



# TRAVEL CENTER HOSTS & MAST CRUISE SERVICES

## Instruction Manual

Program Sponsor:



Holland America Line®

travelhosts@mvptravel.com

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# Table of Contents

**Page 3: Program Contact Information**

**Pages 4 - 18: About Travel Center Hosts**

- Travel Center Hosts Agreement Form
- Agency Roster Form
- Commission Payouts
- Booking and Reporting
- Travel Center Hosts FAQs
- How to Calculate TCH Commissions
- Booking Process Overview
- Booking Cheat Sheet

**Page 19: Crystal Cruises**

**Page 20: Disney Cruise Line**

**Page 21: Holland America Line**

**Page 24: Norwegian Cruise Line**

**Page 26: Oceania Cruises**

**Page 27: Princess & Cunard Line**

**Page 30: Regent Seven Seas Cruises**

**Page 31: Seabourn**

**Page 34: Tauck**

**Page 35: Viking Ocean & River**

**Page 37: Windstar Cruises**

**Page 38: MAST Cruise Services**

**Page 42: Cruise Group Space & Amenity Sailings**

**Page 44: Best Price Program**

**Booking Transfer Instructions  
& Forms can be found on  
[www.mvptravel.com](http://www.mvptravel.com) > MAST Booking  
Programs > Travel Center Hosts >  
Resources**

# Program Contact Information

## **Travel Center Hosts, MAST Cruise Services, and Cruise Group Space & Amenity Sailings:**

### **Primary Contact:**

Pam Romani  
Director - Host Agency & Support Services  
travelhosts@mvptravel.com  
(630) 889-9817 x122

### **Secondary Contact:**

Jannai Bates  
Host Agency & Support Services Coordinator  
travelhosts@mvptravel.com  
(630) 889-9817 x138

### **Commission Payout Questions:**

Please contact the supplier company

### **Best Price Program:**

Andrew Davis  
President & COO  
andrew.davis@mvptravel.com  
(630) 889-9817 x121

**Travel Center Hosts'**  
**CLIA: 00441243**  
**Phone: 630.889.9845**



## About Travel Center Hosts

MAST's Travel Center Hosts (TCH) program was created to provide members with the opportunity to achieve the highest level of commission with cruise and tour suppliers by bringing member sales together. This "host agency" allows participating members to receive between 13% and 17% from select cruise and tour suppliers.

### **Getting Started**

To start earning top tier commission, complete and submit the Member Agreement and a Travel Advisor list. The agreement can be found at the below link and is available on the MAST website on the Travel Center Hosts page, under MAST Booking Programs. Once submitted and set up, start booking using the TCH CLIA and submit agent confirmations to [travelhosts@mvpttravel.com](mailto:travelhosts@mvpttravel.com) for commission tracking.

### **Participating Cruise & Tour Suppliers**

Crystal Cruises  
Cunard Line  
Disney Cruise Line  
Holland American Line  
Norwegian Cruise Line  
Oceania Cruises  
Princess Cruises  
Regent Seven Seas Cruises  
Seabourn  
Tauck  
Viking Ocean & River  
Windstar Cruises



# About Travel Center Hosts

## **Commission Payouts**

All commissions earned when booking through the TCH program will be paid directly to MAST; agencies will be paid by MAST/TCH on a monthly basis. Sales will be tracked internally at MAST based on the booking confirmation and commission paid by the supplier.

Net PIF bookings should be reported to MAST upon final payment by the booking agency. The Travel Center 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 advisor travel, etc. are charged the same Travel Center Hosts' commission and the booking agency will be charged for all net bookings to obtain the Travel Hosts' portion of commission.

## **Booking and Reporting Cruise Sales**

Bookings should be made through the cruise line booking engines. Bookings made via the cruise line's call center are discouraged by MAST. If required to call in a booking, ensure that all contact information is correct and booking confirmation is forwarded to [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com) for commission tracking. Procedures and training for booking each supplier through the TCH program will be provided upon completion of the Travel Center Hosts' agreement.



# Travel Center Hosts FAQs

## **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?**

For Crystal, Windstar, Oceania, Princess, Holland, Cunard, Disney Cruise Line, Tauck, Regent Seven Seas, Seabourn 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. You can also see Travel Center Hosts or MAST in the email subject line of the confirmation emails.

**AGENT NAME NOTE for PRINCESS, CUNARD, SEABOURN, AND HOLLAND: It is important for you and 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 the cruise line reservation agent refuses to do this, request they use your first AND last name or first initial and full last name.**

# Travel Center Hosts FAQs

## **How do I begin using Travel Center Hosts' services?**

Please complete the required Member Agreement on the MAST website via the registration link. You may also email [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com) to obtain the registration link.

## **How will I be paid commission?**

All commission for reservations booked through TCH will be paid to MAST. Booking agencies will be paid by MAST monthly for all commissions paid out by the supplier within a one month period. 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](mailto: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. Report the net paid booking by email to [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com) at time of final payment.

## **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. Report the net paid booking by email to [travelhosts@mvptravel.com](mailto: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.



## Travel Center Hosts FAQs

### **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.

### **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 on agency letterhead (or fill out supplier form) 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.

