

2013

Xstream Travel Advanced Agent
Training Manual



TABLE OF CONTENTS

WELCOME FROM THE PRESIDENT	03
XSTREAM TRAVEL ADVANCED CONSULTANT REFERENCE INFORMATION	04
SECTION I: BENEFITS	05
SECTION II: CLIENTS	11
SECTION III: VACATION PACKAGES	15
SECTION IV: CRUISES	21
SECTION V: GLOSSARY & TERMS	31
SECTION VI: SUPPLIERS	40
SECTION VII: FORMS	46

WELCOME FROM THE PRESIDENT...

Everyone would love a business opportunity which is fun, rewarding...and growing. Travel is currently an \$8 trillion business and expected to grow to 16 trillion in the next decade. Our goal is to become the largest seller of leisure travel—and we will accomplish this goal by building the largest and most successful sales force in the industry through training, support and opportunity.

Xstream Travel's training programs and the tools we provide are the best in the industry. This versatile program accommodates both experienced consultants as well as those with no experience. By utilizing the tools provided in this manual, you will be a part of the Xstream Travel success story.

We provide you the option to train in your home, office or join us in at one of our live training. Whichever method best suits your needs; we can help you earn your independence by becoming a certified travel consultant. The Xstream Travel training program is ongoing, supporting you with conference calls and web casts, as well as tips from the top Resort and Cruise suppliers to help you become successful.

Travel is something everyone is doing or wants to do, that means the world is your market, so have fun and let everyone you meet know you are a travel consultant and invite them to become part of the most exciting and fun business there is.

Thanks for joining the Xstream Travel family and remember, It's an amazing world. You should see it!

DAVID MANNING
PRESIDENT AND CEO

XSTREAM TRAVEL ADVANCED CONSULTANT REFERENCE INFORMATION

CORPORATE OFFICE:

Xstream Travel Inc.
307 South Jupiter Rd
Suite #210
Allen, TX 75002

MAILING ADDRESS:

Xstream Travel Inc.
101-C N. Greenville #245
Allen, TX 75002

IMPORTANT NUMBERS:

Phone: 214-383-0122
Fax: 972-692-7517
IATA & CLIA#: 45609642

SECTION I – BENEFITS

HOW TO RECEIVE BENEFITS BEING A TRAVEL CONSULTANT WITH XSTREAM TRAVEL

Our IATA number is 45609642. You always use that number when a supplier or web site asks you to identify a number.

ALL XSTREAM TRAVEL CONSULTANTS MUST HAVE BUSINESS CARDS TO REPRESENT THEMSELVES AND THE COMPANY. You cannot get into trade shows, receive discounts or get any other benefits without them. Only Certified Consultants that have completed training and testing are eligible for travel consultant discounts. All travel consultants discounts are at the discretion of the supplier.

HOW DO I GET A DISCOUNT OR UPGRADE ON MY CAR RENTAL?

You follow the same procedures as checking into a hotel. You call the toll free number of the car rental company and identify yourself as a Travel Consultant. At that point, you can inquire about the availability of discounts or upgrades available to you.

HOW DO I GET A DISCOUNT FOR A CRUISE?

Cruise lines do offer discounts to consultants on most sailings. A VIP Rate is offered to most consultants for taxes and port charges only. You can usually get this rate within the last 5 to 10 days prior to port departure. The port charges and taxes will differ according to the length of the cruise and the port. You can register with the different cruise lines to receive this information via e-mail.

HOW DO I GET A DISCOUNT FOR A PLANE TICKET?

Most regular airlines do not give discounts to travel consultants unless they are IATAN approved. You can earn your IATAN through Xstream Travel as soon as you have reached \$5,000 in travel commission earnings in one year.

HOW DO I FIND OUT ABOUT TRADE SHOWS?

Trade shows are given by the industry to introduce consultants to different suppliers in the travel business and find out about their products. Current trade shows are listed on our web site in the Advance Consultants section and updates are sent out through our email notifications.

HOW DO I FIND OUT ABOUT FAM TRIPS?

FAM Trips are Familiarization Trips given by the industry for travel consultants to visit a particular area at a discount price. Once you are certified and booking travel you will find many suppliers offering FAM trips. Most FAM trips require a guided site inspection of the property. If site inspections are required, and you fail to attend, your consultant card and association with Xstream Travel could be cancelled. FAM trips can be fun but most FAM trips are more business than vacation.

WHAT IF MY SPOUSE WANTS TO HELP BOOK TRAVEL?

If your spouse wants to help book travel then he or she can purchase the training for a small fee and must complete the Certified Training.

REFERRAL & CERTIFIED CONSULTANTS WITH XSTREAM TRAVEL

There are two levels of consultants in our company. First we will look at the recommended requirements and then the benefits.

REQUIREMENTS FOR REFERRAL CONSULTANTS WITH XSTREAM TRAVEL

- Earn 20% of commission received when sales are referred to home office.
- Earn 65% of collected commission when sale are booked on your website.

REQUIREMENTS FOR CERTIFIED CONSULTANTS WITH XSTREAM TRAVEL

- Take the certified travel training and **PASS** the certification test.
- Listen to the travel training calls.
- Follow all of the Xstream Travel rules when booking direct with suppliers.

COMMISSION EARNED BY TRAVEL CONSULTANTS OF XSTREAM TRAVEL

Referral Consultant

A referral consultant cannot book travel except through the Paycation web site. They earn 65% of the commission received.

Certified Consultants

Certified Consultant commission is distributed as follows: 25% to Xstream Travel + 75% to the Consultant for booking the trip = 100% of the commission received. If Xstream Travel has to aid in a booking, your commission may be adjusted.

Referral or Certified Consultants referring a trip to a Certified Consultant

20% to the Referral Consultant + 50% to the Certified (CTC) + 30% to Xstream Travel = 100% of the commission received. Once again, if Xstream Travel aids in the booking, the commission may be adjusted.

Commissions are only paid if Xstream Travel receives commission for the booking. If a client cancels commissions do not apply. Checks are usually received by Xstream Travel from 30 to 60 days after the client travels. ***You are not allowed to book trips at net, if you do you will forfeit commission and it is grounds for termination. You will have to pay Xstream any commission due on a trip booked net.**

WHERE DO I GO TO GET MORE EDUCATION ON AREAS I AM INTERESTED IN?

Education is the key to becoming a top travel consultant.

Speak with other consultants in order to share information about industry events and other helpful information.

❖ [CHECKOUT THE FOLLOWING PROGRAMS AT THE WWW.THETRAVELINSTITUTE.COM](http://WWW.THETRAVELINSTITUTE.COM)

AT LEAST 18 MONTHS OF FULL-TIME TRAVEL INDUSTRY EXPERIENCE:

Certified Travel Associate (CTA) program

First level of certification for front-line travel professionals

AT LEAST 5 YEARS OF FULL-TIME INDUSTRY EXPERIENCE

Certified Travel Counselor (CTC) program

Pinnacle level of certification for owners and managers or long-time sellers of travel

EXECUTIVES

Certified Travel Industry Executive (CTIE) program

Explores and evaluates leadership style and effectiveness

ALL EXPERIENCE LEVELS

Destination Specialist (DS) courses

Specialist (LS) courses

Explore popular niche markets

❖ [CHECKOUT WWW.TRAVELWEEKLY.COM](http://WWW.TRAVELWEEKLY.COM)

THIS WEB SITE INCLUDES ARTICLES, EVENTS, SPECIAL REPORTS AND SEMINARS FOR TRAINING.

Classes include such topics as:

- How to Sell Mexico
- Norwegian Cruise Lines
- Las Vegas
- Africa
- Spa Finder

SETTING UP YOUR OFFICE

It is time to get organized! Decide on a location to become your “base of operations”. You may pick a spot at home or you may have an office but you must have a place to put everything.

SOME OF THE THINGS YOU WILL NEED:

- Telephone
- Computer
- Internet access Your Xstream Business Cards
- Xstream Travel Business card
- Magazine racks to hold suppliers catalog.
- Your Advance Training Manual
- A rolodex or an Address book with your contacts readily available
- A fax machine or online fax through email service. Use <http://www.efax.com> or a variety of other web-based services to sign-up for an 800# online

A special note on your computer - Your computer is your biggest asset. Your back page on your Xstream Travel web site has a list of computer programs and how to use those programs. Lean different software programs to help you in marketing your business.

SOME SIMPLE THINGS TO HELP GET STARTED:

- Start by signing up online for several travel web pages. Be sure and save your user name and password for each site.
- Always check out the Sunday Newspaper travel page. Look at all the specials and then check the pricing you can get direct with the supplier so you can compete for the business.
- Have brochures available for different suppliers and vacation destinations. Brochures are available by calling or ordering online from different suppliers or by contacting the Xstream Travel corporate office.
- Order catalogs from the Cruise Lines you want to represent. Start by trying to book yourself on a cruise and find out the details of this procedure.
- When a client calls, start a file. Keeping accurate and detailed records is very important.

SELLING TRAVEL

WAYS TO LET PEOPLE KNOW YOU ARE SELLING TRAVEL:

- Tell people you are a travel consultant
- Collect peoples’ names, addresses and e-mail for future contacts
- Every time you go out to eat, leave a business card with your tip
- Talk to your family and friends and let them know you are a travel consultant
- Stamp a brochure and leave it on the coffee table in the lobby
- Write a newsletter and leave it in places advertising your specials
- Go on a trip and take lots of pictures, then show the pictures to everyone
- Work a trade show with some friends and have an Xstream Travel Booth
- After your clients travel, get them to email you about their trip
- Find ways to stand out from the crowd like becoming a cruise specialist
- Dress the travel part - wear golf shirts from resorts, wear travel clothes
- Ask people wearing vacation attire if they enjoyed their vacation. Everyone loves to talk about his or her trips. Always give them a business card

- If you have a business facility with windows then have signs in the windows
- Develop an e-mail list of potential clients and send out a weekly or monthly e-mails of specials available from your area
- Direct people to your website!

WAYS TO GENERATE GROUP SALES:

- Have a Cruise Show or Ski Show and advertise to people
- Have a home party and invite people over to see a video from a resort
- Send flyer or talk to church groups, band directors and others
- Join professional and business organizations like the Lions Club—offer your services
- Family Reunions & class reunions
- Network and market ideas with others

BUILDING YOUR BUSINESS:

A variety of questions will need to be answered once you begin to generate your travel business. Your affiliation with Xstream Travel and the Xstream Travel Network will alleviate many of the stresses associated with a solo venture.

- What am I calling my business?
- Do I want to register the business name?
- Do I need a checking account in the business name?
- Do I want a logo?
- Do I have stationary and envelopes?

SET WEEKLY GOALS FOR YOUR BUSINESS:

For example:

- Tell at least 2 people daily that you are a travel consultant.
- Find a mentor to help you learn the travel industry
- Never let a referral drop, always follow up
- Take a travel class on line.

Selling Tip - Call the cruise suppliers to obtain stationary, brochures and posters for free. Learn to use these. Emails, faxes and mail-outs are good marketing tools for your new travel business. Many times the cruise lines will underwrite almost all of the costs. Be sure the vendor sends brochures to your personal address and not the office.

BECOME A SPECIALIST

There are so many areas of the travel industry and it is impossible to specialize in all of them. Find an area that you are especially interested in and are good at selling and focus on that area. Become partners with other travel consultants that specialize in different areas.

JUST SOME OF THE AREAS YOU MAY WANT TO PICK FROM:

- Adventure like rafting, or outdoor trips
- Eco Travel trips
- Honeymoons & Weddings
- Music Festivals

- Cruises
- Mexico
- Alaska
- South Pacific
- Europe
- Students Trips

HONEYMOONS:

Honeymoon travel, accounts for approximately \$4.5 billion a year in the travel industry. These niche trips book early, occur year-round, and are usually longer and more extensive than typical vacations. The average trip is \$3,500, and the satisfied clients usually return to their consultant for other vacations and anniversaries. What more incentive could you want to become a Honeymoon Specialist?

Ways to bring in more business through honeymoons:

- Leave brochures and business cards at Bridal Stores
- Leave business cards with photographers
- Set up a booth at a Bridal Show
- Make sure you sell free “Weddings in the Caribbean”
- Sell “Weddings on cruises”
- Learn how your clients can do weddings at resorts for free
- Offer a honeymoon “registry” so wedding guests can give portions of the honeymoon wedding as gifts

SECTION II - CLIENTS

TRAVEL FOR CLIENTS

Once you have set up your office, you are ready to begin booking clients. The following steps should make the transition into the exciting world of a travel consultant a breeze!

STEP 1 - QUALIFY THE CLIENT

Following are six questions that must be answered by the client. We call this “Qualifying the Client”:

- Name and Phone number of the client?
- How many people are going on the trip?
- Where does the client want to go?
- What is the client’s budget?
- What are the available dates for travel?
- What is their favorite cruise line or resort?

The client may or may not know the answers to these questions, and it is your job to help them create the vacation of their dreams. A satisfied client is a repeat client. This is also your first opportunity to up-sell the client. The form section contains a Client Profile, useful for helping your client make basic decisions about their vacation. This will provide you with the information you need to begin researching different trip options for your client. It will also help you establish the basic parameters necessary for the trip.

