



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.