## Travel Center Hosts FAQs

### **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 toward 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 Crystal Cruises, Windstar Cruises, Disney Cruise, Oceania Cruises, Tauck, Regent and Viking please email the agent confirmation to [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com) upon initial deposit and at final payment. Confirmations from these suppliers are not reported to Travel Hosts. NOTE: It is helpful if you email all supplier's agency confirmations to [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com) to inform regarding new bookings, changes, etc.

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

Yes, use the individual cruise lines to connect. 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 SION 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@mvptravel.com](mailto:travelhosts@mvptravel.com) requesting a report. Specify time periods, booking dates, travel dates, etc. you are looking for.

## Travel Center Hosts FAQs

### **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 SION 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. The agency will be charged a fee to cover postage costs, supplies, and labor 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 MAST on the last business day of the month the commission is received from the supplier. Payments are processed the first full week of each month. The booking agency will receive an ACH deposit and statement from the MAST Accounting Department. The booking agency should expect to receive a payment within three business days after the commission statement is sent.

### **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 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 TCH program?**

No, you decide which cruise lines you want to book through TCH. 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.



## How to Calculate TCH Commission

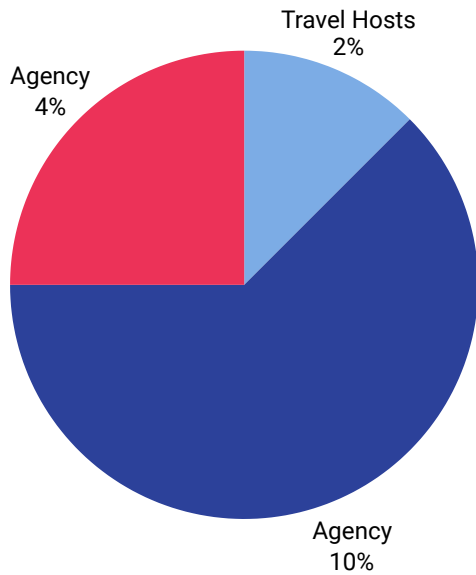
If you are participating in the Travel Hosts' program it may be confusing as to how the Travel Hosts portion of the commission is calculated. The portion of the TCH commission is taken from the commissionable cruise fare only for cruise line bookings. The commissionable cruise fare earns 14% to 18% commission depending on the cruise line. Travel Hosts withholds 1% to 2% and the agency is paid 13% to 17% 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.

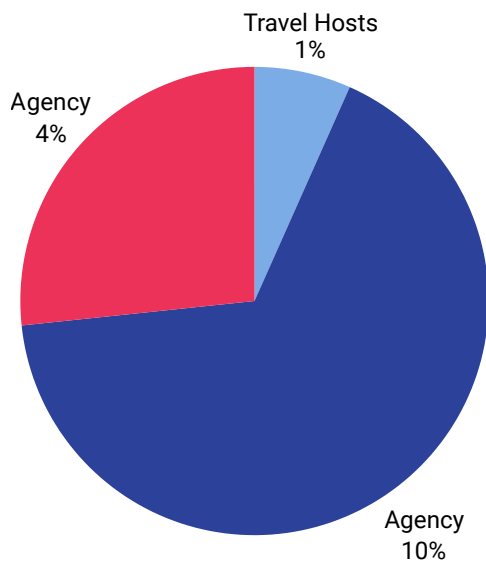
As an example on a 16% commission, Travel Hosts will keep 2 "pieces" of the pie below in blue and the agency will keep the remaining pieces of the pie below. If the 16% commission on a cruise = \$500, Travel Hosts keeps 2/16ths which is \$62.50. Your agency would keep \$437.50 of the \$500 commission.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

# How to Calculate TCH Commission

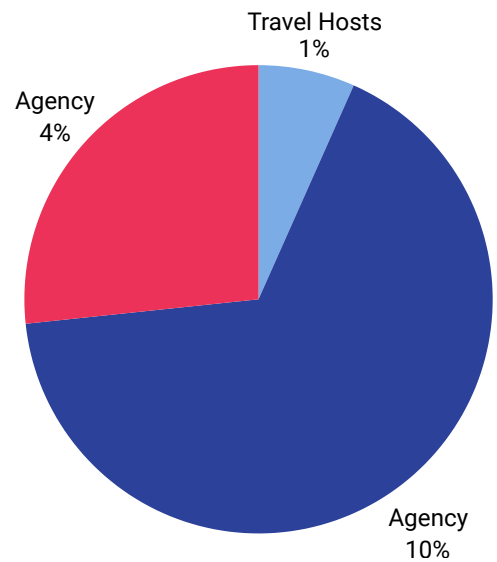
## Holland America Line, Princess & Norwegian Cruise Line - 16%



