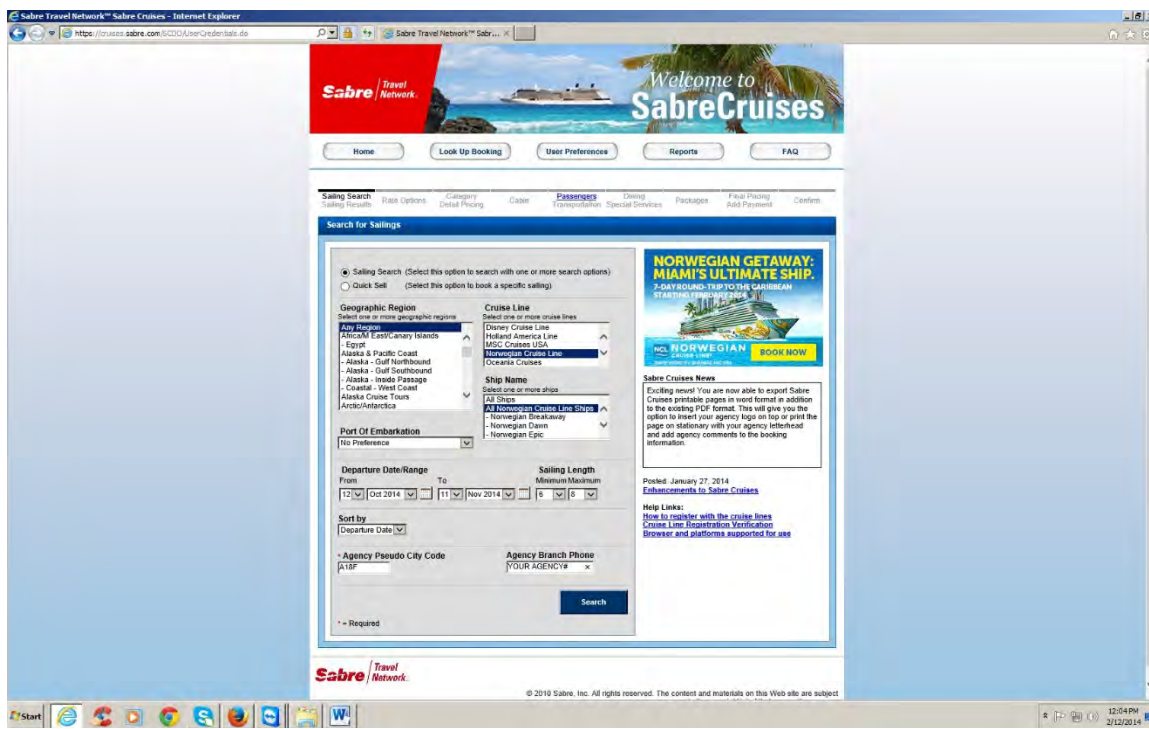
Proceed with your reservation as normal. NOTE: The agent name is Carmelita Chavez because the example was made under the login for Carmelita Chavez. A login has been provided to your agency for the agency. If you would like your own login, email carml@mvptravel.com and one will be provided to you as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



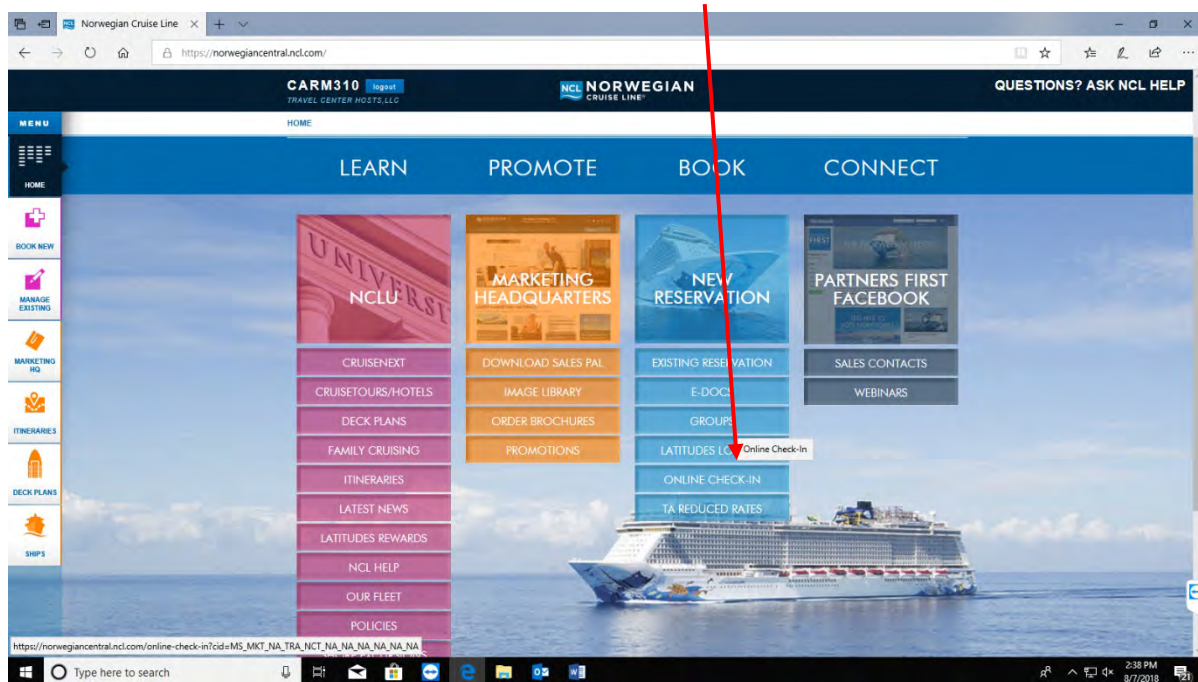
QUESTIONS? Email Carmelita Chavez at carm.chavez@mvptravel.com



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.

**You can login with your Travel Hosts login or if you have a booking in a MAST Consortia group, use your agency login to pull up your bookings.*



The screenshot shows the 'Online Check-In' form on the Norwegian Cruise Line website. The form is titled 'Online Check-In' and includes the following fields:

- PLEASE ENTER YOUR RESERVATION NUMBER BELOW: [Text Input]
- SHIP NAME: [Dropdown Menu with 'SELECT CRUISE SHIP' option]
- SAIL DATE: [Dropdown Menu with 'SELECT MONTH', 'SELECT DAY', and 'SELECT YEAR' options]
- FIRST NAME: [Text Input]
- LAST NAME: [Text Input]
- [BEGIN CHECK-IN] button

At the bottom of the form, it states: 'All above fields are required.' The background of the form features a large image of a cruise ship. The bottom of the page shows a Windows taskbar with the date 8/7/2018.

HOW TO BOOK INTO AN NCL MAST GROUP

Follow the steps below to make a reservation into an NCL MAST group.

