

CHAPTER 1

INTRODUCTION

Preface 1-2

What is Tickets & Tours? 1-2

Benefits of Affiliation 1-2

Travel Classes 1-3

Tickets & Tours Directory 1-4

Your Website 1-5

Website Registration Instructions 1-5

Travel Booking Options 1-5

Travel Booking Procedures 1-6

Booking Form 1-9

Travel Consortiums 1-10

Preferred Suppliers 1-11

Travel Industry Pricing 1-13

Personal Travel and Agent Rates 1-14

Forms of Payment 1-15

Credit Card Authorization Form 1-16

Document Delivery 1-17

Tickets & Tours Invoices 1-18

How Commissions are Determined 1-19

Commission Check / Statement 1-20

Cruise lines International Association 1-20

Cruise lines International Association ID Card 1-22

This manual contains industry and company specific material. The information contained herein is for the use of Condominium Travel Club Diamond members only and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited.

PREFACE

Your HOST AGENCY, Pulaski Tickets & Tours, Inc. (Tickets & Tours) would like to welcome you to our agency. Our Training Manual has been developed to help Independent Travel Agents like you learn about the travel industry and get the most from their affiliation with Pulaski Tickets & Tours, Inc. This manual has been written to be both useful and informative. There are 8 sections of the Training Manual including a glossary of terms. Each section deals with a different topic and will start with a different component of the travel industry. The last section is a user manual for your own personal website, the Instant Travel Site™. The Instant Travel Site™ let's you earn commissions and offer great travel opportunities to your friends, family and clients 24 hours a day.

ITA is the acronym that will be used when referring to you, the Independent Travel Agent as an Independent Contractor working under Pulaski Tickets & Tours Travel Agency. **In-house Agent** refers to travel agents actually working in the Tickets & Tours offices.

The Tickets & Tours Training Manual is a free aid made available for information and reference. It does not imply any contractual obligations between Pulaski Tickets & Tours, Inc. and the Independent Travel Agent. Tickets & Tours reserves the right to change and amend policies and guidelines that are explained in this Manual.

This manual contains industry and company specific material. The information contained herein is for the use of Pulaski Tickets & Tours Independent Agents only and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited.

WHAT IS TICKETS & TOURS?

Tickets & Tours is a full-service host travel agency utilizing the Amadeus Reservation System. Tickets & Tours is a member of the Airline Reporting Corporation (ARC), International Airlines Travel Agent Network (IATAN), Cruise Lines International Association (CLIA), American Society of Travel Agent (ASTA), International Air Transport Association (IATA) and is registered with the States of California, Florida and Washington as a Seller of Travel.

BENEFITS OF AFFILIATION

As an Independent Travel Agent associated with Tickets & Tours you are now eligible to share in the negotiated and earned commission rates of an Agency that is growing in service and travel volume yearly. This growth allows Tickets & Tours to receive high levels of commissions from travel suppliers and to negotiate deep discounts and value-added benefits not available to other Independent Travel Agents.

Tickets & Tours **IS NOT** in the business of affiliating ITAs principally or exclusively for the purpose of obtaining personal discounts and benefits. We are in the business of educating ITAs in all aspects of travel including but not limited to all of the benefits listed below.

TICKETS & TOURS INDEPENDENT TRAVEL AGENT (ITA) BENEFITS:

- ◆ Earn high commissions on client travel
- ◆ Book travel online for clients and get paid commissions
- ◆ Access to training at no extra charge
- ◆ Access to specialized training from travel suppliers
- ◆ Access to consortiums and preferred travel suppliers
- ◆ Full Service agency- book all your personal travel through our member agency
- ◆ Your own personal website (Instant Travel Site™) to share with family, friends and clients
- ◆ Master travel agents accredited and trained to find you the best deals at time of booking
- ◆ Travel Agent and Member Identification Card to all qualified applicants
- ◆ Personalized email address for all Independent Travel Agents
- ◆ Stationary and business cards – printable from our website
- ◆ Travel Agent Updates online – FAMS and Travel Agent News
- ◆ Travel Agent Resources – locate travel wholesalers, vendors and consolidators