STEP 2 - GETTING A QUOTE FOR YOUR TRIP

In chapter 3 you will learn how to research and book a resort or vacation package, and in chapter 4 you will learn how to research and book a cruise vacation; in the meantime, we want to walk through the rest of the booking process.

RESEARCH RESORT & CRUISE INFORMATION

- Resort or Cruise Details: Find a format that works for you to present different options to your client. For example, you might put together one-page overviews of different room types, entertainment options or restaurants. Different vacation suppliers will be willing to provide you with this information.
- Pictures: Brochures from various cruises and resorts as well as photographs of your personal trips make excellent sales tools.

HOW TO BOOK THE VACATION

- Call the supplier directly (refer to your supplier phone list)
- Introduce yourself. “Hi, I am Monica with Xstream Travel” (most suppliers recognize the name, our IATA number is registered under, Xstream Travel)
- Give them the agency phone number (972-633-2653) or IATA # 45609642
- Tell the reservation consultant details of the booking: resort, date, number of people traveling, etc.
- Put the reservation on hold if you know your client is serious about booking this vacation (this will guarantee the price that the reservations consultant has quoted).
- Write down the confirmation number.
- Write down the deposit dates and final payment date.
- Keep a record of the details of this booking in the client’s file.

STEP 3 - CONTACT THE CLIENT & REVIEW THE DETAILS OF THE TRIP

Next contact the client with some of the quotes and information they requested. Do not let the client know what company you are going through to prevent the client from booking direct. If writing the quote out make sure and put in bold letters:

“This is a QUOTE ONLY! Subject to change until paid.”

This is the selling point of the trip. Travel sells itself but you do want to make sure and take care of the client. Tell them you need to book this ASAP to get this deal and tell them the payment details. Travel prices are constantly changing and it is important to close the deal as soon as possible.

STEP 4 - COLLECTING PAYMENT FROM THE CLIENT

When you send the quote to the client you may want to send a completed Credit Card Authorization Form, particularly if they have already narrowed it down to just one trip.

We do not accept cash payments for trips.

Go to the form section to print the *Credit Card Authorization Form* used by Xstream Travel, Inc. You will need this for your files. A copy should be sent to the corporate headquarters for your clients. You need to have the client fill it out and then you are to contact the supplier or cruise company and give them the details. Please fax Xstream a signed copy in case of a chargeback.

Almost all companies take Credit Cards or Debit Cards. If your client does not have one suggest they go to their bank and get a debit card for their checking account.

You may want to put all of the payments on the form and the due dates and let the client sign and give you authorization for all of them at the same time. This will save you time. Remember, it is courteous to call or email the client a reminder when you are processing another payment.

CAUTION!! Credit Card Fraud is big business right now, particularly in the Travel Industry. Know your clients. Do not accept credit card authorization for overseas clients. Always get their signature, and the front and back of their driver’s license. It is your responsibility to make sure you cover this area very carefully otherwise you may find yourself responsible for charge backs.

STEP 5 - SUBMIT PAYMENT

You submit the payment for the client to the company that they are purchasing the vacation from. If your making the reservation on line, put the payment in the appropriate box. If you called in a reservation, you usually have to call in the payment and cannot do it on line.

IT IS YOUR RESPONSIBILITY TO KEEP TRACK OF THE PAYMENT DUE DATES. THE SUPPLIER WILL NOT CALL YOU. IF YOU DO NOT CALL IN THE DEPOSIT OR FINAL PAYMENTS ON THE RIGHT DATE, THE VACATION COULD BE CANCELLED AND IT WOULD BE NON-REFUNDABLE.

STEP 6 - CONFIRMED BOOKING TICKET IN THE BACK OFFICE (POSTING YOUR COMMISSION)

You have a professional website with Xstream Travel to use as a marketing tool. After you have booked a trip, it is imperative to log in to the Back Office section of your website and fill out a Confirmed Booking Ticket. Every time travel is booked using Xstream Travel’s IATAN or CLIA number, Xstream receives commission on this trip. This commission is distributed according to the information received from consultants via Confirmed Booking Tickets. If the trip information is not posted in your Back Office, Xstream has no way of knowing who earned the commission.

Once you have booked a trip for your client, click on the Confirmed Booking Ticket link and fill out the page with as much information as possible. You will want to print this page and keep a copy in your files. When a travel commission check arrives at the corporate office, Xstream will subsequently issue you a check for your commission earned. The commission checks are usually received by the corporate office thirty to sixty days after the trip occurs. Xstream will post your commission in your E-wallet.

STEP 7 - TRAVEL DOCUMENTS

If possible, always ask the supplier about their preferred means of delivering client documents. They will give you the information, and it is up to you to follow them. Otherwise, documents will be sent to the Corporate Headquarters and we will contact you or look on your Confirmed Booking Invoice for instructions on delivering the documents to the client. Any mail or shipping cost will be deducted from your commission.

KNOW HOW TO SELL!

- Learn a few good sales skills. - Take ICTA or CLIA classes.
 - Up-Sell - Selling a higher level of product or service than client had in mind
 - Cross- Sell - Selling allied products and services.
- Examples of Up-Selling
 - Stateroom on a higher deck
 - Suite instead of a standard stateroom Better hotel for Post-Cruise stay
 - Ocean view stateroom instead of an inside stateroom.
 - "Can I Super Size that?"
- Examples of Cross-Selling Travel Insurance Pre-Cruise Package
 - Amenities package (e.g. champagne upon arrival)
 - Shore Excursion (when sellable in advance)
 - "Would you like fries with that hamburger?"

5 KEY STEPS OF SALES

- The Open - Greet your client and remember to Smile! Even when talking on the phone, a smile will show in your voice.
- Qualify - Use Opened-ended, close-ended and lifestyle questions. Close-ended - Short and sweet, yes/no. They answer the 4 W's.
 - "What do you want?"
 - "When do you prefer going?"
 - "How long would you like to stay?"
 - "How much do you have budgeted?"
 - "Who is travelling?"
- Open-ended - These will be questions that will give insight on what the client enjoys while on vacation.
 - "Which trip did you decide on"?
 - "What is the best travel experience you've ever had?"
 - "What is the worst vacation experience you ever had?"
 - "What is the best vacation experience you ever had?" **Always ask the "least" or "worst" first, you want to end on a happy note.
- Lifestyle questions - Questions that give insight into a person's life. These questions may have nothing to do with the travel purchase, but reveals a lot about the way they do things. This could involve questions about the type of music or hobbies they have. If the client does not have a firm idea of what type of vacation they are looking for, this will help you customize a vacation package specifically for them
 - "What do you do for a living"

- “Does your spouse work outside the home also?”
- “How many children do you have?”
- “How do you usually spend your time off?”
- Lifestyle Open-ended Questions
 - “What would your dream vacation be?”
 - “What is the best music concert you’ve ever attended?”
 - “What are your hobbies?”
 - “Special Interests?”
 - “I’m curious, could you tell me about a favorite country you’ve always wanted to visit and why?”
 - “Tell me about your favorite anniversary.”
 - “Tell me about your favorite activities.”
 - “If you had unlimited resources, where would you like to go?”

RECOMMEND -

- Make a single (one) best recommendation, have a backup in mind. There are at least two products out there for every lifestyle. If you offer too much information the client can get confused.
- Sell the value of a cruise vacation.
- Sell by Per Diem, take all the expenses of a cruise and divide by number of nights. Sell the emotions of a cruise, not things.
- Use the brochure as a sales tool.
- Sell benefits, not features.

EXAMPLE	FEATURE	BENEFIT
Stateroom verandah	Attached to stateroom	Romantic, Private area outdoors for sunning or dining.
Fast Ship	Moves at 22 Knots	Faster ship so you can visit more ports.
Aerobic classes	Place to exercise	Keep in shape while on vacation.

*** Price is what you pay - Value is what you perceive/receive***

Remember, you are the professional and you’ve already qualified, so you know which ship would be best for their lifestyle.

OVERCOME BARRIERS

We all like to buy - we just don’t like to be “sold”. Handle the resistance - don’t run from it.

CLOSE

Don’t be afraid to ask for the money. If you don’t ask, you won’t get it.

- Recognize closing signals
- Excited speech
- High volume of questions
- Agreeing
- Visualizing being there

YOU ARE ALWAYS CLOSING!

SECTION III - VACATION PACKAGES

VACATION PACKAGES

Xstream Travel, Inc. uses a lot of different suppliers, distributors, wholesalers, tour operators, web sites and companies to best meet the needs of your clients. There are many great companies and with experience; you will find the ones that work best for you and your clients.

We have listed some of the best resources. Please feel free to use any you would like, but always verify the commission policy. There are some great web sites, but many of them are for the consumer and do NOT pay commissions to agents.

Which supplier you use will depend on where you live in and what type of trip you are booking for your clients.

The majority of our business is vacation travel. However; upon occasion, you will need a web site or supplier for groups or for the business traveler. We have a lot of request from the field to help supply this need for the client.

Take a look at Tourico Holidays or www.oneminutebooking.com

It is good for domestic air that is not to typical vacation destinations. We have used them several times for group tickets. Some bids have been \$75.00 cheaper than the published priced airfares. The given fare does not include a commission, so you must manually charge the client a small commission or fee per ticket and add it to the price of the tickets. The client will then pay you directly or it can be added to the price of the tickets.

For Example:

We had a group of 30 that needed airline tickets. The quote was for \$250.00 each. The client was charged \$275.00 per ticket. The check was a certified check for \$8,250 to Xstream Travel, which in turn wrote a check to Tourico Holidays for \$7,500. The commission was \$750.00 distributed as \$225.00 to Xstream Travel and \$525 to the Certified Travel Consultant.

AIRLINE CODES:

All airlines have been assigned a two-digit alpha code. The following are the most commonly used codes and airlines. Airlines no longer pay commission except in the case of groups (10 or more on the same flight).

AIRLINE CODE	NAME OF THE AIRLINES
AA	American Airlines
AC	Air Canada
AF	Air France
AQ	Aloha Airlines
AS	Alaska Airlines
BA	British Airways
CO	Continental Airlines
DL	Delta Airlines
FL	Air Tran Airways
HA	Hawaiian Airlines
JL	Japan Airlines
KE	Korean Airlines
KL	KLM Royal Dutch Airlines
NW	Northwest Airlines
SQ	Singapore Airlines
WN	Southwest Airlines
TW	TWA
SA	South African Airways
UA	United Airlines
US	US Airways
VS	Virgin Atlantic
TZ	ATA Airlines

** If a TZ is used, it typically stands for a charter airline.

CITY/AIRPORT CODES:

For a listing of all airport codes, visit:

Every airport in the world is assigned an airport code/city code for that airport and city. There are many web sites that have a complete list of airport codes. Listed below are some of the most frequently seen codes you will most likely use. Most web sites have a list of the airport codes directly above or below the fields requesting departure and arrival cities. Just click on the link for a list of the cities they service.

AIRPORT CODE	LOCATION
ABQ	Albuquerque, NM
AMA	Amarillo, TX
ASE	Aspen, CO
ATL	Atlanta, GA
ACY	Atlantic City, NJ
AUS	Austin, TX
BWI	Baltimore, MD
BUF	Buffalo, NY
BUR	Burbank, CA
CHS	Charleston, SC
CLT	Charlotte, NC
MDW	Chicago, IL (Midway)
ORD	Chicago, IL (O'Hare)
CVG	Cincinnati, OH
CLE	Cleveland, OH
COS	Colorado Springs, CO
CAE	Columbia, SC
CMH	Columbus, OH
DFW	Dallas/Fort Worth, TX
DAL	Dallas, TX (Love Field)
DEN	Denver, CO (Denver International)
DET	Detroit, MI (city airport)
DTW	Detroit, MI (Metro Airport)
FAT	Fresno, CA
GRR	Grand Rapids, MI
GRB	Green Bay, WI
MSN	Minneapolis, MN
MOB	Mobile, AL
BNA	Nashville, TN
SNA	Santa Ana, CA
SRQ	Sarasota, FL
SEA	Seattle, WA
PIE	St. Petersburg, FL
SYR	Syracuse, NY
TUL	Tulsa, OK
IAD	Washington, D.C. (Dulles)
DCA	Washington, D.C. (National)

CHARTER AIRFARE:

A Charter airline is a company that specializes in going from a specific area to another area. Sometimes the availability is strictly seasonal, but the savings of going on a charter flight can be as much as 50% less than using regularly scheduled commercial flights. For example, booking a round trip flight on a commercial airline from Dallas to Cancun might cost \$1,000.00, while a round trip flight on charter service, such as FunJet, can cost as little as \$99.00 round trip