To book online with NCL:

1. Log into the NCL Travel Agent Website WITH YOUR OWN LOGIN FROM YOUR AGENCY and begin your search for a cruise.

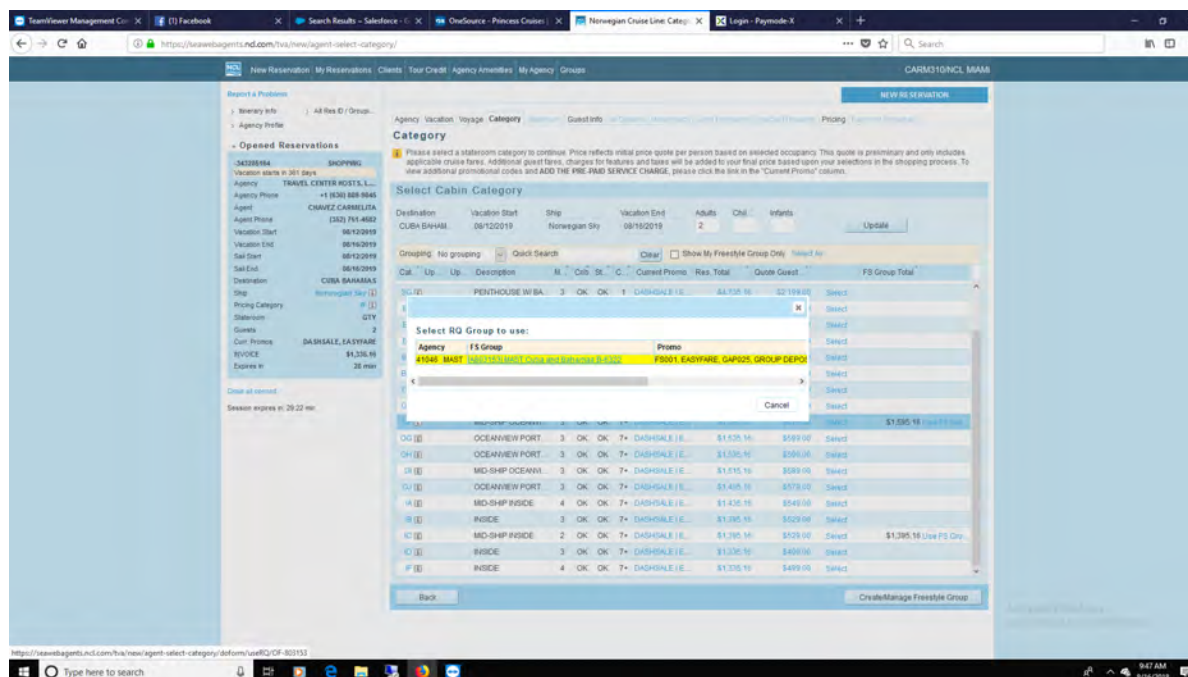
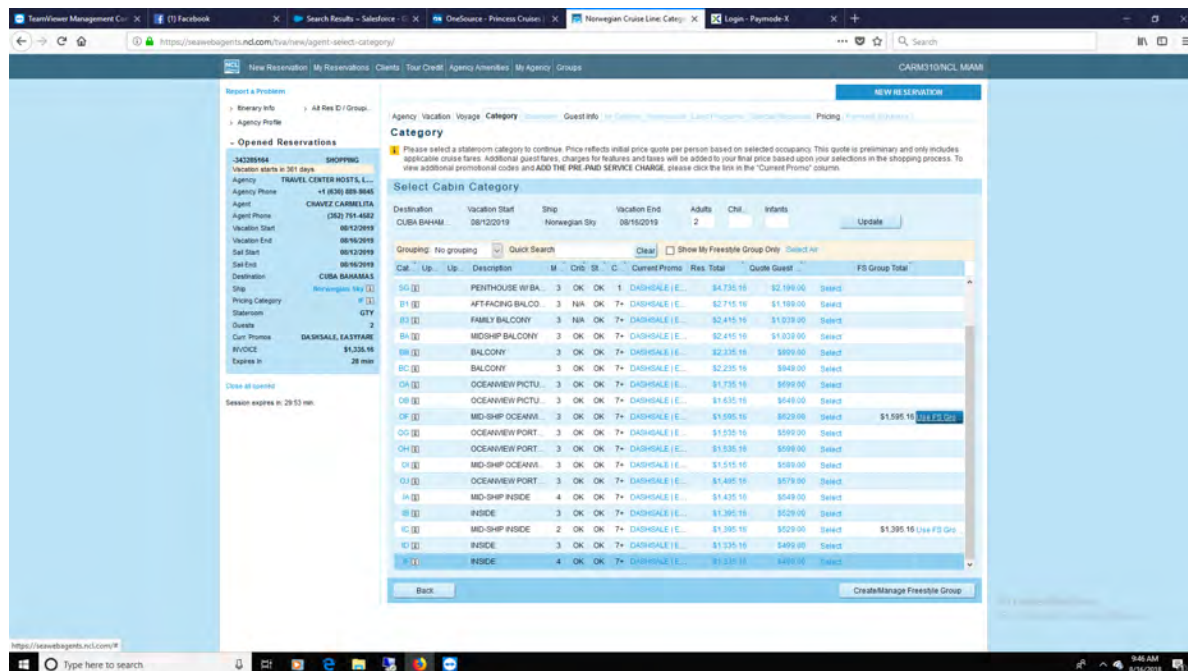
[NCL TRAVEL AGENT SITE](https://www.ncl.com/usa/agents)

The screenshot shows the NCL Travel Agent Website interface. On the left, there's a sidebar with navigation links like 'New Reservation', 'My Reservations', 'Clients', 'Tour Credit', 'Agency Activities', 'My Agency', and 'Groups'. The main area is titled 'Vacation' and contains a form for specifying reservation parameters. The form includes fields for 'From' (08/12/2019), 'To' (09/11/2019), 'Vacation Length' (Any Length), 'Destination' (CUBA BAHAMAS), 'Embark Port' (MA), and 'Ship' (SKY). There are also checkboxes for 'Do any guests meet the following qualifications?' and 'Include Insurance'. A 'Start Search' button is at the bottom right of the form.

2. Select the cruise you want.

The screenshot shows the NCL Travel Agent Website interface after a search. The main area is titled 'Voyage' and displays a list of search results. The results are organized into a table with columns for 'Grouping', 'Destination', 'Ship', 'Vacation', 'Sta.', 'Rate', 'Comments', 'ELITE', 'BALCONIES', 'OUTSIDE', 'INDICES', and 'La'. The first result is for 'CUBA BAHAMAS (11 nights)' with a ship of 'Norwegian Sky' and a rate of '\$2,199.00'. A 'Refresh' button is at the bottom right of the results table.

- Click the USE FS Group on the right and then click the blue link under FS Group in the new pop-up. Note, if you do not see the category you want, choose what you want and move the booking into the group later, making MAST the primary agency and your agency the Secondary agency when you call into reservations to move the booking into the group.



- Choose the cabin you want.
- Notice in the blue box on the upper left corner of the web page your agency and agent name is now listed under the MAST agency name. This is correct and this is how your reservation should look. When you book into the MAST Group, your agency automatically becomes secondary and MAST is Primary. If you are in the Travel Hosts program do not add Travel Hosts as secondary, keep your agency as secondary. MAST substitutes as primary when you book into a MAST group.

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 your agency and tell them you want to book into your Consortia MAST group.
3. Provide **YOUR AGENCY** phone number for the secondary agency phone field
4. Make sure a confirmation is sent to carm@mvptravel.com **and** to your agency email address.