## Cunard Line 15%

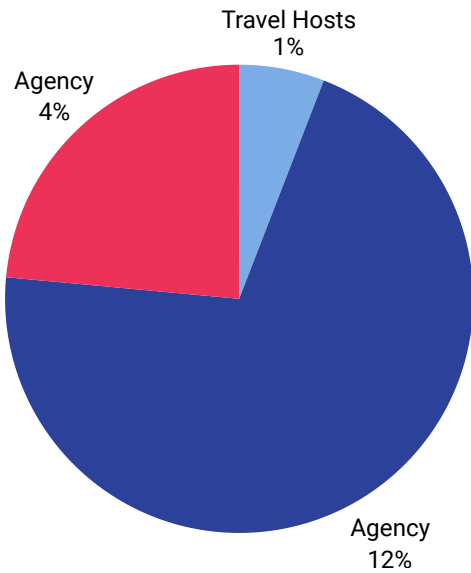


## Tauck 15%

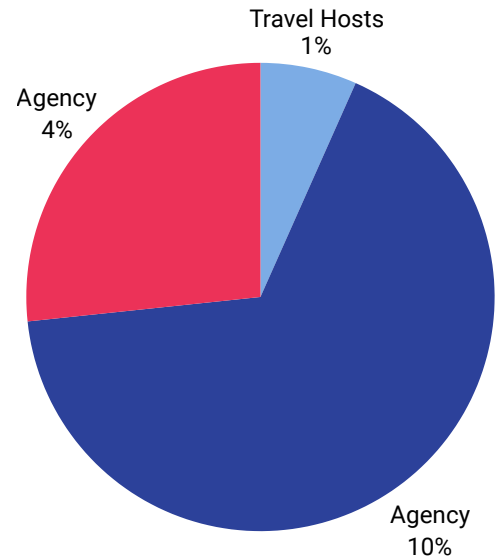


# How to Calculate TCH Commission

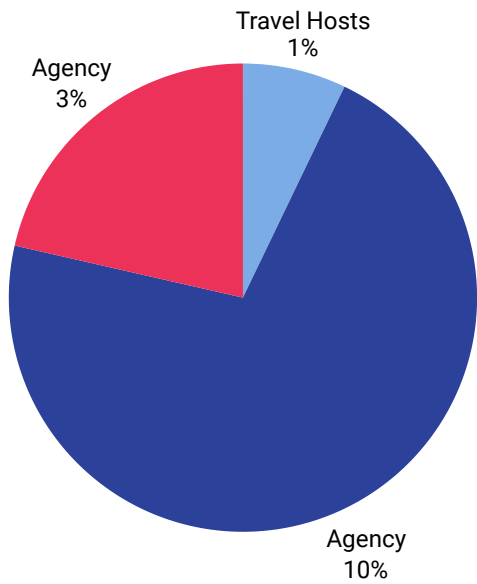
## Regent Seven Seas Cruises - 17%



## Crystal Cruises - 15%

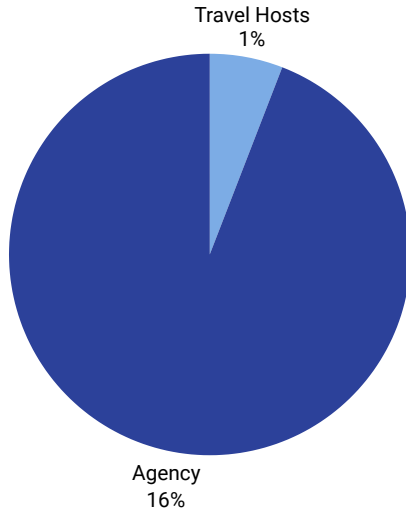


## Disney Cruise Line - 14%

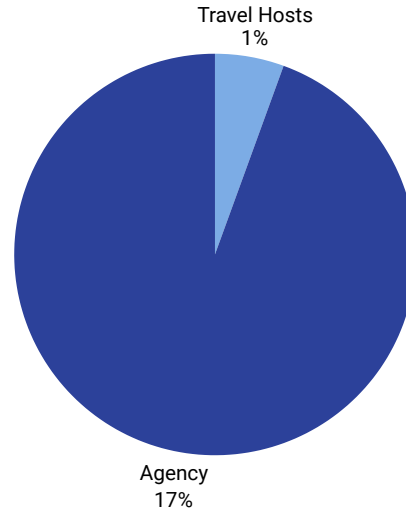


# How to Calculate TCH Commission

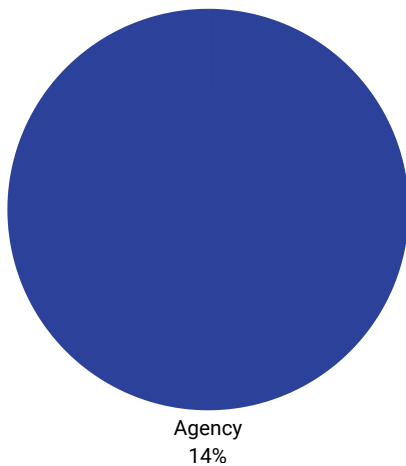
## Viking Ocean Cruises - 17%



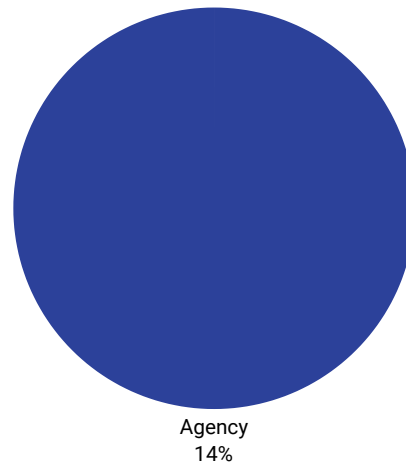
## Viking River Cruises - 18%



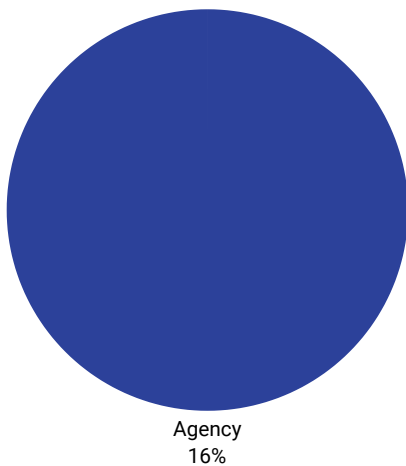
## Oceania Cruises - 14%



## Windstar Cruises - 14%



## Seabourn - 16%



# 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](mailto: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>

Princess  
Cunard Line  
Holland America Line  
Seabourn

**Other Supplier Travel Agent Websites / Booking Engines**

Crystal Cruises - [www.crystalcruises.com/booking-engine](http://www.crystalcruises.com/booking-engine)  
Disney Cruise Line - <https://www.disneytravelagents.com/>  
Norwegian Cruise Line – [NorwegianCentral.com](http://NorwegianCentral.com)  
Oceania Cruises - [www.oceaniacruises.com/agent/agent-login](http://www.oceaniacruises.com/agent/agent-login)  
Regent Seven Seas Cruises - <https://www.rssc.com/agent/>  
Tauck – Tauck Agent Connect - <https://www.tauck.com/login>  
Viking River and Ocean - <https://www.myvikingjourney.com/agent/welcome/>  
Windstar Cruises - [www.advisorhub.windstarcruises.com/login](http://www.advisorhub.windstarcruises.com/login)