LOCATION	COMPANY	WEBSITE	PHONE
Atlanta	Apple Vacations	www.applevacations.com	1-800-727-3400
Atlanta	Vacation Express	www.vacationexpress.com	1-800-486-9777
Atlanta	Travel Impressions	www.travelimpressions.com	1-800-284-0044
Austin	Funjet Vacations	www.funjet.com	1-800-558-3050
Austin	Adventure Tours	www.atusa.com	1-800-999-9046
Baltimore	Vacation Express	www.vacationexpress.com	1-800-486-9777
Boston	Grand Bahama Vacations	www.grand-bahama.com	1-800-422-7466
Charlotte	Vacation Express	www.vacationexpress.com	1-800-486-9777
Chicago	Apple Vacations	www.applevacations.com	1-800-727-3400
Chicago	Funjet Vacations	www.funjet.com	1-800-558-3050
Cincinnati	Apple Vacations	www.applevacations.com	1-800-727-3400
Cincinnati	Grand Bahama Vacations	www.grand-bahama.com	1-800-422-7466
Cleveland	Grand Bahama Vacations	www.grand-bahama.com	1-800-422-7466
Cleveland	Funjet Vacations	www.funjet.com	1-800-558-3050
Dallas	Adventure Tours	www.atusa.com	1-800-999-9046
Dallas	Funjet Vacations	www.funjet.com	1-800-558-3050
Dallas	MLT Vacations	www.worldagentdirect.com	1-800-843-9971
Dallas	Pleasant Holidays	www.pleasant.net	1-800-448-3333
Fort Lauderdale	Grand Bahama Vacations	www.grand-bahama.com	1-800-422-7466
Houston	Funjet Vacations	www.funjet.com	1-800-558-3050
Houston	Air Jamaica	www.airjamaica.com	1-800-523-5585
Kansas City	Funjet Vacations	www.funjet.com	1-800-558-3050
Las Vegas	MLT Vacations	www.worldagentdirect.com	1-800-843-9971
Los Angeles	Apple Vacations	www.applevacations.com	1-800-727-3400
Los Angeles	Pleasant Holidays	www.pleasant.net	1-800-448-3333
Louisville	Vacation Express	www.vacationexpress.com	1-800-486-9777
Milwaukee	Funjet Vacations	www.funjet.com	1-800-558-3050
Minneapolis	MLT Vacations	www.worldagentdirect.com	1-800-843-9971
Nashville	Vacation Express	www.vacationexpress.com	1-800-486-9777
New Orleans	Vacation Express	www.vacationexpress.com	1-800-486-9777
New York	Apple Vacations	www.applevacations.com	1-800-727-3400
New York	Travel Impressions	www.travelimpressions.com	1-800-284-0044
Oklahoma	MLT Vacations	www.travelimpressions.com	1-800-284-0044
Oklahoma	Funjet Vacations	www.funjet.com	1-800-558-3050
Oklahoma	Adventure Tours	www.atusa.com	1-800-999-9046
San Antonio	Funjet Vacations	www.funjet.com	1-800-558-3050
San Francisco	Pleasant Holidays	www.pleasant.net	1-800-448-3333
St. Louis	Grand Bahama Vacations	www.grand-bahama.com	1-800-422-7466

* Designates a web site that Xstream Travel Offices must register you to use. Please contact the corporate office for registration prior to contacting the company.

A lot of charter airlines distribute what is referred to as a “Cheat Sheet” at the beginning of a new season. It tells you what days they fly on and the length of trips available. For example, Adventure Tours only does a 4 night to Cancun out of Dallas on a Tuesday or a Saturday. So if your client wants a 4-night trip suggest they go on one of those days for deeply discounted fares. Many of the airlines do a 7-day round trip, but these trip always depart on a Saturday.

Each one of the charter companies has their own web site. Usually it is geared toward the traveler, but there is an array of information for agents as well. It will give you the current discounts, and the resort destinations they contract with, along with other details of the trip. We believe in the educated consumer. If your client does not know what they want, have them do some research on the companies’ web sites and then get back to you. The client cannot book directly from Adventure Tours web site, Funjet’s web site or many others because they use Travel Agents to sell. However, some sites do allow clients to book, so be aware of these sites and do not recommend them.

Other web sites to sign-up for and become familiar with are listed on the following page. Start making a list of your favorites, also.

COMPANY	WEB SITE	PHONE NUMBER
US Airways Vacations	www.usairwaysvacations.com	1-800-455-0123
GoGo Worldwide Vacations	www.gogowv.com	1-866-332-2220
Vacation Express	www.vacationexpress.net	1-800-486-9777
Apple Vacations	www.applevacations.com	1-800-727-3400
Vacation Express	www.vacationexpress.com	1-800-486-9777
Travel Impressions	www.travelimpressions.com	1-800-284-0044
Funjet Vacations	www.funjet.com	1-800-558-3050
Adventure Tours	www.atusa.com	1-800-999-9046
Grand Bahama Vacations	www.grand-bahama.com	1-800-422-7466
MLT Vacations	www.worldagentdirect.com	1-800-843-9971
Pleasant Holidays	www.pleasant.net	1-800-448-3333
GoGo Tours	www.gogowv.com	1-800-229-4999
Classic Custom Vacation	www.classicvacations.com	1-800-221-3949
Goway	www.goway.com	1-800-387-8850

OTHER WEB SITES YOU MAY NEED:

- www.traveldocs.com - This site will help you find out what travel documents are needed for international travel. It can also help you expedite procuring visas, passports, and any other necessary documents.
- www.state.gov - The U.S. Department of State is the regular method of obtaining a passport. It will also keep you aware of any information that your clients need to know, including banned items and travel warnings.

BOOKING PROCESS FOR A RESORT USING YOUR TELEPHONE

Some people prefer calling the supplier, while others like using the supplier’s web site to make reservations. Typically you must call for group reservations and rates, but again, this varies by supplier. You will learn to utilize the web sites more and more because they are more convenient and less time consuming than spending your day on hold with a supplier. If you are calling about booking a resort, the guideline questions on the following page are a useful resource to ensure you are providing thorough information to your client.

It will be most effective to first check your supplier list and choose several that most closely match your client’s needs.

You will want to get several quotes for different options. As you become more experienced, you will have less research to do for each client. Make sure the client's file including their profile is readily available when contacting the supplier. The quote you receive from the supplier is for your personal use and should not be shared directly with the client. If the client knows all of your resources their need for a travel agent decreases dramatically. All quotes should be prepared and presented by you.

WEB SITE BOOKINGS

There are many great web sites for agents only. With experience, you will find the ones that best suit your needs. One of our favorites at Xstream Travel is Vacation Access or VAX. VAX, www.vacationaccess.com, represents 10 to 15 different suppliers available all on the same web site. They service the Caribbean, Mexico, Nevada, Florida, California, Hawaii, Canada, Europe, and most US Cities. You usually have to purchase both air and hotel with this company, but frequently there is an option to opt out of a part of the package when you are completing the purchase. Xstream Travel must register you for access to this site, and once registered, you must complete a comprehensive online training session. The VAX program has on-line tutorial sessions to teach you how to use their system. Please take the time to complete these tutorials, as they are crucial to successful use of their system. They also have courses available online to members that will assist you in becoming a better agent. Once you have become adept at using their program, you will think of VAX first when researching trips. VAX pays a higher commission for trips booked online than those booked via phone, so using their website truly pays off. You must; however, call them directly for booking groups of 10 or more.

VAX REPRESENTS MARK TRAVEL CORPORATION AND OFFERS THE FOLLOWING BRANDS:

Adventure Tours	MGM Mirage
Alaska Vacations	Mountain Vacations
AeroMexico Vacations	Southwest Vacations
ATA Vacations	Town & Country
Continental	TransGlobal
Delta	Trans Global Vacations
Future Vacations	United
Fun Jet Vacations	Universal Parks
MexSeaSun	US Airways

Of course, this is only one example of the many booking engines we use. A complete list, including log in information and reference tips will be found in the Back Office of your website. If you ever have a problem accessing one of these booking engines, please go to the help desk in your back office and submit a question.

Remember, the tools provided in your Back Office are there to help you grow your travel business!

SECTION IV – CRUISES

Cruising is one of the fastest growing areas of the Travel industry.

KNOW YOUR PRODUCT

There are three types of cruise lines in the industry. They are Contemporary, Premium, and Luxury. The Contemporary class encompasses lines such as Carnival and Royal Caribbean Cruise Line (RCCL), while brands such as Princess and Celebrity make up the Premium Class. Seabourn, Silver Seas and Crystal Cruises are representative of the Luxury class. Some companies have different brands for different classes of cruises. For instance, Celebrity is owned by Royal Caribbean, and Carnival owns Holland America, Princess, Cunard, Costa, Windstar, and Seabourn. Cruise ships can also vary greatly by type and size. CLIA, the Cruise Line International Association, registers all reputable ships from river boats to mega ships. For more information on different cruise lines, check out the CLIA website at www.cruising.org.

As a travel consultant, we urge you to become familiar with the different ships of each cruise line. Spend time studying the brochures and books that are published for the current year's sailing itinerary. Organize the material in a way that will help you remember the different ship lines (see example of Carnival's fleet on accompanying sheet). Spend time familiarizing yourself with each cruise line's website.

Read bulletin boards, comment forums and reviews that clients post after sailing on the internet. You can obtain a huge amount of information about the differences that each ship or cruise line offers in a short amount of time with internet research. In addition, you are always welcome to use the resources you have access to through the Xstream corporate office.

Cruises are sold as "one low price includes everything". This is true to an extent. There are many advantages to a cruise package and you should know the benefits so you can properly inform your clients. However there are a few things that are not included in each cruise package, like: gratuities, alcohol, some soft drinks, shore excursions, the casino, and spa services.

There are many fun and exciting things included in a cruise package including: superb dining, children's programs, nightly Vegas/Broadway style shows, fitness centers, exciting destinations, swimming pools and saunas, 24-hour room service, auctions, meeting rooms, and a lot of other activities.

The 3 most popular Cruise Lines are:

- Carnival Corporation
- Royal Caribbean Cruise Line
- Norwegian Cruise Line

Princess is listed in your Basic Training Manual, but was purchased by Carnival and is now included under the Carnival umbrella.

GENERAL AGENT GUIDELINES FOR MOST CRUISE LINES:

- Many cruise lines offer Agent Rates for most sail dates but usually only offer "VIP" rates 2 weeks to 10 days out. A "VIP" rate means your cruise portion is free but you will pay the port charges and taxes.
- Cruise ships only have a limited number of rooms available at agent discounts. 100 agents cannot get an agent rate on the same cruise ship.

- Cruise Lines have ship inspections. Make plans to attend one. Not only will you get to know the ship, which will help you sell it, but you will also have the ability to get credit towards certification with CLIA.

WHAT'S NEW IN CRUISING?

33 new ships are coming out in the next 5 years multiplying the number of options available to your client. There have been many new enhancements to ships recently. Royal Caribbean introduced the first onboard rock-climbing wall and ice-skating rink. Carnival has a 24-hour Pizzeria, and everyone seems to like the “Personal Choice Dining”, which allows you to eat where and when you want.

Historically, people previously planned their vacations far in advance, now they are booking cruises as close as 3 weeks out. Some cruise lines offer discounted rates as they draw closer to the sailing date. Cruise lines do not want empty cabins when they sail. Once they leave port those cabins cannot be filled as opposed to a hotel that can book a room the night of arrival.

The biggest change in the US cruise market has been in the amount ports offered. Now clients can drive to the port, save the cost of flying and use the savings to upgrade their cruise experience. This added client benefit also allows you to earn more commission.

CRUISE DINING

One of the most alluring and inviting aspects of the cruise experience is the cuisine. Most ships have both buffets and dining rooms available for all three meals and many options available between meals.

Dinner in the dining room is always a fine dining experience. Limitless choices and excellent chefs guarantee that everyone's palate will be satisfied. Prepare to be enchanted with every course, served by a professional and accommodating staff.

In addition to the formal meals, you will never go hungry as the 24-hour room service, snack bars and restaurants are always available. All cruise lines also service special-need diets, so remember to ask your client if a special diet is required.

SELLING CRUISES VS. SELLING RESORTS

There are a few differences in selling a cruise vs. a land-based package. You may need to educate your client on cruising since statistics show that only 10% of the public has ever been on a cruise. However, it is good to remember that cruising has a 98% satisfaction rate, virtually guaranteeing that once you sell a cruise, you will have a return client. The availability of different ships for different clients means there is a cruise for everyone. No matter the size of the ship, the client will never feel crowded.

Let's discuss some of the similarities and differences of a land-based package vs. a cruise vacation. One of the biggest differences in the comparison is the level of quality. Cruise ships have a very high standard of service and quality. The typical “all-inclusive” resort may not have the variety of choices available on a cruise ship. If you are comparing a cruise ship to a resort, you must try to compare apples to apples. For example, although “All-Inclusive” resorts are very popular and often have great deals to such places as Cancun, you have to make sure that the All Inclusive resort you are choosing for your comparison is of the same standard.

For instance, there are many All-Inclusive resorts that only offer one restaurant or the same buffet for lunch and dinner. Of course, there are also resorts that have three and four restaurants on the property, with plenty of choices. Normally these are found at higher end properties. Even the least expensive cruise offers many choices for every dining experience. One difference to note between a cruise “all-inclusive” and an “all-inclusive” resort is the availability of alcohol. While most all-inclusive resorts include non-premium brands of alcohol, all alcoholic beverages are extras while cruising.

Another difference between cruising and resort life is the size of the accommodations. The cabins on a cruise ship are considerably smaller than a room in a standard hotel, but most people find that they spend the majority of their time outside of their stateroom. There is so much to do on a ship that the majority of cruisers only visit their room to sleep. Of course, if you have a balcony room or a suite you will have more room and a breathtaking ocean view. The standard amenities you would expect from a premium full-service hotel are also available to you on your cruise.