Section Six – Disney Cruises

- 6.1 Booking Instructions for Disney Cruises** *(includes instructions to create a login if needed)*
- 6.2 Disney Cruise Line Docs Instructions**



6.1

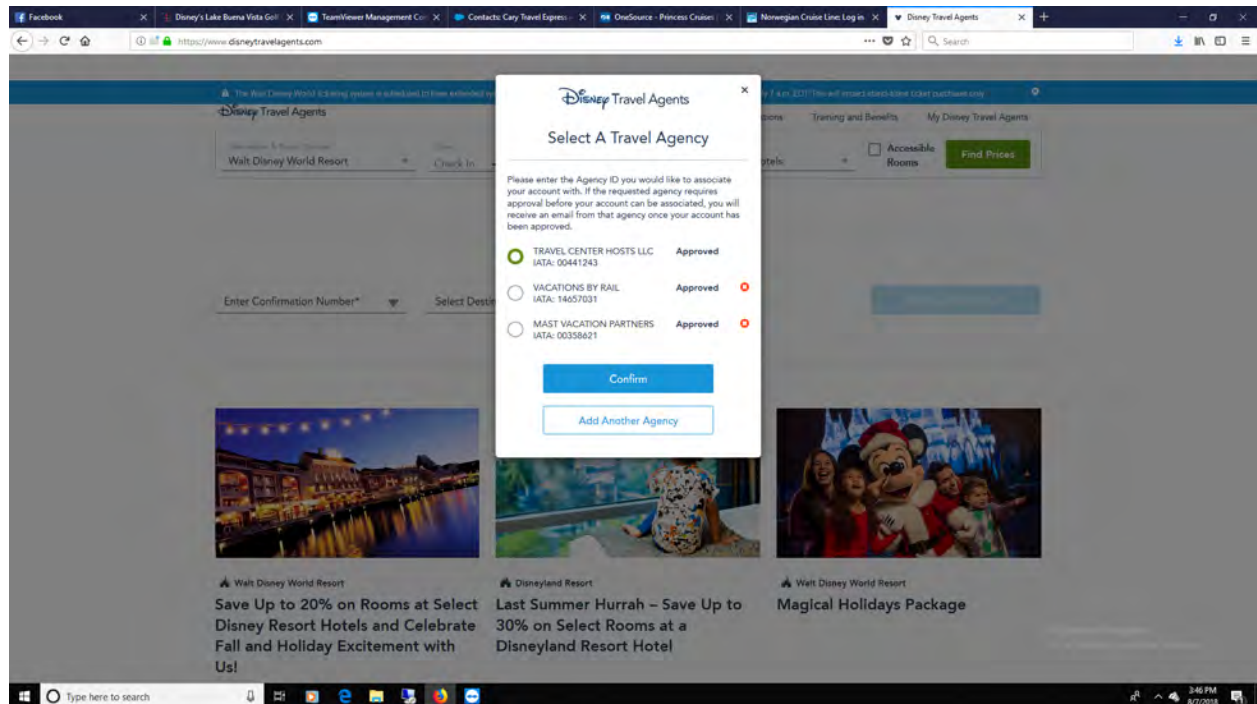
Disney Travel Agent Cruise Reservations – Online Booking

(Phone booking and Sabre Cruises procedures 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.

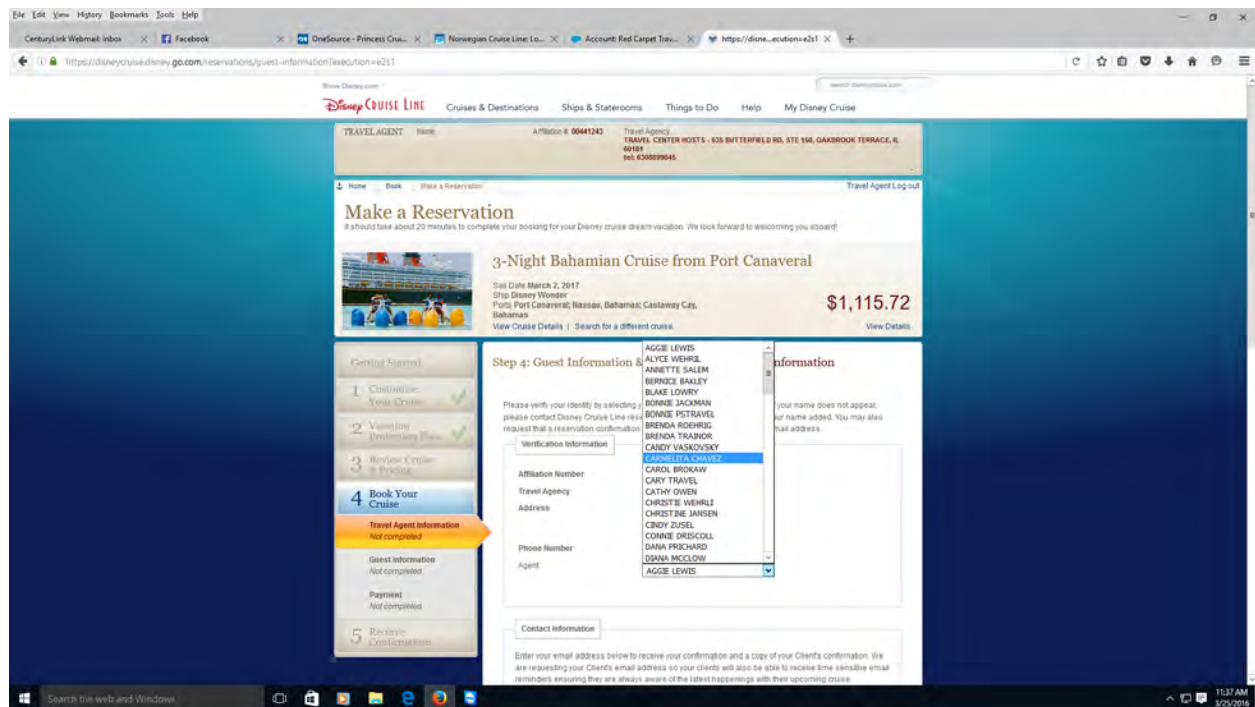
NOTE: THIS IS NEW! With one login you can now add numerous agency CLIA/IATA numbers and toggle between them by clicking on the agency link at the top of the page next to your name after you log in.



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 your email
5. **At Deposit and again at final payment - Forward the AGENT confirmation to the Travel Hosts' email travelhosts@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. **At Deposit and again at final payment - Forward the AGENT confirmation to the Travel Hosts' email travelhosts@mvptravel.com**



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 & MAST CRUISE SERVICES

- 7.1 Booking into Travel Hosts and MAST Consortia Groups
- 7.2 MAST Best Price Policy
- 7.3 ezBookpro by ABC Global - Hotel
- 7.4 Centrav – Air
- 7.5 TripPro Quick Start
- 7.5a TripPro Video
- 7.5b TripPro / C & H Contact List - Chicago

MAST CRUISE SERVICES (MCS)

Please Note: MAST Cruise Services 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 – How to Calculate Commission



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. Group space is recalled on a regular basis. For the most up to date availability of group sailings and available cabins contact each cruise line directly.