**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](mailto:travelhosts@mvptravel.com) upon deposit and final payments. This helps us identify what agency the bookings belong to. Remember – we cannot pay commission if we do not know what agency a booking belongs to!

# Booking Cheat Sheet

<b>Travel Center Hosts</b> Book Using Travel Center Hosts Credentials CLIA: 00441243   Phone: (630) 889-9845				
Participating Supplier	Instructions	Booking Engine	2026 Commission Paid to Agency	Available to Book through MAST's Cruise Booking Platform?
Crystal Cruises	Create login under TCH CLIA # / Phone #. <b>(Email Booking Confirmations-Agent Copy to <a href="mailto:travelhosts@mvptravel.com">travelhosts@mvptravel.com</a>)</b>	<a href="http://www.crystalcruises.com/booking-engine">www.crystalcruises.com/booking-engine</a>	Agency earns 14%	Available
Cunard Line	Must use more than just first name for the AGENT CONTACT. <b>(Do NOT Need to Email Booking Confirmations)</b>	<a href="http://www.onesourcecruises.com">www.onesourcecruises.com</a> (MAST can create a login under Travel Center Hosts.)	Agency earns 14%	Available
Disney Cruise Line	Your current Disney login can be used. Change agency to Travel Hosts after logging in. (Top of screen near your name) <b>(Email Booking Confirmations-Agent Copy to <a href="mailto:travelhosts@mvptravel.com">travelhosts@mvptravel.com</a>)</b>	<a href="http://www.disneytravelagents.com">www.disneytravelagents.com</a> (Book under your usual login)	Agency earns 13% Transferred reservations earn 10%. NOTE: Disney tends to fluctuate every year between 11% to 14%. EarMarked Agencies should book on own.	Available
Holland America Line	Must use more than just first name for the AGENT CONTACT. <b>(Do NOT Need to Email Booking Confirmations)</b>	<a href="http://www.onesourcecruises.com">www.onesourcecruises.com</a> (MAST can create a login under Travel Center Hosts.)	Agency earns 14%	Available