Most resorts when booked through a tour operator, base their fee on the room, and then add an additional per person, per night fee for occupancy. This additional fee can typically be avoided by booking the hotel separately and directly. Concurrently, cruises are charged individually. For example, if four passengers are sharing a cabin, a different rate will be charged for the third and fourth person than was charged for the first and second passenger. This difference is due to the quality of accommodations for the third and fourth passenger. The typical cabin has a Murphy bed or sleeper sofa for the additional occupants. Alternately, a single rate is usually charged at 200% of the standard double-occupancy cabin rate.

The similarities between a cruise and a land-based vacation are fixed expenses such as base price, air, taxes and cancellation insurance. These are very comparable, excluding gratuities. You will have the option to pre-pay your gratuities on a cruise when you book it or you can have them added to your bill upon arrival, allowing you to adjust them based upon your level of satisfaction.

You do have to pay a port charge, which you obviously would not have at a land-based resort; however, many resort destinations have additional hidden fuel charges and government fees that we need to be aware of. For example, a booking to Cancun will now have an International Fuel Surcharge of \$30.00. On a recent Cancun trip, there were \$115.21 in taxes and fees, very close, if not the same as the port charges and taxes on a cruise package.

Please be aware that a Cruise Line will typically refer to the port charges and taxes as “Non Commissionable” or “NC’s”, because you do NOT make a commission on them. Carnival includes the port charges and taxes together when quoting you, but RCCL will quote the port charges separate from the taxes.

Take time to do a comparative analysis on a cruise and land-based package. It will definitely help you to be prepared for a client who has reservations about opting for a cruise. You don’t have to like cruising to be able to sell them, but like anything else, it helps if you’ve experienced one so you can share from your personal knowledge.

CRUISE LINE LANGUAGE

Every Cruise Line has their individual system of booking. With experience, you will become familiar with their process, their terminology and their guidelines. Try to do this before you book a client on a cruise ship. Study the brochures and keep a file on each different cruise line. You will find much of this language in the next section of this manual.

CRUISE LINES AND ALL OF THEIR DEPARTMENTS

Different departments handle bookings based on group size. For instance, if you have an individual booking you will call one number, but if you have a group booking you will have a different phone number to call. You will even have a different department to work with if your group is over 100 cabins. Depending on the size of your group, you may deal with several different cruise agents along the way.

Don’t forget to add this information to your files.

The following is a list of the majority of Carnival's contacts, departments and other information listed on their web site. This guide will minimize confusion and help you succeed in your new travel business:

Carnival Cruise Lines Carnival Place 3655 NW 87 Avenue - Miami, FL 33178-2428	
For Payments: Carnival Cruise Lines MSRV - 406n P.O. Box 526170 Miami, FL 33152-6170 305-406-5083 Fax - Credit Card Dept. 305-406-4711 Fax - Refunds Dept	Reservations Administration 9:00AM - 5:30PM (Mon - Fri) 800-438-6744 FL/Nat/CN 305-599-2600 Local 305-406-4740 Fax (Sailing Coordinators/Mgmt) 305-406-5882 Fax (Research Coordinators)
Executive Offices 9:00AM - 5:30PM (Mon - Fri) 800-438-6744 FL/Nat/CN 305-599-2600 Local 800-248-5363 Bahamas	Inside Sales Department 9:00AM - 8:00PM (Mon - Fri) 800-327-7276 FL/Nat/CN 305-599-2600 Local
Individual Reservations General Reservations 8:00AM - 11:00PM (Mon - Fri) 9:00AM - 8:00PM (Sat-Sun) 800-327-9501 FL/Nat/CN 800-327-2058 FL/Nat/CN 305-599-2200 Local 305-599-2220 Local	Group Reservations 8:00AM - 9:00PM (Mon - Fri) 9:00AM - 5:30PM (Sat) 800-327-5782 FL/Nat/CN 305-599-2666 Local International Sales 9:00AM - 5:00PM (Mon - Fri) 305-599-4637 Local
Reservations' Alaska Desk 800-529-6792 FL/Nat/CN 305-406-4855 Fax - Correspondence 800-532-9225 FaxPay - FunFax 800-532-9225 Fax - Special Needs Desk	Guest Relations Department 8:00AM - 6:00PM (Mon - Fri) 9:00AM - 5:30PM (Saturday) 800-929-6400 FL/Nat/CN 305-599-2600 Local
Reservations Administration 9:00AM - 5:30PM (Mon - Fri) 800-438-6744 FL/Nat/CN 305-599-2600 Local 800-248-5363 Bahamas	Air/Sea Department 8:30AM - 6:00PM (Mon - Fri) 800-321-6666 FL/Nat/CN 305-599-2600 Local Return Air Docs: Use MailStop MSTV-555s Package Docs: Use MailStop MSAS-551s
The "Fun Ship" Link Support Desk Apollo's LeisureShopper (Help Desk) Sabre's CruiseDirector (Help Desk) 9:00AM - 8:00PM (Mon - Fri) 9:00AM - 6:00PM (Sat) Closed (Sun) 800-845-2599 FL/Nat/CN 305-406-6204 Fax - correspondences	"Fun Ship" Wedding Department 9:00AM - 8:00PM (Mon - Fri) 800-933-4968 FL/Nat/CN 305-599-2600 Local 800-638-1646 Fax Fun Ship Weddings - MSSE - 203s P.O. Box 025431 Miami, FL 33102
Colorado Springs Reservation Center 9:00AM - 8:00PM MST (Mon - Fri) 9:00AM - 6:00PM MST (Sat - Sun) 557 East Pikes Peak Avenue Colorado Springs, CO 80903-3659 719-329-6801 Fax - correspondences	Gifts & Services (The Bon Voyage Department) 9:00AM - 5:30PM (Mon - Fri) Courtesy Orders 800-522-7648 FL/Nat/CN 305-599-2600 Local Correspondence: The Bon Voyage Department MSSE - 203s P.O. Box 025431 Miami, FL 33102
Casino Department 9:00AM - 5:30PM (Mon - Fri) 800-522-7466 FL/Nat/CN 305-406-5710 Local	Operations 9:00AM - 5:30PM (Mon - Fri) 800-438-6744 FL/Nat/CN 305-599-2600 Local 800-248-5363 Bahamas
Revenue Accounting 9:00AM - 5:30PM (Mon - Fri) 800-438-6744 FL/Nat/CN 305-599-2600 Local 800-248-5363 Bahamas	24-Hour Travel Hotline 877 885-4856 FL/Nat/CN 305 406-4779 Outside of U.S. (call collect)

Miscellaneous Telephone Numbers	
BerkelyCare Ltd. 800-331-2796 Nat 516-294-0220 Local	Windstar Sail Cruises 800-258-SAIL Nat/CN 206-286-3210 Local
Currents Magazine Subscription Department 4 Applegate Drive Robinsville, NJ 08619 888 CCL GUEST	Cunard Line 800-528-6273 Nat/CN
NPC - National Processing Center 888-785-1768	Carnival MBNA Visa Card 800-963-SHIP (7447)
Holland America Cruises 800-426-0327 Nat 206-281-3535 Local 800-207-3545 LeisureShopper Help Desk	Watts: Canadian Brochures 800-465-1541 CN 416-240-4300 Local 800-293-5575 Fax ccl@wattsgroup.com
Costa Cruises 800-462-6782 Nat - Reservations 800-327-2537 Nat - Sales 305-358-7325 Local (Dade) Executive Office	CLIA 500 Fifth Avenue, #1407 New York City, NY 10110 212-921-0066 Local
Seabourn Cruises Reservations - 800-929-9595 Nat Sales Department—800-929-4747 Nat 415-391-7444 Local	NACOA - National Association of Cruise Only Agencies 516-378-8006
US Air Tour Desk 800-428-4322 Nat/CN US Air Frequent Flyer Desk 800-833-5436 Nat	National Weather Line 900-990-9112 \$.95 per minute
Carnival Cruise Lines' Barbie Doll 888-895-1202 ext. 34	Greyhound Leisure-Gift Shops 305-592-6460
Steiner's Spa and Beauty Salon 305-358-9002 (Miami office) To order Steiner's Beauty Supplies: 800-SPAS-911	Park West Galleries (Art Auctions On Board) 200 West Ninth Street Suite 102 Wilmington, DE 19801 800 521-9654
Vacations on Video (ship videos) 800-323-4617	

The following is a list of many of the Major Cruise Companies:

CRUISE LINE	PHONE NUMBER
Abercrombie & Kent	800-323-7308
ACCL	800-556-7450
American Cruise Lines	800-814-6880
Canodros	888-368-9929
Captain Cook Cruises	(61)2-9206-1122
Carnival Cruise Lines	800-327-9501
Celebrity Cruises	800-722-5941
Clipper	800-325-0010
Costa Cruises	800-327-2537
Cruise West	888-851-8313
Crystal	888-722-0021
Cunard	800-728-6273
Deilmann-Cruises	800-348-8287
Delta Queen Steamboat	800-543-1949
Disney Cruises	800-370-0097
EasyCruise	30-241-241-6211
Fred Olsen Cruises	44 (0) 1473-746175
Holland America	800-426-0327
KD River Cruises	800-346-6525
Lindblad Expeditions	800-397-3348
Mediterranean Shipping	800-666-9333
Norwegian Cruise Line	800-327-7030
Oceana Cruises	800-531-5619
Orient Lines	800-333-7300
P & O	011-0845-678 00 14
Princess	800-421-0522
Regent Seven Seas	800-505-5370
Resident Sea	800-970-6601
Royal Caribbean	800-398-9819
Seabourn	800-929-9391
SeaDream	800-707-4911
Silja Line	358-9-180-4510
Silversea	800-722-9955
Star Clippers	800-422-0551
Star Cruises	800-327-9020
Swan-Hellenic	877-219-4239
Quark Expeditions	800-356-5699
Uniwold	800-360-9550
Viking River Cruises	800-304-9616
Windjammer	800-327-2600
Windstar Cruises	800-258-7245

STEPS FOR BOOKING A CLIENT ON A CRUISE

- Call the cruise lines directly.
- Introduce yourself as an Xstream Travel agent (in accordance with our CLIA number) and tell them your name.
- The operator will ask you a variety of questions to confirm your affiliation with Xstream Travel.
- When they ask how they may help you, tell them that you need a quote for a client.
- You will then give the cruise line agent the details of the cruise:
- Date of Departure
- Port of Departure
- Which ship?
- You will then tell them that you would like a quote on the lowest available Inside, Outside and Balcony Cabin. For Carnival that would be a “4A” (Inside), “6A” (Outside) and “8A” (Balcony). Make sure the ship your client desires actually has Balcony cabins, before you call the cruise line.
- The cruise line agent will give you the quotes. The quote should be broken down by Base Price, Non-Commissionable and Taxes, Pre-Paid Gratuities and Insurance. Also don’t forget to ask for the rate for the 3rd and 4th person in a cabin. ***ALWAYS ask if the sailing date has amenities available and at which level***
- Make sure you get the Deposit and Final Payment dates while speaking to the cruise line agent.
- Call the client back and give them the price and options available. Also, give them the deposit and final payment dates.
- Ask for the money!! “Would you like to put this on your credit card?” “This date is selling out fast, could I reserve that cabin for you now?”
- If the client is not ready or needs to talk it over with someone, then tell them you will email the quote to them and set an appointed time and date to follow up.
- Call the client at their requested time and ask if they are ready to put a deposit on the cruise to secure the quoted rate for them. (Before you call the client back, call the cruise line to confirm the rate is still available. If it goes up, update the client on the current rate and remind them that the rate could go higher if they don’t hold the reservation.)
- Send the client either the cruise line’s or Xstream Travel’s Credit-Card Authorization Form. If the person whose credit card you are using is not sailing with the party, you will need a “Third Party Credit Card Authorization” form. Always remember to get the form signed!
- Get payment from the client
- Call the cruise line back and make a reservation and put payment on the cruise.
- Send the client a confirmation of the booking.
- Fill out a Confirmed Booking Ticket in the Back Office of your Xstream Travel website as instructed in Section 2: Clients.
- Make sure to log the next payment dates on a calendar, card file or in the client file you have created. Don’t forget to remind the client a week in advance if they have a payment due.
- Call the payment into the cruise line.
- Confirm delivery and receipt of travel documents.

***Remember to follow up on your client after they return from their trip.
The fortune is made in the follow up! ***

GROUP CRUISES

A great way to maximize your commission with minimal effort is organizing and booking a group cruise. Group cruises are booked by reserving a block of cabins on a cruise ship and selling them to a group of like-minded individuals. A cruise planned around a specific activity or interest is an exciting possibility for potential clients who might not otherwise choose a cruise. So, where can you “find” a group?

The possibilities are endless...

- Friends
- Family or Family Reunion
- Alumni
- Church
- Business (co-workers)
- Senior Groups
- Church Groups
- Social clubs i.e. Rotary or Lion’s Club
- Cooking groups
- Hair Stylists
- Country Club
- Dance Club
- Health Club

HOW DO I MARKET MY GROUP?