7.2

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. **Now you have MAST's Best Price Policy to turn to.**

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. This program will not apply if another MAST member is competing for the same business.
4. If a supplier cannot cover 50% of the cost, MAST will not make up the difference.
5. This program is not available on group bookings.
6. This program only applies to identical trip components quoted by a competitor.
7. The MAST Best Price Policy does not apply if a supplier has a price match program in place.

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 travelhosts@mytravel.com as MAST's primary contact for the Best Price Policy Program.

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. However, MAST will review any preferred supplier booking, even if the supplier is not listed below.

NOTE: There is no guarantee of assistance from suppliers or MAST until everything is sent and reviewed by MAST.

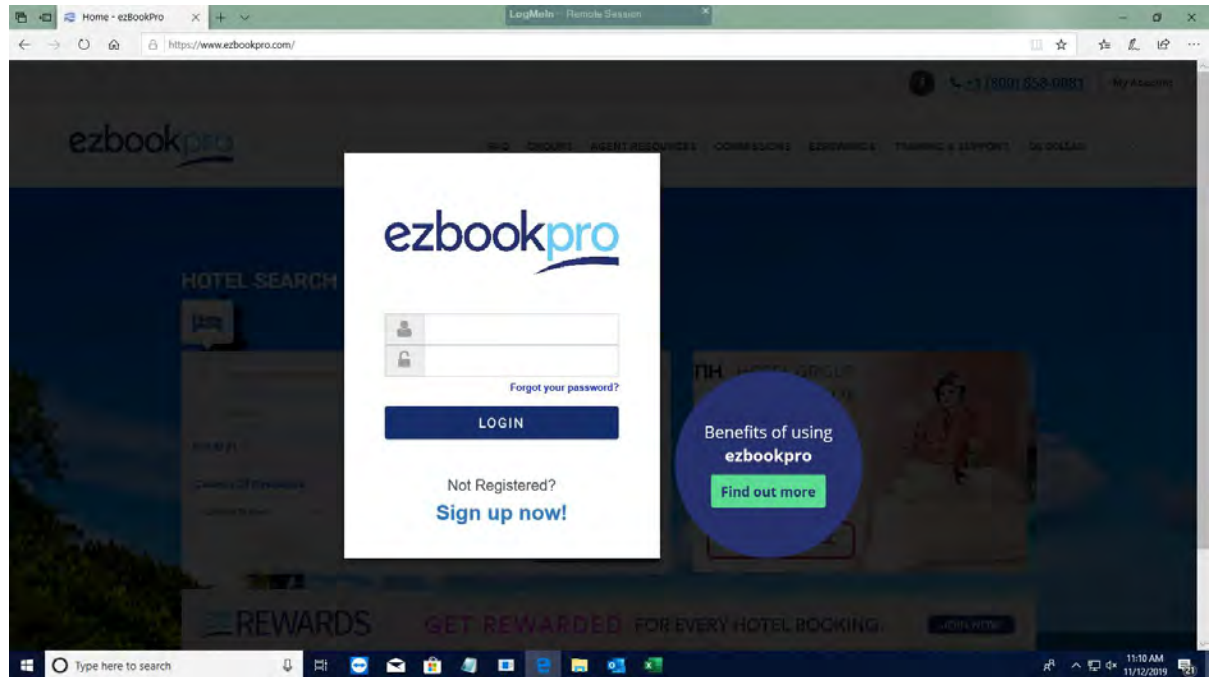
MAST Preferred Suppliers who have supported the Best Price Program are below. If a supplier is not listed below, MAST will review any competitor offer to determine if anything can be done to secure the booking.

- Celebrity
- CIE Tours International
- Globus Family of Brands
- Oceania Cruises
- Royal Caribbean Intl.
- Uniworld

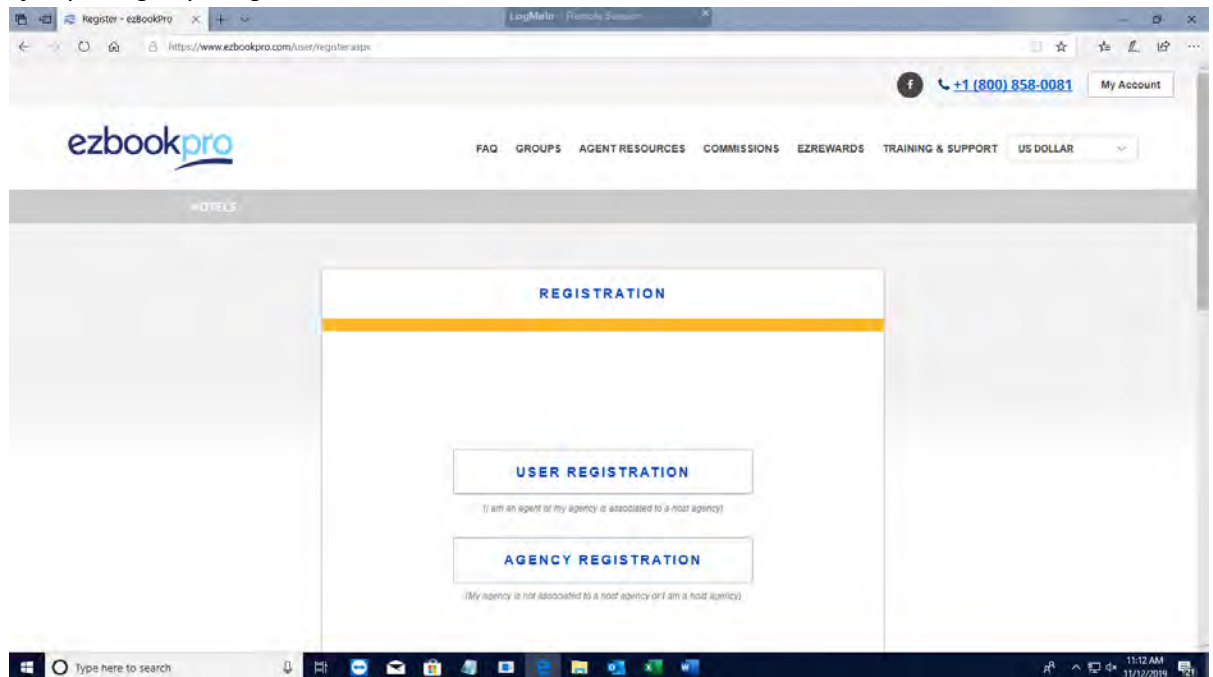
Instructions for Registering With ezbookpro

1. CTRL + Click on the link below to access the ezbookpro website to register as an Agency.

<https://www.ezbookpro.com/>



- 2.
3. **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.



The screenshot shows the 'Register - ezbookpro' page in a web browser. The URL is https://www.ezbookpro.com/user/register_user.asp. The page features the 'ezbookpro' logo and a navigation menu with links: FAQ, GROUPS, AGENT RESOURCES, COMMISSIONS, EZREWARDS, TRAINING & SUPPORT, and a currency dropdown set to 'US DOLLAR'. A contact number '+1 (800) 858-0081' and a 'My Account' link are in the top right. The main content area is titled 'HOTELS' and contains a 'USER REGISTRATION' form. The form has four steps: 1. Agency ID (highlighted in orange), 2. User Details, 3. Address, and 4. Affiliations. Under the 'Agency ID' step, there is a text input field labeled 'Travel Agency Number' with a hint: 'This is your CLIA, TRUE, IATA or ARC number'. The Windows taskbar at the bottom shows the time as 11:12 AM on 11/12/2019.