## Booking Cheat Sheet Cont.

Participating Supplier	Instructions	Booking Engine	2026 Commission Paid to Agency	Available to Book through MAST's Cruise Booking Platform?
Norwegian Cruise Line	<p>Must provide your agency phone for the secondary agency field.</p> <p>Individual Travel Hosts Booking - Primary agency: Travel Hosts, Secondary agency: Your agency Booking into Travel Hosts Group - Primary agency: Travel Hosts Secondary agency: Your Agency Booking into MAST Consortia Group - Primary agency: MAST Secondary agency: Your agency</p> <p><b>(Do NOT Need to Email Booking Confirmations)</b></p>	www.norwegiancentral.com (MAST can create a login under Travel Center Hosts.)	Agency earns 14%	Available
Oceania Cruises	<p>Create a login under Travel Hosts CLIA # / Phone #</p> <p><b>(Email Booking Confirmations-Agent Copy to <a href="mailto:travelhosts@mvprtravel.com">travelhosts@mvprtravel.com</a>)</b></p>	www.oceaniacruises.com (Book under your Travel Center Hosts login)	Agency earns 14%	Available
Princess Cruises	<p>Must use more than just first name for the AGENT CONTACT.</p> <p><b>(Do NOT Need to Email Booking Confirmations)</b></p>	www.onesourcecruises.com (MAST can create a login under Travel Center Hosts.)	Agency earns 14%	Available
Regent Seven Seas Cruises	<p>Create a login under Travel Hosts CLIA # / Phone #</p> <p><b>(Email Booking Confirmations-Agent Copy to <a href="mailto:travelhosts@mvprtravel.com">travelhosts@mvprtravel.com</a>)</b></p>	www.rssc.com/agent (Book under your Travel Center Hosts login)	Agency earns 16%	Available
Seabourn	<p>Must use more than just first name for the AGENT CONTACT.</p> <p><b>(Do NOT Need to Email Booking Confirmations)</b></p>	www.onesourcecruises.com (MAST can create a login under Travel Center Hosts.)	Agency earns 16%	Not yet available
Tauck	<p>Create a login under Travel Hosts CLIA # / Phone #</p> <p><b>(Email Booking Confirmations-Agent Copy to <a href="mailto:travelhosts@mvprtravel.com">travelhosts@mvprtravel.com</a>)</b></p>	www.tauck.com/login (Book under your Travel Center Hosts login)	Agency earns 14%	Not Available
Viking®	<p>Create a login under Travel Hosts per instructions sent to your agency.</p> <p><b>(Email Booking Confirmations-Agent Copy to <a href="mailto:travelhosts@mvprtravel.com">travelhosts@mvprtravel.com</a>)</b></p>	www.myvikingjourney.com/agent/welcome (Book under your Travel Center Hosts login)	Agency earns 16% Ocean Cruises 17% River Cruises	Not yet available
Windstar Cruises	<p>Create a login under Travel Hosts CLIA # / Phone # <b>(Email Booking Confirmations-Agent Copy to <a href="mailto:travelhosts@mvprtravel.com">travelhosts@mvprtravel.com</a>)</b></p>	advisorhub.windstarcruises.com Book Windstar Cruises under the TCH CLIA # / Phone #	Agency earns 14%	Available

# Booking Cheat Sheet

MAST Cruise Services Book Using YOUR AGENCY'S Credentials				
Participating Supplier	Instructions	Booking Engine	2026 Commission Paid to Agency	Available to Book through MAST's Cruise Booking Platform?
Azamara	Book Using YOUR AGENCY'S Credentials <b>(Email Booking Confirmations-Agent Copy to <a href="mailto:travelhosts@mvptravel.com">travelhosts@mvptravel.com</a>)</b>	connect.azamara.com/	Agency earns 14%	Available
Celebrity Cruises	Book Using YOUR AGENCY'S Credentials <b>(Do NOT Need to Email Booking Confirmations)</b>	www.cruisingpower.com	Agency earns 14%	Available
Royal Caribbean Cruise Line	Book Using YOUR AGENCY'S Credentials <b>(Do NOT Need to Email Booking Confirmations)</b>	www.cruisingpower.com	Agency earns 14%	Available

## Host Agency Program Resources

### Host Agency Program Webpages

[www.mvptravel.com](http://www.mvptravel.com) > MAST Booking Programs

### Travel Center Hosts Manual

[www.mvptravel.com](http://www.mvptravel.com) > MAST Booking Programs > Travel Center Hosts

### Program Cheat Sheet

[www.mvptravel.com](http://www.mvptravel.com) > MAST Booking Programs > Travel Center Hosts > Resources

### Unclaimed Bookings List

[www.mvptravel.com](http://www.mvptravel.com) > MAST Booking Programs > Unclaimed Bookings

### Booking Transfer Information

[www.mvptravel.com](http://www.mvptravel.com) > MAST Booking Programs > Travel Center Hosts > Resources

### Preferred Supplier Reference Guide

[www.mvptravel.com](http://www.mvptravel.com) > Suppliers

**Booking Confirmations:**  
**[travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com)**

## Questions (Not Booking Confirmations)

Jannai Bates

Host Agency & Support Services Coordinator

[jannai.bates@mvptravel.com](mailto:jannai.bates@mvptravel.com)

# CRYSTAL

## Crystal Cruises

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 Crystal pays. You must be enrolled in the Travel Center Hosts program to earn 14% commission.

### **Crystal Registration**

Register yourself as an agent of Travel Center Hosts. Use CLIA 00441243 in the registration process.

**Crystal Booking Engine:** <https://www.crystalcruises.com/booking-engine>

### **Book with Crystal by phone – 888-616-9615**

- Use your full name as the booking agent.
- 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.
- Make sure a confirmation is sent to [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com) as well as to the booking agency.

### **Documents for Clients**

Ask the res agent at Crystal 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 will incur the cost for postage if MAST ships your client docs to your agency.

Travel Hosts' Phone: 630.889.9845

Travel Hosts' CLIA: 00441243

### **Booking Transfer Instructions**

Email a letter to Lynne Chomicz at [lchomicz@crystalcruises.com](mailto:lchomicz@crystalcruises.com) and send a copy of the letter to [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com).