- Start 6 to 9 months in advance
- Select the cruise and the itinerary for the group
- Prepare your flyers for mailing. The cruise line will provide you with full color brochures, postcards, posters, stationary and other collateral materials necessary for marketing.
- Presentations
- Word of Mouth
- Follow-up Mailing (postcards)
- Show personal enthusiasm
- Have a Cruise Night

*** Advertise to a group leader and motivate them to help you sell the cruise by offering them a free cruise. If a group books 15 cabins, the group earns one free cruise, excluding port charges and taxes. This free trip is great incentive for the group leader!

CRUISING FOR CHARITY

Carnival has a Fund Raiser program that can offer a Nonprofit organization an extremely profitable way to raise money. They will match the funds raised up to a certain amount per cabin, based on the length of the cruise and the size of the group.

FREE MEETING ROOMS & EXTRAS

Most cruise ships offer a complete list of items that might be needed for conferences and meetings held on board. The meeting room on the cruise ship will be complimentary, as well as, the PA system, the lights, the marker board, projectors, and a variety of other items that might be needed. However, each group may have special needs that will need to be addressed. You will work with your cruise line agent and the group leader to make sure all the bases are covered. Although many items are supplied without a charge, please inform your group leader that some may have a fee attached. For instance, if the group needs a sound or lighting engineer, they may have to pay an hourly fee for that crewmember to assist them. It's always good to check with the cruise lines before promising anything to the group leader.

LOVE THAT PAPERWORK!

Below are some examples of paperwork you will need to learn about and request for your group trips from the cruise company: (These are based on our preferred provider, Carnival)

- **Statement of Group Request** with an itinerary of the cruise and what you have booked on the cruise including the amenities you have chosen.
- Information on **Cost for Name Changes** for a passenger- Carnival charges \$50.00 per name change, but this varies per cruise line.
- **A Group Alphabetical List** with room numbers listed.
- **Group Detail Spreadsheet** showing what each passenger paid, commissions and all costs, totals and payments due for the group as a whole.
- **Booking UCC PAX LIST RECONCILIATION**, which gives you a list of the passenger's names, credit card number and payment amounts.

SHIPPING MATERIALS

Three weeks before the Group Cruise you will receive instructions for shipping materials for your Conference on the Cruise. You will have to produce a Ship Inventory Form and pay the shipping company directly. This list is very detailed, and includes the number of boxes to be shipped and the weight of each box, so it is important to plan ahead.

Group materials that need to be distributed at the Hospitality Desk need to be shipped directly. Group materials that will be given out at a group party or meeting should be labeled and sent to the Group Escort's Cabin (per Carnival).

US CUSTOM FORMS

U.S. Customs requires a completed Form 4455 for items considered valuable, including laptop computers, to be brought on board. It is important to review what your client intends to bring for the meeting and make sure that these forms are completed. This means the client must go to a US Customs Office to procure this form before they go on board the item.

GIFTS DELIVERED TO YOUR GUEST'S ROOM

Gifts can be delivered to your guest's room for as little as \$1.00. The gifts should be assembled in advance and sent to the Housekeeping Manager to make deliveries. You can also order online gifts for your clients to surprise them in their room. Most ships sell beach towels, shirts, flowers, candy and lots of other goodies.

Carnival is online at www.bookccl.com and you can book through their website. You can also order gifts for your clients or friends while they are on the cruise. Sample menus, activity schedules and Fun Ship payments are also available online for you to use as an agent or to pass on to your clients.

For agents only:

- Booking a cruise
- View current bookings
- Edit your personal profile
- Access to sales and collateral materials, group sales, accounting, and shipboard activities as well as information on deployments, air supplements and surcharges.
- Group Amenities
- Preferred Awards & Incentive Programs
- Creative Promotional Ideas
- Order gifts for your clients online. Special touches like sending champagne and strawberries to your clients on a honeymoon cruise will ensure your place as their agent for life.

Happy Booking! We wish you many fun, exciting and profitable cruises!

SECTION V – GLOSSARY & TERMS

TERM	DEFINITION
Accommodation	Anything sold to travelers for convenience or to satisfy a need, such as lodging, traveling space, food, or services.
ACH	See Automated Clearing House (ACH) Network
Active Reservations List	A list of confirmed reservations stored on the Xstream Travel website.
Add-ons	Optional additions customers can purchase in conjunction with a vacation.
Add-on Fare	The cost of air travel from a domestic city to another domestic city from which the tour/vacation package originates. For example, if the client lives in Minneapolis but is taking a cruise out of New Orleans, the flight from Minneapolis to New Orleans is Add-on Fare.
Adjoining Rooms	Hotel rooms located next to one another, with a connecting door that can be locked from either side.
Advance Deposit	Partial or full payment in advance.
Advanced Passenger Information (API)	Biographical data on individual air travelers which the law requires vendors to collect prior to travelers' arrival in the U.S. from international locations. This data includes the traveler's full given name, date of birth, gender, address, nationality, passport number and country issuing the passport. Additionally, the law requires information on visas, country of residence, and other documents for non-citizens of the United States.
Advanced Passenger Information System (APIS)	An automated network capable of Analyzing Advanced Passenger Information (API), APIS is the result of the Aviation and Transportation Security Act signed into law November 2001.
Affinity Group	A group of people who have some trait in common
Agency	A relationship in which one party acts for another when engaging in business with a third party.
Airline Reporting Corporation (ARC)	A nonprofit airline-owned corporation that accredits U.S. travel agencies and processes their air sales remittances. The ARC appoints travel agencies to sell airline tickets and oversees the financial details of tracking payments to airlines and the disbursement of commissions to travel agencies. The ARC also sets and enforces standards for agency bonding, handling, and storage of tickets.
Airport Codes	Three-letter codes used to uniquely identify airports.
Airport Tax	See head tax.
Air/Sea Package	A package that includes airfare, the airport-to-dock transfer and lodging if necessary
All-inclusive (AL)	A fixed-price package that includes all elements of the vacation. All inclusive vacations usually include transportation, accommodations, meals, and sometimes sightseeing. All hotels are different so you must become familiar with the inclusive program at that hotel to get full benefits.
All Suite Hotels	A property where all of the rooms are advertised as suites. It is advisable to confirm upon reservation because some suites are more than one room and some are simply oversized rooms.
Allotment	The number of seats, cabins, berths, etc. available for sale by a supplier or agent.
Amadeus	The European computerized reservations system whose founding owners are Air France (23.36%) Lufthansa (18.28%) and Iberia (18.28%); it is based in Madrid.
Amenities	The facilities and features of a property, usually a hotel.
American Plan	A hotel rate that includes a room and three meals per day
API	See Advanced Passenger Information.
APIS	See Advanced Passenger Information System.
Apollo	A computerized reservation system owned by United Airlines and the Cov Corporation.

ARC Number	A number assigned to travel providers by the Airline Reporting Corporation (ARC) upon registration.
At-Sea Day	A day when a cruise ship is traveling a long distance and does not stop at a port.
Authorization Code	A numeric code VAX displays after submitting a credit card payment. This code acknowledges that the system approved and accepted the payment.
Automated Clearing House (ACH) Network	A nationwide, batch-oriented, electronic funds transfer system governed by NACHA operating rules which provide for the inter-bank clearing of electronic payments for participating depository financial institutions. The American Clearing House Association, Federal Reserve, Electronic Payments Network, and Visa act as ACH Operators, central-clearing facilities through which financial institutions transmit or receive ACH entries. ACH payments include: <ul style="list-style-type: none"> • Direct Deposit of payroll, Social Security and other government benefits, and tax refunds • Direct Payment of consumer bills such as mortgages, loans, utility bills and insurance premiums • Business-to-business payments • E-checks • E-commerce payments • Federal, state and local tax payments Visit the NACHA web site at www.nacha.org for more information.
Available Rooms	In a hotel, the number of rooms available for use on a given day, omitting rooms not available due to damage, repairs, and so forth.
Availability	The current inventory of unsold seats, rooms, cabins, etc.
Back Office	Business activities, such as accounting, that generally takes place out of the view of customers. Also, the agent access only part of your Xstream Travel website, used to post commissions and view network.
Balcony	An open-air space or platform projecting from the exterior wall of a hotel room, cabin, or suite.
Banqueting Rooms	Special purpose rooms available at a hotel, generally for a fee, used for meetings, parties, etc.
Base Fare	The cost before adding tax and other fees.
B & B (Bed & Breakfast)	Refers to a variety of private homes, cottages, and farms, offering a room and breakfast. Check on if you have a private bathroom or share with other guests.
Berth	The docking space of a ship. Also, a bed on a ship.
Best Available	A pledge by a travel supplier to furnish the top accommodation possible to a client.
Birth Certificate	An official document generally issued by the county, state, or country of birth listing date, time and location of birth, along with parents' names.
Blackout Dates	Dates when special lower fares or other offers are not available or applicable Blackout dates usually coincide with holidays and peak travel seasons.
Blocked Space	A number of rooms reserved in advance for a group or a cruise group.
Booking	The act of reserving vacation components. See also reservation.
Booking Fee	The charge levied by a CRS on a supplier for handling a reservation.
Bow	The front of the ship.
Brochure	In the travel industry, any piece of promotional literature describing a tour, package, attraction, or destination.
Bridge	Location on a ship from where it is controlled.
Bulk Fare	A fare available when a vendor buys a block of airline seats to sell to customers. The vendor controls end pricing rather than the airline.
Bundling	The act of combining a number of different products and/or services to sell at one price as a package.
Business Class	A grade of airline seat and service usually between first class and coach, designed to appeal to the business traveler.
Cabin	The passenger compartment of an airplane or a standard bedroom on a ship. A small isolated building for rent to travelers.
Cabin Steward	The person who maintains staterooms.
Cancellation Insurance	Insurance policy for travelers guarding against loss of funds in the event that the

	traveler cannot take the trip or the supplier cancels arrangements.
Cancellation Penalty	An amount deducted by a supplier from a refund of prepaid funds when a customer cancels a reservation.
Cancellation Policy	Travel supplier terms regarding canceled reservations and the amount of advanced notification necessary to receive a refund.
Car Class	The specific size, style, and rental price for a rental car.
Carrier	A company organized to transport passengers and/or goods.
Category	On a cruise ship, a class of cabin or fare level
Charter	A trip, or the act in which a company hires all or part of an airplane, ship, bus, train, or other transportation for resale to the public or a specified group.
Check-In Time	The earliest time one can gain access to a reserved hotel room. This is usually approximately 3:00 p.m. unless specific arrangements are made.
Check-Out Time	The latest time a person must check out of a room. This is typically 12:00 p.m. You can request a late check-out.
Child	In the travel industry, a designation used to determine fares and other rates for people between the ages of 2 and 18. However, this age range varies depending on the company and service being provided.
City Code	A combination of three letters used to uniquely identify a city and/or its airports.
City Pair	The origin and destination locations of a flight.
Class Code	A code determined by an airline to represent a specific level of flight service. The class code is one letter followed by the number of seats available. For example, F4 represents F is the flight class and there are 4 seats available in that class. Class codes are not consistent among the airlines.
CLIA Number	A number assigned to travel agents upon registration with the Cruise Lines International Association.
Closed Dates	Days on which travel or hotel rooms are unavailable due to prior sale or booking
Club Level	Hotel floors that offer extra support and benefits for the traveler. Usually cost more but gives the client added value.
Coach	The lowest and most inexpensive class of transportation. Also known as economy class
Condominium	An apartment, townhome, or house available for rent by the client offering more space and amenities than a standard hotel room.
Complimentary	No charge or free
Commission	An amount paid to a travel agent for selling a vacation package. This is usually a percentage of the vacation's total amount.
Commission Cap	The maximum dollar amount a supplier pays as commission regardless of the actual price of the ticket or the standard commission rate.
Computerized Reservation System (CRS)	See Global Distribution System GDS
Concierge	An employee of a hotel, resort, or cruise in charge of providing advice and additional services for guests.
Confirmation	The official acceptance of a booking, acknowledging receipt of a reservation and promising to honor it within specified limitations.
Confirmation Number	A code used to identify and document a reservation confirmation.
Connecting Flight	A segment of a trip that requires passengers to leave one plane and board another.
Connecting Rooms	Two or more hotel rooms with private doors, permitting access from one to the other without use of a hotel corridor. Some cruise ships also have connecting rooms but in limited amounts.
Connection	A stop on a journey that requires a change of planes or other mode of transportation.
Continental Breakfast	A morning meal consisting of rolls, fruit, coffee, tea, etc, often provided by hotels on a complimentary basis
Continental Plan (CP)	A hotel rate that includes a room and a continental breakfast
Cookie	A mechanism in a Web browser that stores small pieces of information. VAX cookies remember your user preferences, user name, agency number, and log in/out status so you do not have to retype them every time you log in.
Cross-Selling	Offering the client an add-on to the cruise itself, related but not included.