4. During the registration process, be sure to add MAST as your AFFILIATION. All other fields may be populated with your personal information.

This image is a close-up of the 'USER REGISTRATION' progress bar. It shows four steps: 1. Agency ID (marked with a green checkmark), 2. User Details (highlighted in orange), 3. Address, and 4. Affiliations. A red arrow points from the text 'be sure to add MAST as your AFFILIATION' in the instruction above to the '4 Affiliations' step in the progress bar.



Login or register on the MAST affiliated Centrav website via the link below.
Make sure you see the MAST logo on the website.

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

Centrav FAQ: <https://resources.centrav.com/faq/>

MAST Website: <http://mvptravel.com/supplier/centrav/>

A screenshot of a web browser displaying the registration page for the MAST Travel Network, which is powered by CENTRAV. The browser's address bar shows the URL "https://www.centrav.com/affiliates/mast". The page features a dark header with the MAST logo and navigation links: SEARCH, MY BOOKINGS, CONTACT, RESOURCES, KNOWLEDGE BASE, and a Login button. A secondary navigation bar includes Register, Login, and Search links. The main content area is titled "Register for a new Account" and includes a disclaimer: "Fill out the form below to request an account. Be sure to double check your input, as inaccurate information can slow down the account approval process." The registration form is divided into sections: "Your Information" (First Name, Last Name), "How can we reach you?" (Email Address, Confirm Email Address, Primary Phone Number, Cell Phone Number, Fax), and "Personal Mailing Address" (Address, Address 2, City, State, Postal Code). A "Forgot Password?" link and a red "Login" button are located on the right side of the form. The Windows taskbar at the bottom shows the time as 11:25 AM on 11/7/2019.

7.5a

Tripbro video' links:

1. <https://www.youtube.com/watch?v=CcAHTUJEaEY&feature=youtu.be> – User Management
2. https://www.youtube.com/watch?v=a_q-3l90eZM&feature=youtu.be –Sabre flight search and booking.
3. <https://www.youtube.com/watch?v=K9S7eO0qfUY&feature=youtu.be> Sabre retrieve booking
4. <https://www.youtube.com/watch?v=5TZara-GZHE&feature=youtu.be> Marketing app
5. https://www.youtube.com/watch?v=YV5m_PjYh20&feature=youtu.be Hotel and search booking
6. <https://www.youtube.com/watch?v=4bKGqfSCVMM&feature=youtu.be> Dashboard
7. <https://www.youtube.com/watch?v=Zb1xjUCBD6U&feature=youtu.be> Cancel the booking
8. <https://www.youtube.com/watch?v=ClT2RqZLeHg&feature=youtu.be> Amadeus flight search and booking
9. <https://www.youtube.com/watch?v=J371frgC7Yw&feature=youtu.be> retrieve the booking
10. <https://www.youtube.com/watch?v=hfNhlIHRxXw&feature=youtu.be> Booking a flight
11. <https://www.youtube.com/watch?v=5XsOIQArg0&feature=youtu.be> Amadeus retrieve the booking
12. <https://www.youtube.com/watch?v=Dkf5f7dST3E&feature=youtu.be> Airfare search
13. <https://www.youtube.com/watch?v=G3V7tK3ad5k&feature=youtu.be> Issue a ticket

7.5b

C & H, International - | www.trippro.com

MAST WEBSITE: <https://mvptravel.com/supplier/c-h-international/>

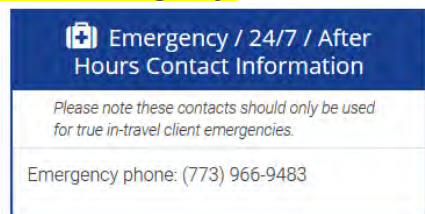
Address 218 South Wabash Ave, Suite 680, Chicago, IL 60604

Payment Address 218 South Wabash Ave, Suite 680, Chicago, IL 60604

Reservations Phone: 312-782-2288

Contacts for Chicago Office are as follows:

For an emergency, email nevenka.krstic@cnhtravel.com OR call 773-966-9483



Evelen Yousif, Apollo GDS support

(312) 782-2288 ext. 3110

Evelen.Yousif@cnhintl.com

Don Chowdhary, GDS, TripPro and Tour Net Support

(312) 782-2288 ext. 3104

don@cnhtravel.com

Nevenka Krstic, Branch Manager, GDS, TripPro and Groups

(312) 782-2288 ext. 3107

nevenka.krstic@cnhtravel.com

Elizabeth Svestka, GDS and TripPro Support

(312) 782-2288 ext. 3015

elizabeth.svestka@cnhtravel.com

Marina Jerome, GDS and TripPro Support

(312) 782-2288 ext. 3811

marina.jerome@cnhintl.com

Special Tour Operators fares email: Don@cnhtravel.com or call 312-782-2288 X 3104

Reservation Hours: 6:00 AM - 6:00 PM; Monday through Friday 10:00 AM - 6:00 PM; Saturday 10:00 AM - 1:00 PM.

TripPro Question and additional training for TripPro system: email please email

nevenka.krstic@cnhtravel.com or call 312-782-2288 X 3107

Contract rules. C&H has a \$25 service fee for refunds and \$25 for exchanges on top of all airline fees.

For after-hours assistance, please email Helpdesk at;

Ticket requests: ticketing@cnhtravel.com, please do CC nevenka.krstic@cnhtravel.com

Tickets reservation: reservation@cnhtravel.com, please do CC nevenka.krstic@cnhtravel.com

Tickets refunds: refunds@cnhtravel.com, please do CC nevenka.krstic@cnhtravel.com

Calling in or emailing please do have information about your Agency, account number with C&H, and Agency main phone number.

For an emergency, email nevenka.krstic@cnhtravel.com OR call 773-966-9483

C&H will provide standard net rates and/or commission on published fares.