#### **For the letter:**

1. On your letterhead
2. Tell them to keep the booking agent name the same
3. Booking numbers and client names
4. Request release for current agency to new agency (TCH)
5. Include TCH CLIA # and phone #
6. Sign the letter
7. Ask them to send an updated agency confirmation to your email and [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com)  
(We will not know you have a Crystal booking unless you send us a copy of the letter and confirmations!)

# Disney Cruise Line

## **Booking Online: <http://www.disneytravelagents.com/login>**

Book as you normally would for a Disney TA online reservation. BE SURE TO LOG IN WITH YOUR TRAVEL HOSTS' 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. 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 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 [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com).

## **Booking by Phone**

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](mailto:travelhosts@mvptravel.com)



Holland America Line®

## Holland America Line

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@mvptravel.com](mailto:travelhosts@mvptravel.com). The request must include: Agent full name, agent email address that is NOT currently used in another OneSource account and agency name.

**Booking Online: <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 & AGENT NAME as contact or use first name initial and last name.

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

**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](mailto:travelhosts@mvptravel.com).

Phone: 630.889.9845

CLIA: 00441243



# Holland America Line

## **How to Check-In and Print Documents for 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.

1. Go to the HAL Travel Agent website: <https://gohal.com/>
2. Login with your Travel Hosts' login for Princess Onesource (If you do not have a Travel Hosts' login, email [travelhosts@mvpttravel.com](mailto:travelhosts@mvpttravel.com))
3. Under the BOOK tab, click check-in
4. Enter the client booking number and last name and complete the check-in process.

## **Procedure for 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](mailto: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](mailto:World_Cruise_Reservations@hollandamerica.com).



# Holland America Line

## **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](mailto: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](mailto: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.



# Norwegian Cruise Line

**Booking Online: <http://www.sso.ncl.com>**

Log into the NCL Travel Agent Website WITH YOUR TRAVEL HOSTS' LOGIN.

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).

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

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

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. A login has been provided to your agency for the agency. If you would like your own login, email [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com) and one will be provided to you as part of your agency.

## **Booking by Phone**

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 [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com) and to your agency email address.



# Norwegian Cruise Line

## **How to Check-In and Print Documents for Clients**

Log in to [www.bookncl.com](http://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.

## **How to Book Into an NCL MAST Group Online**

1. Log into the NCL Travel Agent Website WITH YOUR OWN LOGIN FROM YOUR AGENCY and begin your search for a cruise.
2. Select the cruise you want.
3. 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.
4. Choose the cabin you want.
5. 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.

## **How to Book Into an NCL MAST Group by Phone**

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 [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com) and to your agency email address.

## Oceania Cruises

Register yourself as an agent of Travel Center Hosts. Use CLIA 00441243 in the registration process.

**Booking Online: <https://www.oceaniacruises.com>**

When you get to the screen to enter your client names, change the agent name to your AGENCY NAME & AGENT NAME.

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

### **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 name as the BOOKING AGENT and 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 [oceaniacruises.com](https://www.oceaniacruises.com) yourself after the booking is made. Make sure a confirmation is sent to [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com). Phone: 630.889.9845, CLIA: 00441243

## Princess & Cunard Line

Upon registration each agent will be provided their own login under Travel Hosts. If an agent has not been provided one and needs a login, send a request to create a login to [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com). The request must include: Agent full name and an agent email address and agent phone number that is NOT currently used in another OneSource account or agency name.

**Booking Online: <https://www.onesourcecruises.com/onesource/login>**

Open Polar Online via the green Book and Manage Cruises Button and create a booking. When you get to the screen to enter your client names, change the agent name to your AGENCY NAME & AGENT NAME.

Note: There are only 8 characters available. Abbreviate the agency name if necessary or use first name initial and last name. This is how Travel Hosts identifies the booking agency.

### **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 name linked to your Princess Member number as the BOOKING AGENT and 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](mailto:travelhosts@mvptravel.com).

Phone: 630.889.9845, CLIA: 00441243

## Princess & Cunard Line

### **How to Check-In and Print Documents for 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 > Find your client's booking in the list, scroll down and print boarding passes

### **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!

### **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 & Cunard Line

### **Princess' Travel Advisor 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.



## Regent Seven Seas Cruises

**Booking Online: <https://www.rssc.com/agent/>**

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
2. Agency from AGENCY TYPE drop-down list when you register.
3. Book Using Travel Hosts Credentials in item #1 above.
4. Please email an agency confirmation of any booking they deposit to [travelhosts@mvptravel.com](mailto: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.



SEABOURN®

## Seabourn Cruise Line

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@mvptravel.com](mailto:travelhosts@mvptravel.com). The request must include: Agent full name, agent email address that is NOT currently used in another OneSource account and agency name.

**Booking Online: <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 & AGENT NAME as contact or use first name initial and last name.

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

### **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](mailto:travelhosts@mvptravel.com).

Phone: 630.889.9845

CLIA: 00441243



SEABOURN®

## Seabourn Cruise Line

### **How to Check-In and Print Documents for Clients**

For questions and/or help with your Online Check-in forms, please contact Seabourn at 800-442-4448. Please be aware that Seabourn cannot print, email or fax guest's Express Docs or Boarding Pass.