Cruise Lines International Association (CLIA)	Cruise Lines International Association is a marketing and training organization composed of twenty-three of the major cruise lines serving North America. CLIA was formed in 1975 in response to a need for an association to promote the special benefits of cruising. CLIA exists to educate, train, promote and explain the value, desirability, and affordability of the cruise vacation experience.
Cutoff Date	Specific day when final action must be taken on a reservation or blocked space. The day beyond which; the offer, fare, request, or availability is no longer applicable and no longer honored.
Deck & Deck Plan	The equivalent of a floor plan of a building, the ship's floor plan, showing cabins and public spaces.
Default	A pre-programmed setting that users can sometimes change or modify.
Deluxe	A term used in travel to suggest highest quality.
Departure Tax	See head tax, passenger facility charge.
Deposit	Payment made to hold accommodations or space on a vacation. Deposits may be partially or fully refundable if the customer cancels with enough advance notice.
Destination	The location of the actual vacation experience.
Direct Flight	A trip between two locations, with intermediate stops, that does not require passengers to change planes. This differs from a nonstop flight that does not land between the origin and destination.
Disclaimer	A formal denial of legal and financial responsibility for monetary losses or other injury incurred as a result of advice given or products or services sold.
Discount Fare	A special fare, usually offered for a limited time and in a limited quantity.
Document Delivery Address	The document delivery address is the location where the itinerary, tickets, passes, etc, need to be sent.
Domestic Airline	An airline carrier that provides service within its own country. Also known as a domestic carrier
Domestic Fare	Fare charged for travel within a country.
Double Booking	The practice of confirming two or more reservations when only one will be used.
Double (DB) Room	A hotel room suitable for two people. It may have one double bed, two twin beds, or two double beds. Rooms with two double beds are sometimes called "double - double."
Double Occupancy	The rate for a room used by two people at the same time.
Downgrade	The act of changing to a lower class of service or accommodation.
Drop-Off Charge	A fee charged by a rental car company when the renter does not return the car to the original rental location.
Duty	A tax; most often applied to imported goods.
Duty-Free	Being exempt from import tax. Most often applied to goods bought in special airport shops just before boarding for a trip to another country.
Economy Class	See coach.
Effective Date	The day on which a fare or other offer becomes valid.
Efficiency Accommodation	A small room with minimal kitchen and bath facilities.
Electronic distribution (ED)	Systems and web sites that interface with the Global Distribution Systems (GDS) to enable travel agents to access and book reservations any hour of the day. ED systems enable you to easily book entire vacation packages. Some ED systems include Tour link, TOUR SOURCE, and Leisure Shopper. Some ED web sites include VAX and Online Vacation Mall (OVM).
Embarkation	Boarding the ship.
English Breakfast	Full breakfast of cereal, sausages, bacon, eggs, toast, juice and tea or coffee.
Entry Fee	The price charged for admission to a place, competition, or attraction. The duty levied on a person entering a country.
Entry Requirements	The official documentation required by a country to allow a foreigner to enter.
Errors & Omissions Insurance	Insurance available through Xstream Travel that protects you the agent from any fraudulent trips provided through other suppliers or errors made on your behalf.
European Plan (EP)	A hotel rate that does not include meals.
Excursion	A side trip, usually short, made with the intention of returning to the starting location.
Excursion Fare	A special price offering round-trip transportation below the combined cost of

	component one-way prices. Excursion fares usually come with restrictions such as an advance purchase requirement and/or a minimum stay.
Extended Stay	A hotel visit exceeding seven days
Fair Market Value	The price of an item's actual worth, assuming a free market of willing buyers and sellers acting in their own best interests.
Fare	The price charged for transportation.
Fare Basis	The specific fare for a ticket at a designated level of service.
Fare Code	A code used to book reservations on a CRS for a special price.
Feature	An entertainment item available for a vacation. Features include shows, tours, attractions, etc.
Fee-Based Pricing	A method of pricing agency services based on the suppliers' net price, plus a mark-up that covers the cost of delivering the service and a profit.
Final Payment	A remittance that brings the balance owed to zero.
First Class	Top quality seats or services; usually, first class service is the best a supplier has to offer.
First Seating	The earlier of 2 meals times available in the ship's dining room.
Fly/Drive Package	An offer that bundles airfare, car rental, and sometimes land accommodations for a certain number of nights at a fixed price.
Foreign Exchange Rate	The rate at which you can exchange one country's currency for that of another country
Frequent Flyer Program	A plan offered by airlines to award bonuses, such as free travel or upgraded service, to paying customers based on the number of miles they fly with that specific airline. Hotels and car rental companies have also adopted this concept through frequent lodging and frequent rental plans. Participation in these plans is optional.
Fuel Surcharge	An additional fee added to a fare by an airline to cover the increased cost of fuel. Fuel charges are seldom quoted in the fare.
Galileo International	Along with Worldspan and Sabre, one of the three major U.S.-based computerized reservations systems
Garden View	A room overlooking the garden but usually with no direct access
Gateway	A city that serves as an arrival or departure point.
Global Distribution System (GDS)	Any of several proprietary computer systems that contains inventory databases and enables real-time access to airfares, schedules, and seating availability; offering the capability of booking flights and hotels; and the ability to generate tickets. The four major GDS's include Apollo, Galileo, Sabre, and Worldspan. Also known as Computerized Reservation System (CRS)
Gross Profit	Net sales minus the cost of goods or services sold and before payment of taxes and operating expenses.
Gross Sales	Total sales receipts before subtracting any expenses or deductions for returns or other post-sale adjustments.
Group Rate	The price offered to a party of generally 10 or more travelers.
Guaranteed Payment Reservation	A hotel reservation secured by the guest's agreement to pay for the room even if it is not used.
Head Tax	A fee charged to a visitor or passenger for entry into or departure from an airport or hotel. See also passenger facility charge (PFC).
Hold Time	A time when non-guaranteed rooms are released back to the hotel for sale. Usually 4 to 6 PM.
Hostel	An inexpensive, usually supervised lodging primarily for young people.
Hot Deal	An advertisement for a vacation package. Hot deals are not specially priced. Hot deals are similar to the advertisements in the travel section of a newspaper.
Hotel Classifications	Designations used throughout the world, whether the rating is made professionally or for promotion. In Europe, the general system is to rate hotels from 5-star-deluxe-to-1-star-budget or economy. There is no universally accepted system in the U.S. <ul style="list-style-type: none"> • Deluxe or luxury: A top-grade hotel; all rooms with private bath, and highest standards maintained throughout. • Moderate class: Some rooms with private bath and most standard public rooms and services.

	<ul style="list-style-type: none"> Second class: A budget operation; very possibly no private bath and very probably limited services and amenities; also called economy or tourist class
Hotel Package	A bundle offered by a hotel, sometimes consisting only of room and breakfast, and sometimes, especially at a resort hotel, of room, meals, transportation, use of sports facilities, and other services.
Hub	A city or airport where an airline has major operations and many gates.
IATAN	(The international airlines Travel Agent Network) A professional association whose main goal is to assist travel agents meet and maintain a specific set of standards.
ICTA	(Formerly known as the Institute of Certified Travel Agents, currently called The Travel Institute) An association formed to help the travel industry through education, testing and certification.
In Season	Items only available at certain times of the year.
Incentive	Merchandise, travel, cash, services, or intangibles offered to a travel agent or customer as a reward for taking a specific action.
Incentive Travel	Travel offered by vendors to travel agents as an incentive toward greater productivity or as a reward for outstanding performance.
Incentive Vacation	A vacation package that bundles transportation and accommodations along with additional services such as transfers, sightseeing, museum admissions, and so forth.
Inclusive Resort	A property that includes the room, meals, and amenities in a single package rate; also called all-inclusive resort.
Indirect Air Carrier	A charter vendor, an agent, or other operator who may contract for charter space from an airline for resale.
Infant	In the travel industry, a designation used to determine fares and other rates for children under the age of two. Infants often travel free of charge.
Interactive Agent Reporting System (IAR)	An ARC program in which weekly agents submit sales reports electronically.
Island Hopping	Visiting a number of islands in quick succession, as on a cruise.
Itinerary	A chronological itemized list of all components for a vacation. The itinerary includes air flights, hotels, car rentals, tours, attractions, ground transportation, and taxes.
Joint Fare	See through fare
Junior Suite	A large hotel room with a partition separating the bed and sitting area.
King Room	A hotel room with a king-size bed.
Land-Only	A rate that does not include transportation.
Land Price	The cost for the land arrangements only
Late Booking Fee	An additional charge levied by some vendors for reservations made shortly before departure.
Leg	The segment of a flight between two consecutive scheduled stops.
Lodging	See accommodation.
Loss Damage Waiver (LDW)	Protection offered by car rental companies against responsibility for damage to the rental car resulting from loss, theft, vandalism, or collision.
Low Season	See off-season, off-peak.
Lowest Fare Finder	A search tool in VAX that compares the lowest published fare to the lowest bulk fare and returns the lowest price for the size of your party.
Manifest	A document listing the passengers or goods on an airplane or ship.
Markup	The amount or percentage added to a wholesale or purchase price to arrive at the retail or resale price.
Mileage Charge	The per mile fee charged by a car rental company.
Minimum/Maximum Stay Requirements	Airline ticket sale conditions or other services that require travelers to stay at the destination for a certain period of time.
Miscellaneous Charge Order (MCO)	A payment voucher used by an airline or travel agent to cover payment for transportation, accommodations, sightseeing, and other services.
Multi-Access Reservations System	A computerized reservations system (CRS) offering travel agencies access to the computers of various airline carriers and other suppliers.
Net Amount	The amount due to a supplier, after commissions have been deducted.
Net Rate	The wholesale price that is marked up for retail sale.
Net Profit	Earnings after deducting all expenses.

Nonrefundable Ticket	An airline ticket for which you cannot change the dates and cannot return due to policy.
Nonstop Flight	Transportation from the origin to the destination without intermediate stops.
Nontransferable	A ticket that cannot be used by anyone other than the person to which it was issued.
Occupancy Rate	A ratio expressed as a percentage of hotel rooms sold to the total offered for sale during a specific time period.
Ocean View	A hotel room with a view of the ocean usually located on the side of a hotel.
Oceanfront	A hotel room directly facing the ocean.
Off-Peak	A time of year when business is traditionally slow for the travel industry.
Off-Season	A time when business is traditionally slowest in the travel industry and rates are often at their lowest.
One-Way Trip	Transportation for one location to another without provision for returning.
Open Seating	Seats or tables that can be occupied on a first-come basis.
Option	Any part of a vacation that is not a flight or a hotel. Options include car rentals, features, and insurance.
Optional	A term used to describe any product or service that is not included in the base price, but may be added at the customer's discretion for an additional cost.
Origin	The starting point prior to travel.
Outbound	Referring to the leg of a trip departing from the origin city.
Override Commission	An additional fee percentage (usually around 1% for using VAX) paid to travel agents on top of the normal commission.
Passenger Facility Charge (PFC)	A head tax allowing U.S. airports to impose a fee to be used for federally approved airport improvements. Airlines collect the tax and remit the funds to the airport.
Passenger Name Record (PNR)	A booking record made and stored on a computerized reservations system containing all the information relating to a specific booking including passenger names, flight number, travel times and dates, airlines, and price.
Passport	A document identifying an individual as a citizen of a specific country and attesting to the passenger's identity and ability to travel freely. You can obtain an application at the Post office or online.
PAX	Industry abbreviation for "passengers"
Peak	A time of year when travel and tourism are traditionally at the highest level.
Port Day	A day when the ship stops at a port-of-call
Port Tax	What ports charge the cruise lines to dock their ships.
Preferred Supplier	A vendor with whom a travel agency has negotiated or earned a higher commission rate.
Preferred Supplier Agreement	An arrangement between a corporation and vendor in which the corporation requires its employees to use the products and services of the vendor in return for discounts and other advantages.
Promotion Code	A code that vendors create to reward customers with a specific dollar amount discount, a percentage discount, free or discounted items, or to track travel business.
Promotional Fare	A discount fare designed to increase sales volume.
Proof Of Citizenship	Any documentation that indicates the citizenship of an individual, including birth certificates, voter's registration cards, or passports.
Pseudo ARC Number	A code, often a telephone number, used by suppliers to identify travel agencies that do not have an ARC number.
Pseudo City Code	A CRS code used to identify a travel agency location.
Pseudo PNR	A record stored in a CRS that does not contain an airline reservation. See also passenger name record.
Public Charter	An airplane or other transportation that may be leased by the general public.
Published Fare	Any fare listed specifically in the airline carrier's schedule of prices. The airline controls the prices.
Purser's Office	(also called front desk, hotel desk or Information Desk) The direct equivalent of a hotel's front desk.
Quad Room (QD)	A hotel room suitable for four people
Queen Room	A hotel room with a queen-size bed.
Queue	To route a communication, such as a passenger name record, within a CRS to a