GDS Amadeus, Apollo, Worldspan, Sabre

MAST CRUISE SERVICES 2020



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

Program Details:

- 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 receive 16% commission and will pay you 14% commission. MAST withholds 2% commission on commissionable cruise fare only to cover administrative costs of the program. Commissions will be paid to you monthly. Commissions are mailed the first week of each month for the previous month's receipts. Back end commissions earned by MAST will be shared with you after the end of the year as well (based on membership agreement terms).
- Groups are included! MAST will not keep any portion of your TC's 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:

- You agree to participate in the MAST programs for direct mail and/or email.
- 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.
- 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 carm.chavez@mvptravel.com or fax it to 630.889.9832

For more information contact:
Carmelita Chavez
Host Agency & Support Services Manager
carm.chavez@mvptravel.com * 352.751.4582

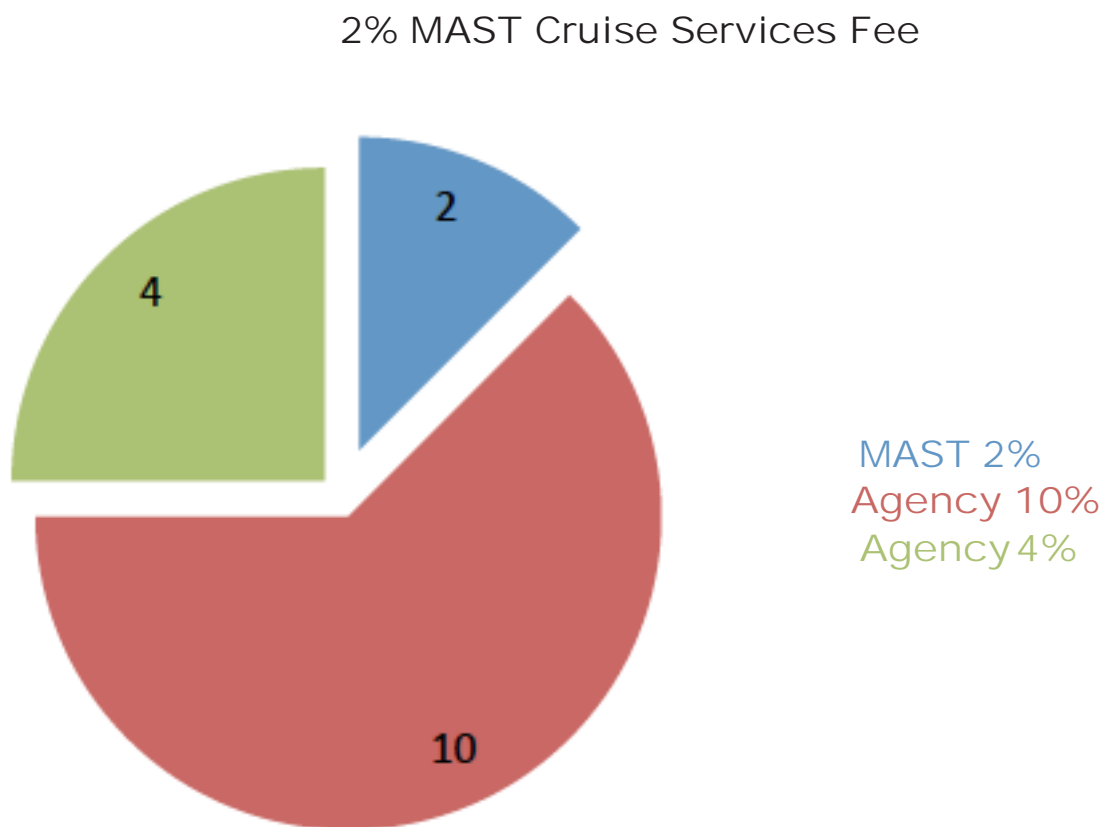


How Does MAST Calculate the MAST Cruise Services (MCS) Fee?

If you are participating in the MAST Cruise Services program for Royal Caribbean, Celebrity and Azamara it may be confusing as to how the fee is calculated. The fee 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 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!





SECONDARY PHONE FIELD AUTHORIZATION

Attn: Sales Administration

Email to carm@mvptravel.com or FAX to 630-889-9832

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.

©2007 Royal Caribbean Cruises Ltd. Ships registered in the Bahamas. 07008566 • 07/10/2007

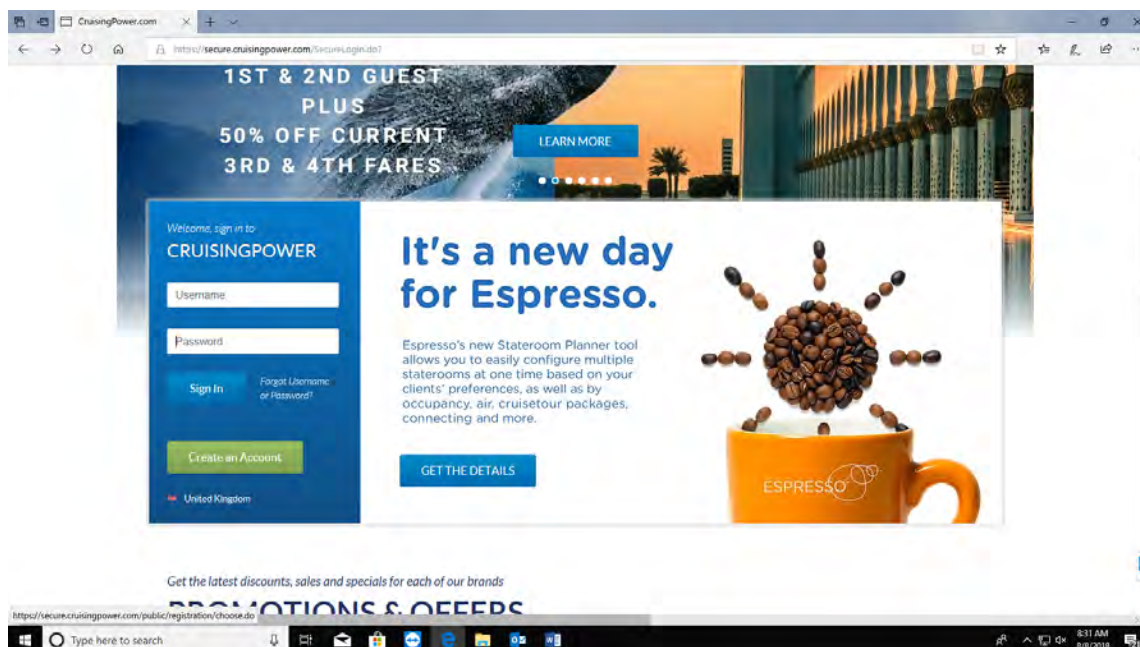
7.8 Instructions for New Mast Cruise Services Agency - CruisingPower

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**.

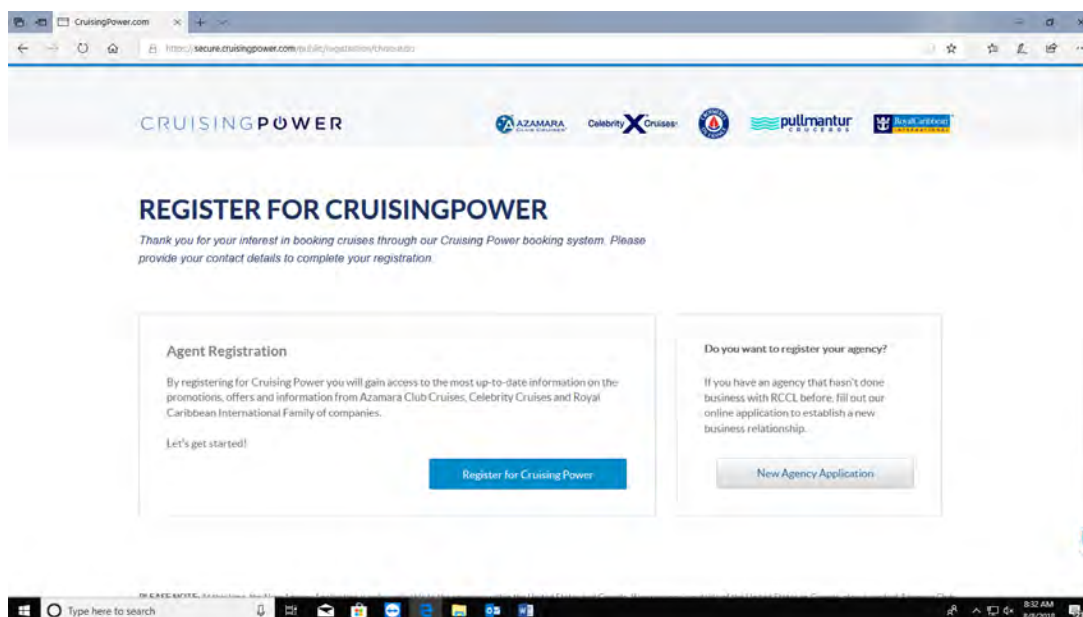
IMPORTANT NOTE: AGENCY ADMINISTRATOR: To set an agency administrator for one of your agency's users contact Automations support at the phone or email at the end of this document! The administrator for your agency will allow access to agents within your agency through their login.