1. Go to the Seabourn Travel Agent website: <https://goseabourn.com/>
2. Login with your Travel Hosts' login for Onesource (If you do not have a Travel Hosts' login, email [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com))
3. Under the BOOK tab, click check-in
4. Enter the client booking number and last name and complete the check-in process.

### **Procedure for 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 [guestservices@seabourn.com](mailto:guestservices@seabourn.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

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 Seabourn via fax at (206) 501-2900 or email to [guestservices@seabourn.com](mailto:guestservices@seabourn.com).



SEABOURN®

## Seabourn Cruise Line

### **Change from One Travel Agency to Another Travel Agency**

Please advise your guest to fill out the “Reservation Transfer Request Form: To submit the form, fill in the required information, and email to [guestservices@seabourn.com](mailto:guestservices@seabourn.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

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 Seabourn via fax at (206) 501-2900 or email to [guestservices@seabourn.com](mailto:guestservices@seabourn.com). Upon receipt of the change request, Seabourn 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 Seabourn 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 Seabourn.

## Tauck

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/loginrefer=/mytauck/myprofile.aspx>

### **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.
- Use your full name as the booking agent.
- 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.
- Make sure a confirmation is sent to [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com) as well as to the booking agency.

### **Documents for Clients**

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 will incur the cost for postage if MAST ships your client docs to your agency.

Travel Hosts' Phone: 630.889.9845

Travel Hosts' CLIA: 00441243

## **Booking Transfer Instructions**

Email a letter to [salesteam@tauck.com](mailto:salesteam@tauck.com) and send a copy of the letter to [travelhosts@mvptravel.com](mailto: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](mailto:travelhosts@mvptravel.com) (We will not know you have a Tauck booking unless you send us a copy of the letter and confirmations!)



# Viking Ocean & River Cruises

Booking Online: <https://www.myvikingjourney.com/Agent/Welcome>

When making a booking under Travel Hosts, send an agent confirmation to [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com) upon initial deposit. We will not know you have a booking 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.

ID # is Travel Center Hosts CLIA 00441243

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.

## Documents for Clients

Ask the res agent at Viking 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 will incur the cost for postage if MAST ships your client docs to your agency.

Travel Hosts' Phone: 630.889.9845

Travel Hosts' CLIA: 00441243

**You can verify the mailing address for your booking's documents by reviewing pages 4-5, where it shows you the mailing address for EACH traveler on the booking. If it's incorrect, contact Viking Reservations to correct the information.**

## Transferring Viking River and Ocean Cruise Bookings

To transfer a Viking booking email a letter on YOUR agency letterhead to: [vcmail@vikingcruises.com](mailto:vcmail@vikingcruises.com)

### **On the letter include the following information:**

1. Booking agent name, phone and email (if it is the same as the original information you can indicate as such)
2. Booking numbers and client names
3. On the letter request release for current agency to new agency
4. Include agency name, ARC/IATA, TRUE or CLIA #
5. Letter must be signed by agency manager requesting the transfer

## Windstar Cruises

Effective July 1<sup>st</sup>, 2025 - Windstar became a part of the Travel Center Hosts program.

Travel Hosts earns 14% commission and will retain nothing at this time. 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 Windstar pays. You must be enrolled in the Travel Center Hosts program to earn 14% commission.

### Windstar Registration

Register yourself as an agent of Travel Center Hosts. Use CLIA 00441243 in the registration process.

**Windstar Advisor Hub:** <https://www.advisorhub.windstarcruises.com/login>

### Book with Windstar by phone – 855-419-5099

- Use your full name as the booking agent.
- 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.
- Make sure a confirmation is sent to [travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com) as well as to the booking agency.

### Documents for Clients

Ask the res agent at Windstar 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 will incur the cost for postage if MAST ships your client docs to your agency.

Travel Hosts' Phone: 630.889.9845

Travel Hosts' CLIA: 00441243

### Booking Transfer Instructions

To transfer a Windstar Cruise booking email a letter on YOUR agency letterhead to Windstar Sales at [windstar\\_sales@windstarcruises.com](mailto:windstar_sales@windstarcruises.com)

On the letter include the following information:

1. Booking agent name, phone, and email (if it is the same as the original information you can indicate as such)
2. Booking numbers and client names
3. On the letter request release for current agency to new agency (Travel Center Hosts)
4. Include Travel Center Hosts name, CLIA # and phone #
5. Letter must be signed by agency manager requesting the transfer

**NOTE: If it is a Direct Booking to Agency Transfer, the letter must also be signed by the travelers, confirming they want the agency to take over the booking.**



## MAST Cruise Services

### Earning 14% Commission on Royal Caribbean, Celebrity Cruises, and Azamara

#### 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 deposited in agency's designated bank account 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, 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. (RCCL & Celebrity) or Rez A (Azamara).