	specific destination, such as a travel agency
Quote	To state a price
Rack Rate	The regular public rate for a hotel room.
Record Locator	In a CRS, a string of characters that serve as a unique identifier for a reservation or passenger name record
Referral Agency	A travel agency using a network of outside sales agents to pass travel requests to an inside sales force that makes the actual sale. Generally, these agencies seek to recruit as large an outside sales force as possible.
Regular Fare	An unrestricted full-price fare.
Remittance	The payment for a product or service.
Remote Ticketing	The practice of booking a reservation at one location and printing the ticket at another location.
Repositioning Cruise	A cruise where the ship moves from one general cruise area to another.
Reservation	An arrangement to have vacation components held or guaranteed for one's use.
Resort	Generally, an area or city offering recreation or leisure opportunities along with accommodations
Restricted Fare	Airline price that limits the time the holder can travel and imposes other limits, such as advance-purchase and minimum/maximum-stay requirements.
Rollaway	In a hotel, a cot-like bed that can be folded and rolled from place to place.
Room Tax	Local and state charges on hotel accommodations that are added to a guest's bill
Room Type	General room description by category, such as single, twin, or suite.
Round-Trip Fare	The rate charged for a trip to a destination and a return by the same route.
Run-Of-The-House Rate	A flat price at which a hotel agrees to offer any of its rooms to a group.
Sabre	Along with Galileo and Worldspan, one of the three major U.S.-based computerized reservations systems.
Scheduled Carrier	An airline that operates according to a published schedule
Second Seating	The later of two meals times in the ship's dining room.
Security Surcharge	An additional fee levied on an airline ticket to pay for increased protection at airports.
Segment	A leg of an air itinerary from boarding the plane at one location to leaving the plane at another location.
Senior Fares	A lower airline price available from some U.S. carriers for senior citizens. The age at which someone qualifies as a "senior" varies with the supplier and can range between 50 and 65 years.
Service Charge	An additional charge levied for care of guests, usually replaces a tip.
Service Fee	A charge to the customer levied by a travel agency, usually to cover the time and expense of arranging air travel.
Shore Excursion	A port-based tour or activity.
Single (SI) Room	A hotel room suitable for one person
Single Supplement	Extra charge for one person occupying a hotel room, especially popular on a cruise and cost is sometimes as much as 100%.
Spa	An area in a hotel or resort offering such amenities as steam baths, saunas, massage, etc. A resort specifically designed to appeal to the health- or diet-conscious.
Special Fare	Any price other than those normally offered.
Standby	A passenger on a waitlist for a seat; usually holding a ticket on a reduced fare.
Stateroom Category	The price that a certain kind or level of stateroom represents.
Stopover	A stop at an intermediate point in one's journey.
Suite	Hotel unit of at least two rooms; may include kitchen facilities. On a ship typically one of the most expensive rooms.
Superior Room	In a hotel, a more expensive room providing a better view, exposure, or other amenities.
Supplier	In the travel industry, any company providing travel services to the public.
Surcharge	An additional fee levied for the provision of certain additional features or because of special extenuating circumstances.
Tariff	A schedule of fares or prices.
Taxes	Service charges are a fixed percentage automatically added to room and meal charges. Taxes are set by the city, state or federal government.

Tender	A small boat that ferries passengers between port and ship.
Theme Park	A large amusement facility with rides, shows, restaurants, shops, and other attractions. The architecture, decoration, uniforms, music, and other features suggest an image or motif for the entire grounds or designated sections of it.
Through Fare	A fare applying from one location to another through one or more gateways on one airline.
Tour	A travel product in which several elements are bundled together and sold as a unit.
Tours	Typically involve the use of a guide, host, or escort by groups. Another name for vacations
Tour Operator	See vendor.
Tracking Number	A number you can create in VAX that enables you to save your itinerary information without creating the actual reservation. Use tracking numbers if you want to save your work and complete it at a later time.
Transaction Fee	Charges for certain types of services, such as making or canceling reservations, ticket delivery, and providing insurance or visas.
Transfer	Local transportation between two locations usually as part of a vacation package. Transfers can include transportation from an airport to a hotel, from a hotel to a theater or restaurant, or from one airport terminal to another.
Travel Incentive	A program to motivate people to perform better through the potential award of an exceptional travel experience.
Trip	In the travel industry, any journey of more than 100 miles from a person's home, regardless of whether an overnight stay is involved.
Triple (TR) Room	A hotel room suitable for three people.
Twin Room	A hotel room containing two single beds.
Twin-Double	A hotel room containing two double beds. Sometimes called a "double-double."
Universal Package Identification Code (UPID)	See Vacation ID.
Upgrade	A move to the next higher category of service, room, seat, etc.
Vacancy	An empty room at a hotel or motel.
Vacation ID	12-character code used to designate the type of vacations offered in the reservation system. The format is DDDCCOOOPPPP where DDD is the destination code, CC is the carrier code, OOO is the origin code, and PPPP is the product ID also known as Universal Package Identification (UPID).
Vacation Shopper	A VAX tool that enables you to search for vacations by price within one specific vendor's inventory. You can enter vacation requirements along with the referred price range and VAX finds the least expensive vacations within your price range that meet the requirements you enter.
Value Added Tax	A government fee imposed each time a product changes hands.
VAX Vacation Access	A Web-based tool that enables travel agents to book vacation packages 24 hours a day. VAX also enables you to: <ul style="list-style-type: none"> • Track all bookings, payments, and commissions • Research package information, availability, and pricing • Research vendor information
Vendor	A travel company offering all accommodations, transportation, and features for a vacation.
Visa	An official authorization appended to a passport permitting travel to and within a particular country.
Volume Incentive	An extra commission or other inducement suppliers offer to travel

SECTION VI – SUPPLIERS

SUPPLIER	SUPPLIES TO	PHONE	WEBSITE	LOCATION
Above and Beyond Tours (GAY TRAVEL)	Australia, Greece, Italy, Europe, Fiji, South Pacific	800-397-2681	www.abovebeyondtours.com	Most U.S. Cities
Accessible Journeys (Disabled Travelers)	Africa, Asia, Canada, Europe, India, Middle East, Cruises	800-846-4537	www.disabilitytravel.com	Most U.S. Cities
Adrift Adventure (Adventure Specialists)	Colorado River, Green River in Utah	800-874-4483	www.adrift.net	LAND ONLY
Adventure Center	Africa, Asia, Europe, S. Pacific: Safaris, Treks, Expeditions	800-228-8747	www.adventurecenter.com	Most U.S. Cities
Vacations by Adventure Tours (VAX)	Aruba, Cancun, Cayman Islands, Costa Rica, Cozumel, Las Vegas, Los Cabos, Jamaica, Puerto Vallarta	800-999-9046	www.atusa.com	Most U.S. Cities
Adventures on Skis (SKI)	Ski: Europe & South America	800-628-9655	www.adventuresonskis.com	Most U.S. Cities
Air Jamaica Vacations (VAX)	Jamaica, Antigua, Barbados, Grand Cayman, Nassau, St. Lucia, Turks & Caicos JFK Nonstop to: Barbados, St. Lucia	800-568-3247	www.airjamaicavacations.com	LAX, ORD, ATL, BWI, JFK, EWR, LON, MIA, MCO, PHL
Alaska Airlines Vacations (VAX)	Alaska (Barrow, King Salmon, Kodiak, Kotzebue, Nome), Mexico, Disneyland, Palm Springs, Phoenix, San Diego, San Francisco, Seattle, La Paz, Ixtapa, Los Cabos, Mazatlan, Puerto Vallarta	800-468-2248	www.alaskaairalaska.com	LAX, SEA, SFO, PDX, ANC, SAN
America's Favorite Golf Schools	Arizona, New York, Florida, California, Colorado, Texas, N. & S. Carolina, Mexico and Hawaii	800-365-6640	www.afgs.com	Land Only
Apple Vacations East	Mexico & Caribbean, Bermuda	800-727-3400	www.applevacations.com	CLE, PIT, CVG, COL, BWI, EWR, JFK, PHL, CLT
Apple Vacations West	Mexico, Caribbean, Hawaii, Bermuda, Costa Rica	800-365-2775 (Groups) 800-315-7871	www.applevacations.com	SFO, LAX, SAN, PHX, DEN, SJC, SAT, ATL, ORD, DTW, STL, IND, MDW
Australian Pacific Touring	Australia, New Zealand	800-290-8687	www.ap Tours.com	LAX with addons
Backroads (ACTIVE)	Africa, Asia, Canada, Europe, Latin America, United States	800-462-2848	www.backroads.com	Most U.S. Cities
Breckenridge Resort Condos	Breckenridge, CO Condo Accommodations Ski In, Ski Out Properties	800-525-2258	www.resortquestbreckenridge.com	Most U.S. Cities
Breeze Ski Rental	Commissionable Ski Rentals to all Colorado Ski Destinations	888-427-3393	www.skirentals.com	Ski Rentals Only
Brendan Worldwide Vacations	Ireland, Europe, Australia, New Zealand, Fiji, Tahiti, Africa, Egypt, South America, Central America,	800-421-8446	www.brendanvacations.com	Most U.S. Cities

	Greece, United States, Canada, Caribbean Hotel & Air Packages and Russian & European River Cruises			
British Airways Holidays	Europe, Africa & U.S.	877-428-2228	www.baholidays.com	Most U.S. Cities
Caravan Tours	Latin America, USA. Canada Escorted Tours	800-227-2826	www.caravantours.com	Most U.S. Cities
Carnival Cruise Lines	Caribbean, Mexico, Hawaii, Canada, Alaska, Panama	800-327-9501 800-321-6666 (AIR/SEA Dept) 800-327-5782 (Group)	www.carnival.com	Most U.S. Cities
Carnival Funship Link	Website Support Desk	800-845-2599	www.bookccl.com	
Celebrity Cruise Lines	Australia, Canada, New Zealand	800-722-5053	www.celebritycruises.com	Most U.S. Cities
Championship Tennis Tours, Inc.	Tennis Tours All Over The World	800-468-3664	www.tennistours.com	Land Only; (Except they do air from LAX for the Australian Open)
CIE Tours	Ireland & Britain	800-243-8687	www.cietours.com	Most U.S. Cities
Classic Custom Vacations	Caribbean, Hawaii, Europe, Mexico, USA	800-635-1333	www.classiccustomvacations.com	Most U.S. Cities
Club Med	Africa, Asia, Australia, Caribbean, Europe, Mexico, Middle East, United States	800-258-2633	www.clubmed.com	Most U.S. Cities
Collette Vacations	Africa, Alaska, Australia, Europe, S. America, United States, Hawaii, and Canada	800-832-4656	www.collettevacations.com	Most U.S. Cities
Contiki Holidays	Mexico, Australia, Caribbean, Europe, Florida, Las Vegas: Client 18 – 35 years old	866-266-8454	www.contiki.com	Most U.S. Cities
Creative Leisure International	Hawaii, Mexico, Virgin Islands, Great Britain, San Diego	800-413-100	www.creativeleisure.com	Most U.S. Cities
Crystal Cruises	Asia, Australia, Europe, S. America, Mediterranean	877-446-662	www.crystalcruises.com	Most U.S. Cities
Cunard Cruises	Asia, Australia, Caribbean, Europe, Hawaii, United States	800-528-627	www.cunard.com	Most U.S. Cities
Daman Nelson Travel (SKI)	Wholesale Ski Packages to Colorado, Utah, Idaho, Wyoming and Canada	800-343-262	www.skirun.com	Most U.S. Cities
Delta Vacations (VAX)	Caribbean, Puerto Rico, Nassau, Jamaica, Cancun, Acapulco, Puerto Vallarta, Grand Cayman, St. Thomas, St. John, Aruba & Mexico	800-221-666	www.deltavacations.com	Most U.S. Cities, MCO to NAS, JFK to MBJ
DER Tours	Europe, & Consolidated Air to over 30 destinations	888-660-530	www.der.com	Most U.S. Cities
DFW Tours / Holiday House	Nationwide Scheduled Airline Service to Asia, Europe, Africa, Middle East, Latin America, South Pacific	800-780-573	www.dfwtours.com	Most U.S. Cities
Dive Tours (Scuba Diving)	Baja, Belize, Bonaire, Cayman, Costa Rica, Cozumel, Curacao, Honduras, Micronesia, St.	800-328-528	www.divetours.org	Most U.S. Cities

	Lucia, Turks & Caicos PLUS Exotic Live Aboard Charters to: Andaman Islands, Chuuk Lagoon, Cocos Islands, Fiji, French Polynesia, Galapagos, Indonesia, Maldives, Panama, Papua New Guinea, Red Sea, Solomon Islands, Thailand, Truk Lagoon			
Funjet Vacations	Europe, Canada, Orient, Africa, S. Pacific, USA, Central America, Belize, Costa Rica	800-558-3050 800-281-4806	www.funjet.com	Most U.S. Cities DTW Charters
General Tours, Inc.	East Europe, Soviet Union, South America	800-221-2216	www.generaltours.com	Most U.S. Cities
Globus and Cosmos Tours	Mexico, Caribbean, Hawaii, Europe, Bermuda, Costa Rica, Australia, New Zealand, Asia and South America	866-755-8581	www.globusjourneys.com	Most U.S. Cities
Golf Holidays	Hawaii, Caribbean, Europe and United States	888-465-3499	www.golfholidays-online.com	Land Only
Golfpac Travel	Florida, Arizona, Palm Springs, North Carolina, South Carolina and The British Isles	888-848-8941	www.golfpactravel.com	Land Only
Grand Bahamas Vacations	Freeport ONLY	800-422-7466	www.grand-bahama.com	BDL, BNA, BWI, CVG, CLE, FLL, MEM, PIT, RDU, PIT
GWV, International (7 night packages only)	Caribbean, Costa Rica, Mexico	866-797-0038	www.gwvtravel.com	BOS, BDL, PVD
Holland America Line	Alaska, Canada, Caribbean, Europe, Hawaii, Mexico, Orient, Panama Canal, South America, South Pacific, World Voyages	800-544-0443	www.hollandamerica.com	Most U.S. Cities
Grayline of Alaska Tours	Escorted Tours of Alaska & Yukon Territory	888-452-1737	www.graylineofalaska.com	Most U.S. Cities
Insight Vacations	Europe and Mediterranean	888-680-1241	www.insightvacations.com	Most U.S. Cities
Inter Island Tours, Ltd.	Every Caribbean Island	800-245-3434	www.interislandtours.com	Most U.S. Cities
ITC Tours	Golf Tours	800-257-4981	www.itcgolf-africatours.com	Airfare from Most U.S. Cities to Africa Only
Journeys International	Africa, America, Antarctica, Asia, Pacific	800-255-8735	www.journeysintl.com	Most U.S. Cities
Lynx Vacations (Ski)	Canada & Western USA	877-284-7544	www.lynxvacations.com	Most U.S. Cities
Mayflower Tours	USA, Hawaii, Canada, Alaska, Holland, Germany, Switzerland, China, Greece, Turkey, Hong Kong, Paris, Ireland, Australia, Italy, New Zealand, South Africa, Mexico	800-323-7604	www.mayflowertours.com	Most U.S. Cities
MGM Mirage Vacations	Beau Rivage, Bellagio, Golden Nugget, Treasure Island, New York New York, Mirage, MGM Grand	800-360-7111	www.mgmmiragevacations.com	Most U.S. Cities
Mila Travel & Tours to Latin America	Argentina, Belize, Bolivia, Chile, Colombia, Cuba,	800-367-7378	www.milatours.com	Most U.S. Cities

	Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Paraguay, Peru, Uruguay, Venezuela			
Natural Habitat Adventures	Africa, Antartica, Costa Rica, United States	800-543-8917	www.nathab.com	Most U.S. Cities
Nature Expeditions International	Wildlife and Cultural expeditions to exotic destinations worldwide	800-869-0639	www.naturexp.com	Most U.S. Cities
Newman's South Pacific Vacations	Australia, New Zealand, Fiji, Tahiti, Samoa, Cook Islands	800-342-1956	www.newmansvacations.com	Most U.S. Cities
Norwegian Cruise Lines	Alaska, Bermuda, Caribbean, Europe, Hawaii, Canada, Panama Canal, S. America, Asia, South Pacific, Australia	800-327-7030	www.ncl.com	Most U.S. Cities
One & Only Ocean Club	Atlantis Paradise-Paradise Island & Entire Paradise Island	888-528-7157	www.oceanclub.com	Most U.S. Cities
Pleasant HAWAII Holidays	Hawaii	800-742-9244	www.pleasant.net	Most U.S. Cities
Pleasant Mexico Holidays	Mexico	800-742-9244	www.pleasant.net	Most U.S. Cities
Pleasant South Pacific & Tahitian Holidays	Tahiti, South Pacific	800-742-9244	www.pleasant.net	Most U.S. Cities
Princess Cruise Line	Africa, Asia, Australia, Caribbean, Europe, Middle East	800-421-0522	www.princesscruises.com	Most U.S. Cities
Royal Caribbean Cruise Lines	Caribbean, Mexico, Hawaii, Alaska, Panama, Asia, Europe	800-327-6700	www.rccl.com	Most U.S. Cities
Sandals Resorts Reservation	COUPLES ONLY: Sandals & Beaches Resorts, Antigua, Bahamas, Jamaica, St. Lucia	800-726-3257	www.sandals.com	Land Only
Ski Pak (SKI)	British Columbia, Idaho, Montana, Oregon & Utah	800-446-4688	www.ski-pak.com	SEA, PDX ONLY
Seabourn Cruise Lines	Africa, Asia, Europe, Mediterranean, U.S.	800-929-9595	www.seabourn.com	Most U.S. Cities
Silversea Cruise Line	Africa, Amazon, Caribbean, Colonial Coast, Far East, India, Mediterranean, New England, Northern Europe, Panama Canal, Pacific	800-722-9955	www.silversea.com	Most U.S. Cities
Solar Tours	Central America: Belize, Costa Rica, Guatemala, Honduras, Nicaragua, Panama AND South America: Argentina, Brazil, Bolivia, Chile, Ecuador, Peru, Uruguay, Venezuela AND Mexico, Puerto Rico, Spain	800-388-7652	www.solartours.com	Most U.S. Cities
Southwest Airlines Vacations	United States	800-243-8372	www.swavacations.com	Southwest Airlines Departing Cities Ex: SFO, DFW, SLC, SEA, DTW
Sports Empire	Sports Packages: Hotel, Car & Sport Tickets	562-920-3395	www.sportsempire.com	LAND ONLY
Star Clippers, Inc.	Sailing Cruises in the	800-442-0551	www.starclippers.com	CRUISE ONLY

(PADI Certified Ships)	Caribbean, Mediterranean, Far East, Ocean Crossings			
Starwood Vacations	SKI Packages to Colorado & British Columbia; CARIBBEAN: Grand Cayman, Puerto Rico, Grand Bahama, US Virgin Islands; EUROPE: France, Greece, Italy, Netherlands, Portugal, Spain, United Kingdom; MEXICO: Cancun, Ixtapa, Los Cabos, Puerto Vallarta; USA: Los Angeles, San Diego, San Francisco, Las Vegas, Phoenix, Tucson, New Orleans, Miami, Orlando, Key Largo, Key West, Clearwater Beach, Tarpon Springs, North Palm Beach, Ft. Lauderdale; HAWAII: Kauai, Oahu, Maui, Hawaii	866-218-4565	www.spgvacations.com	Most U.S. Cities
Student Travel Services	Spring Break trips Acapulco, Aruba, Cancun, Montego Bay, Nassau, Negril, Daytona Beach, Panama City Beach, South Padre Island	866-875-4565	www.stsvacations.com	Various U.S. Cities
Sunny Land Tours (Ecotourism)	Central America, S. America, Costa Rica, Mexico, Middle East, Europe, Africa, Russia, Egypt, Ukraine, Turkey, Croatia, South Africa	800-783-7839	www.sunnylandtours.com	Most U.S. Cities
SunTrips	Mexico, Caribbean, Hawaii and Las Vegas	800-514-5194	www.suntrips.com	SFO, LAX, DEN
SuperClubs	Breezes Bahamas, Breezes Costa do Sauipe (Brazil), Breezes Runaway Bay, Breezes Montego Bay, Grand Lido Braco, Grand Lido Negril, Grand Lido Sans Souci, Hedonism II, Hedonism III	800-859-7873	www.superclubs.com	Most U.S. Cities
Sutherland Travel Service, Inc.	New York City Show Tours with hotels and sightseeing	800-221-2442	NO WEBSITE	LAND ONLY
Tannhauser Lodging formerly Breckenridge Vac Rentals	Ski Packages serving the Breckenridge, CO area	800-433-9217	www.tannhauserlodging.com	LAND ONLY
Tauck World Discovery	Asia, Australia, Canada, Europe, S. and Central America	800-788-7885	www.tauck.com	Most U.S. Cities
TNT Vacations	Aruba, Antigua, Barbados, Bermuda, Bonaire, Caribbean, Costa Rica, Dominican Republic, Europe, Guadeloupe, Punta Cana, St. Kitts	888-468-6846	www.tntvacations.com	Charters from BOS, PIT & Most other U.S. Cities to Bermuda & Costa
Tradesco Tours	Western Europe, Central Europe, Eastern Europe, Southern Africa	800-833-3402	www.tradescotours.com	Most U.S. Cities
Trafalgar Tours REP: Nicole Groenendijk	Mexico, Caribbean, Europe, Britain, Canada,	800-854-0103	www.trafalgartours.com	Most U.S. Cities

@ 800-626-6604	Australia, New Zealand, The Orient, U.S.			
US Airways Vacations	Disney World, Bermuda, Cancun, Jamaica, Nassau, Europe	800-455-0123	www.usairwaysvacations.com	BOS, BWI, PIT, PHL, Most East Coast Airports
Vacation Express	Aruba, Cancun, Cozumel, Costa Rica, Mayan Riviera, Punta Cana, Bahamas, Jamaica, Dominican Republic, St. Lucia, SUN CRUISES	800-309-4717	www.vacationexpress.com	ATL, CLT, BNA, DEN, TPA, MCO, CVG, DCA
Walt Disney Travel Co. (Disneyland)	Disneyland	800-854-3104	www.disneytravelagents.com	Most U.S. Cities
Walt Disney Travel Co. (DisneyWorld)	Disney World	800-327-2996	www.disneytravelagents.com	Most U.S. Cities
Walt Disney Travel Co. (Disney Cruises)	Disney Cruises to Nassau AND Eastern Caribbean	800-511-1333	www.disneytravelagents.com	Most U.S. Cities
Windstar Cruises		800-258-7245	www.windstarcruises.com	Most U.S. Cities

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Fax: (310) 645-0412

Web: www.picassotravel.com

Contracted Airlines for this Region: VV, AC, AF, AI, NZ, TN, AZ, AA, OS, BA, BD, CO, OK, DL, AY, IB, FI, KL, LO, LT, LH, MH, MP, NW, OA, SK, JK, LX, RO, TK, UA, US, VS

SECTION VII – FORMS

The following pages contain different form examples to aid you with your business. You may edit these as desired for your own tastes.



CLIENT PROFILE

Today's Date _____ E-mail address: _____

Name _____ TEL: # (____) _____ - _____

Address _____ BUS: # (____) _____ - _____

City _____ St _____ Zip _____ MOB: # (____) _____ - _____

Trip to: _____

Amount of money estimated you want to spend on your vacation? _____

Depart on MM/DD/YY: __ __ / __ __ / __ __ Arrive on: MM/DD/YY: __ __ / __ __ / __ __

From: Airport or Port of call): _____ To:(Airport or Port of call): _____

Return on MM/DD/YY: __ __ / __ __ / __ __ Arrive to:(Airport or Port of call): _____

*****International Air Travel:** Passports required for **all** flight travel.

*****For Cruises:** Verify with cruise line if a passport is required or certified birth certificate is suffice. (Result after speaking with cruise line) _____

Legal Names, Birth dates & Ages of ALL going on the trip:

1) _____

2) _____

3) _____

4) _____

RESORT or CRUISE

_____ All Inclusive Cruise line _____ Hotel view or Type of cabin _____

_____ Transfers Pre-paid gratitudes _____ Yes _____ No Add on air? _____ Yes _____ No

Client wants travel insurance? _____ Yes _____ No

Has the client cruised before? _____ Yes _____ No If yes, how many times? _____

Name of cruise lines guest has cruised on: _____

NOTES: _____



CREDIT CARD AUTHORIZATION FORM

Today's Date: ___ / ___ / ___ Booking # _____ Supplier: _____

Date of trip: ___ / ___ / ___

Cruise Ship Name: _____ or Resort Name: _____

Type of room or kind of cabin requested: _____

Inside Cabin - \$ _____ Oceanview Cabin - \$ _____

Airfare from: _____ to _____ Yes, I want pre-paid gratuities.

Deposit Amount: \$ _____ Date for Deposit: _____

Second Payment: \$ _____ Date for 2nd Payment: _____

Final Payment: \$ _____ Date for Final Payment: _____

Insurance for the trip Amount: \$ _____

_____ I have declined insurance and I realize by not purchasing it, my vacation is non-refundable

Total for the trip: \$ _____

Please verify all legal names, birth dates, and ages of guest are correct. (Please make sure the age of guest at the time of travel)

- 1) _____
- 2) _____
- 3) _____
- 4) _____

Credit Card: VISA MASTER CARD AMERICAN EXPRESS

Please provide front and back copies of your driver's license & your credit card.

Card Number: _____

Name on Card: _____

Expiration Date: _____ 3 Digit Security Code: _____

Billing Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____ Work Number: _____

I acknowledge that all the information above is correct. By signing below I am giving authorization to Xstream Travel and or the supplier to charge my card for all charges listed above.

Signature: _____ Date: _____



RESORT PRICE QUOTE SHEET

Today's Date: ___ / ___ / ___

Client's Name: _____ Phone: # (____) _____ - _____

Supplier Name: _____ Supplier: # (____) _____ - _____

Destination: _____ Departure City/orAirport: _____

Dept. Date ___ / ___ / ___ Day: _____

Return Date ___ / ___ / ___ Day: _____

Number of Travelers _____ Ages of Travelers (if not adult): _____, _____, _____

Flight info: Airline _____

Date: _____ Depart: _____ Flight _____ Arrive _____

Date: _____ Return: _____ Flight _____ Arrive _____

Resort _____ Location _____

Preferred Star Rating _____

Guest would like following amenities available at the resort :

Room View: _____

Bed Type requested: _____ (King, Queen, Double etc.)

Meal Plan: _____ All-Inclusive _____ EP (no food) _____ Breakfast only

Transfers: _____ Yes _____ No Car Rental: _____

Travel Insurance: _____ Yes _____ No Cost: _____

Excursions: _____ Yes _____ No

Where _____ Costs: _____

Package Total \$ _____ Booking # _____

Deposit due ___ / ___ / ___ Amount \$ _____

Final due ___ / ___ / ___ Amount \$ _____

Notes: _____