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**:

CruisingPower.com

https://secure.cruisingpower.com/registration/welcome.do

CRUISINGPOWER

AZAMARA
Celebrity Cruises
pullmantur
Royal Caribbean

REGISTRATION

Thank you for your interest in registering for CruisingPower. Please follow the steps below, and provide all necessary information, to complete your registration.

Getting Started Agent Profile Review & Complete Registration

1 2 3

1. Getting started - Tell us a bit about you and your agency

Select your Language:

English

What is your agency phone number?

XXX-XXX-XXXX Find Agency

OR

ABTA Number

XXXXXX Find Agency

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.

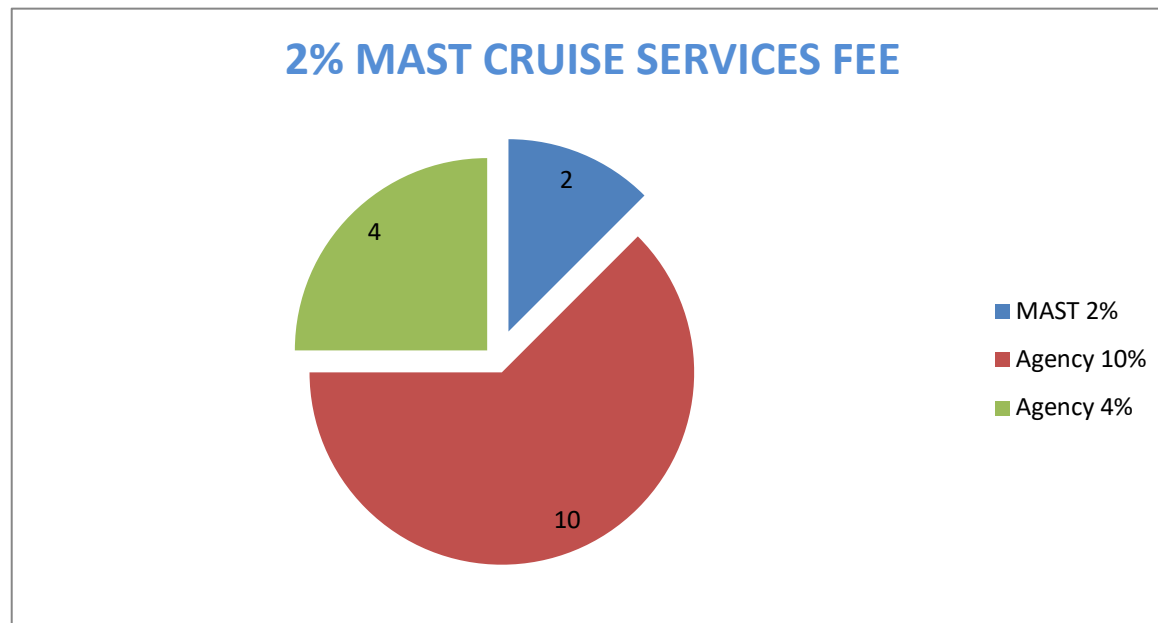
7.9 How Does MAST Calculate the Mast Cruise Services (MCS) Portion of Commission?

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



TAUCK OVERVIEW & REGISTRATION INSTRUCTIONS

NOTE: Tauck pays commission based on the previous year's traveler count.

Travel Hosts earns 15% commission and will retain 1% commission. Travel Hosts will pay 14% commission to the booking agency. All other components such as insurance, air or other items paid at varied rates will be paid at the rate Tauck pays.

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>

 The screenshot shows a web browser window displaying the Tauck Agent Connect registration page. The page has a green header with the Tauck logo and navigation links. The main content area is titled "AGENT CONNECT REGISTRATION" and includes a "Create new Tauck Agent Connect account" section with a form for "First Name" and "Last Name". There are also links for "Already a Member? Sign In" and "Manage Your Account". The page is designed with a clean, professional layout using green and white colors.



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



Section Nine – Regent and Viking

9.1 Regent Seven Seas Cruises Instructions

9.2 Viking River and Ocean Instructions

9.1

REGENT SEVEN SEAS CRUISES

NOTE: These instructions are only for **NEW Regent bookings**. Regent does not allow transfer of bookings and transferring would not change your current commission.

It is very important to follow the booking procedures 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 an agency confirmation of any booking they deposit to travelhosts@mvptravel.com . 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.

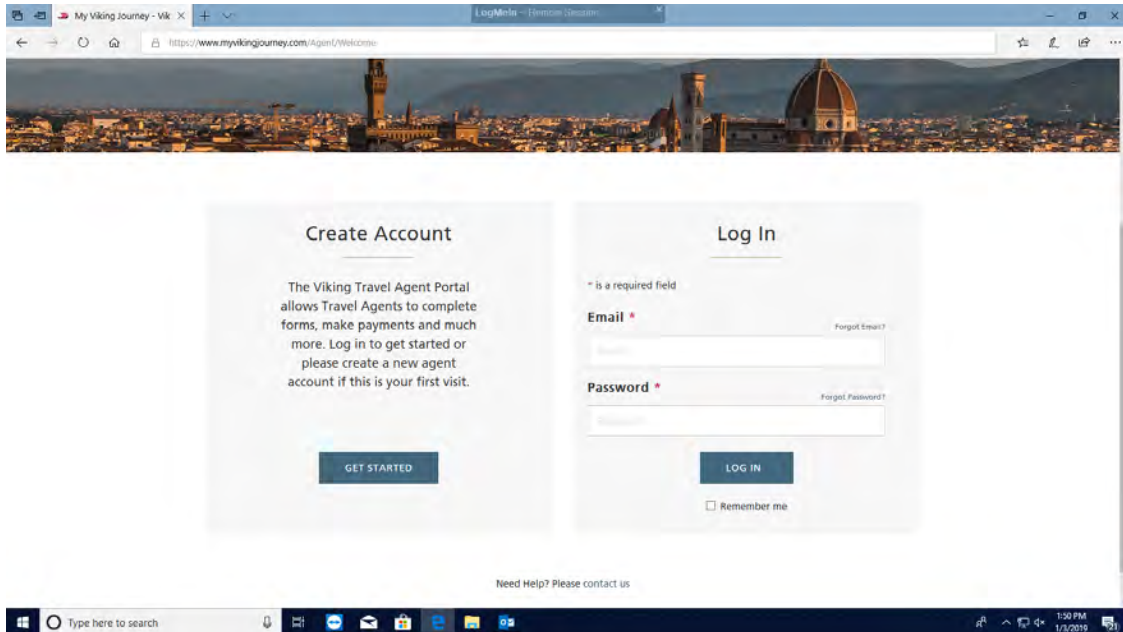
REGENT TRAVEL AGENT WEBSITE LINK:

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

The screenshot shows the Regent Travel Agent website's registration page. At the top, there's a banner for 'sell three | sail free' with a promotion to earn a free cruise. Below the banner, there's a login section with the text 'Log in to the Travel Agent Center to find materials, resources and helpful information for travel partners.' and a link to 'click here' for new agencies. The main 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*', 'PASSWORD*', and 'CONFIRM PASSWORD*'. There's also a 'DATA OR CLIA NUMBER*' field and an 'AGENCY TYPE*' dropdown menu. The 'ALREADY HAVE AN ACCOUNT?' section has fields for 'EMAIL ADDRESS*' and 'PASSWORD*', a 'LOG IN' button, and a 'REMEMBER ME' checkbox. The 'AGENCY TYPE*' dropdown is open, showing options: 'Corporate Office/Host Agency', 'Branch Location', 'Home Based Agent with Host Agency', and 'Home Based Agent Agency'. The footer contains links for 'PLAN A CRUISE', 'RESOURCES', and 'COMPANY INFORMATION'.

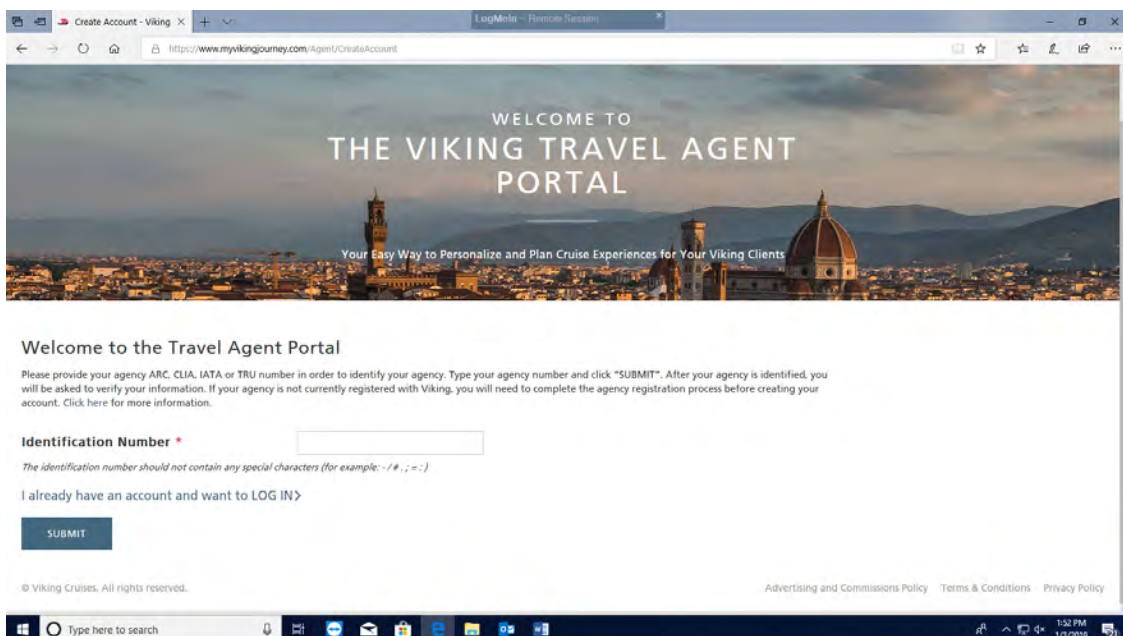
Viking River and Ocean Cruises

1. Visit <https://www.myvikingjourney.com/Agent/Welcome> and create a Travel Hosts agent account under Travel Center Hosts CLIA 00441243 and phone 630-889-9845.
2. When making a booking under Travel Hosts, send an agent confirmation to carm@mvprtravel.com upon initial deposit. **We will not know you booked anything unless you send a confirmation. If you make a booking by phone, instruct the res agent to add an alternate mailing address for physical documents. If you book online, call Viking to request this as well.**



The screenshot shows a web browser window with the URL <https://www.myvikingjourney.com/Agent/Welcome>. The page features a header image of a cityscape with a large dome. Below the header, there are two main sections: "Create Account" and "Log In". The "Create Account" section includes a description: "The Viking Travel Agent Portal allows Travel Agents to complete forms, make payments and much more. Log in to get started or please create a new agent account if this is your first visit." and a "GET STARTED" button. The "Log In" section includes a "Forgot Email?" link, an "Email" input field, a "Forgot Password?" link, a "Password" input field, a "LOG IN" button, and a "Remember me" checkbox. At the bottom, there is a "Need Help? Please contact us" link.

ID # is Travel Center Hosts CLIA 00441243



The screenshot shows a web browser window with the URL <https://www.myvikingjourney.com/Agent/CreateAccount>. The page features a header image of a cityscape with a large dome. Below the header, there is a "WELCOME TO THE VIKING TRAVEL AGENT PORTAL" section with the tagline "Your Easy Way to Personalize and Plan Cruise Experiences for Your Viking Clients". Below this, there is a "Welcome to the Travel Agent Portal" section with a description: "Please provide your agency ARC, CLIA, IATA or TRU number in order to identify your agency. Type your agency number and click 'SUBMIT'. After your agency is identified, you will be asked to verify your information. If your agency is not currently registered with Viking, you will need to complete the agency registration process before creating your account. Click here for more information." Below the description, there is an "Identification Number" input field with a red asterisk. Below the input field, there is a note: "The identification number should not contain any special characters (for example: - / # , ; :)". Below the note, there is a link: "I already have an account and want to LOG IN>". Below the link, there is a "SUBMIT" button. At the bottom, there is a footer with the text "© Viking Cruises. All rights reserved." and links for "Advertising and Commissions Policy", "Terms & Conditions", and "Privacy Policy".

When you get to AGENCY RELATIONSHIP – Choose the Hosted Agent/Independent Contractor Option

If you cannot use your email address because you have another account, you should use another email address.

provide when making a reservation when you call our call center.

Title * -- Select --

First Name *

Middle Name

Last Name *

Country * United States

Address 1 *

Address 2

Address 3

City *

Province/State * Alabama

Postal/Zip *

Phone Number *

Fax Number

Email Address *

Confirm Email Address *

Agency Relationship * Hosted Agent / Independent Contractor

Preferred Contact Method * -- Select --

☐ AGREE - By clicking the box and creating an account on the Viking Travel Agent Portal, I hereby acknowledge and accept the [Terms & Conditions](#) and acknowledge receipt of Viking River Cruise Inc.'s [Advertising and Commissions Policy](#).