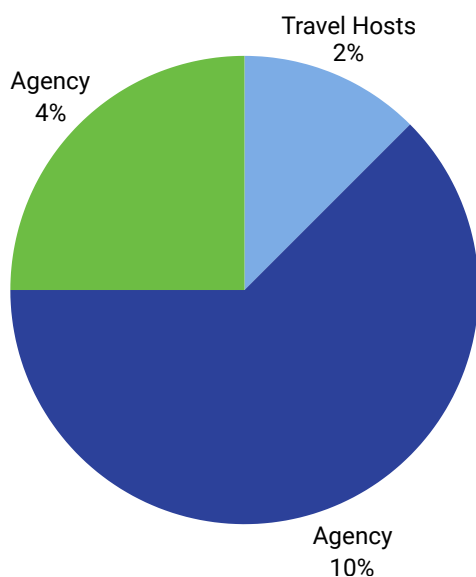
## MAST Cruise Services

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 light blue and the agency will keep 14 “pieces” of the pie below in dark blue & 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!





# MAST Cruise Services

## **Setup Instructions for MAST Cruise Services - CruisingPower**

### **STEP 1: COMPLETE THE MCS AGREEMENT FORM**

Click the link on page 24 or visit [www.mvptravel.com](http://www.mvptravel.com) > MAST Booking Programs > MAST Cruise Services

### **STEP 2: MAST TO NOTIFY ROYAL CARIBBEAN**

Once the agreement form has been submitted back to MAST, MAST will send it off to the appropriate suppliers, notifying them your agency should be set up under MAST, with bookings earning 16% (14% to agency and 2% retained by MAST).

### **STEP 3: MAST ACCOUNT CREATED WITH ROYAL CARIBBEAN**

Once MAST notifies the suppliers, the process in creating your new agency account under the name "MAST AGENCY NAME" will begin.

**PLEASE NOTE: At this point, you will not be able to access your bookings in either accounts. Please be aware, this process could take 2-4 days and is out of MAST's control. Please work with MAST's program manager to plan accordingly. MAST will notify you when the account is accessible.**

### **STEP 4: REGISTER ADMIN LOGIN UNDER NEW ACCOUNT (RCCL & Celebrity)**

The agency administrator and all users will need to register under the new account. To set an agency administrator for one of your agency's users contact the Automations Support Desk at 800.443.5789 or by email at [cmsupport@rccl.com](mailto:cmsupport@rccl.com). Once each user creates their account the agency administrator will receive an email to approve it.

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

Click the "Create an Account" button > Click the "Register for CruisingPower" button > Complete the registration steps using YOUR AGENCY PHONE NUMBER.

**PLEASE NOTE: If an individual is already a registered user in CruisingPower, they will need to register as a new user under the new account WITH A DIFFERENT EMAIL ADDRESS. An agency administrator needs to be assigned before additional users can be approved into the account.**



## MAST Cruise Services

### **STEP 5: TRANSFERRING EXISTING BOOKINGS**

Agency must submit a list of bookings to transfer (within supplier's booking transfer policy). Following the instructions provided on [www.mvptravel.com](http://www.mvptravel.com) > MAST Booking Programs > MAST Cruise Services.

**PLEASE NOTE: Please be aware, this process could take 7 days and is out of MAST's control. Please plan accordingly.**

### **STEP 6: PREVIOUS ROYAL CARIBBEAN TRAINING STATUS**

If any users from your agency wish to keep their previous training status with Royal Caribbean, they need to have two access accounts or ask Royal Caribbean's loyalty office to transfer their training over to the new account.

# Cruise Group Space & Amenity Sailings

The Group Space Sailings can be found on [www.mvptravel.com](http://www.mvptravel.com) > MAST Booking Programs > Cruise Group Space & Cruise Sale Dates

## Travel Center Hosts & MAST Cruise Group Space

Group space is held under MAST and under Travel Hosts for Norwegian Cruise Line, Regent Seven Seas Cruises, Holland America Line, and Princess. Group space is also held under MAST for Royal Caribbean and Celebrity. 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 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](mailto: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](mailto: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.

# Cruise Group Space & Amenity Sailings

## Program Benefits:

### Benefits for Your Clients

- Lock in a better price for your clients (as inventory fills, prices go up)
- Offer your clients sailing dates no longer available to the public
- Provide your clients a group amenity without having a "group", such as; onboard credit, specialty dining, gifts brought to their cabin, and more

### Benefits for Your Agency

- TC's can be applied as an individual's cruise fare (most commonly, the group leader), or the agency can retain the TC as additional revenue beyond the commission
- Stay competitive with OTA's and big cruise sellers
- Retain customers lured to direct bookings by offering a better deal than they'd get by booking direct
- Boost sales with cruise lines which may lead to more support, co-op funds, invitations to fams and inaugural sailings
- Higher commission in the MAST program



# 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 [andrew.davis@mvptravel.com](mailto:andrew.davis@mvptravel.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:** We can assist with price matching against online travel agencies (OTAs) and non-preferred suppliers when the same itinerary, fare class, and booking terms are available. Please note that we are unable to price match against Costco offerings.

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



Travel Center Hosts & MAST Cruise Services  
[travelhosts@mvptravel.com](mailto:travelhosts@mvptravel.com)  
[www.mvptravel.com](http://www.mvptravel.com)