TRAVEL CLASSES

Tickets & Tours has developed travel classes exclusively for its Independent Travel Agents. The classes include an introduction to the travel industry, airlines and consolidators, cars, hotels, cruises, tours, and groups. Tickets & Tours will provide further learning opportunities with seminars on more specific topics and will invite guest speakers from the travel industry. We also have live WebEx classes available on all of the above subjects. All classes are open to our Independent Travel Agents only and each member is encouraged to attend as many classes as many times as they wish. Class sizes are limited by available seating so they must be reserved in advance. To register for a class:

- Go to www.pulaskiticketsandtours.com
- Enter your login number (temporary card number or permanent card number)
- Look for "Travel Agent Resources"
- Click on the highlighted link to enter Agent Resources
- Find "News and Events" and click on Agency Calendar desired
- Either call the number shown, e-mail, or click on the link to register for a WebEx class

TICKETS & TOURS DIRECTORY

The following is a directory of email addresses, telephone and fax numbers for Tickets & Tours offices. The directory has been provided to better serve your needs and enable you to reach the correct department as conveniently as possible.

Tickets & Tours Main Office:

Pulaski Tickets & Tours, Inc.
4882 A. North Jefferson Street
Pulaski, NY 13142

Website Address:	www.pulaskiticketsandtours.com
Toll Free Travel Phone:	1-877-453-8458
Customer Service Phone:	1-315-298-3355
Fax:	1-315-298-3901
Office Hours: Monday-Friday:	8:00 AM - 7:00 PM EST
Customer Service Mailbox:	customerservice@pulaskitravel.com
Master Travel Agent E-mails:	
Karen Price	kprice@pulaskiatravel.com
Heather Higby	htrumble@pulaskitravel.com
Jennifer LaPointe	jlapointe@pulaskitravel.com
Ashley Rice	arice@pulaskitravel.com

Tickets & Tours Satellite Offices:

Pulaski Tickets & Tours, Inc.
2190 Meridian Park Blvd., Suite A
Concord, CA. 95420

Phone:	1-925-676-2500
Fax:	1-925-676-2504
Office Hours: Monday-Friday:	9:00 AM - 5:00 PM PST
Customer Service Mailbox:	customerservice@pulaskitravel.com
Senior Travel Consultant E-mail:	
Ann Cukrov	ann.cukrov@concordtravelagency.com

Pulaski Tickets & Tours, Inc.
11024 N. 28th Drive, Suite 200
Phoenix, AZ 85029

Phone:	1-623-933-9400 / 1-877-246-4035 Toll-Free
Fax:	1-623-933-9433
Office Hours: Monday-Friday:	9:00 AM - 5:00 PM MST
Customer Service Mailbox:	info@peoriaagency.com
Senior Travel Consultant E-mail:	
Sharon Nash	sharon.nash@peoriaagency.com

IATA/ARC/CLIA Number 33-53-0556

YOUR WEBSITE

Your website is protected and requires a password (your diamond card number) to enter. It is for you, the Independent Travel Agent, not for your friends, family or clients. Any unauthorized use of the website is prohibited. The website address is **www.pulaskiticketsandtours.com**. You can find all the benefits described above by using your Diamond card number to log in. Tickets & Tours and our travel suppliers display up to date information on the site. The website is designed for you to gather information, learn about the business of travel and book travel and accommodations. The website contains information that includes news, special travel opportunities, travel information links to suppliers and much more.

WEBSITE REGISTRATION INSTRUCTIONS

- ◆ In your browser address bar (The one where you type the URL or website address), type **www.pulaskiticketsandtours.com**.
- ◆ Hit the return or enter key.
- ◆ You will then go to the home page.
- ◆ Where indicated on the page, type in your card number as it appears on your Diamond card, hit the return or enter key on your keyboard, you are now in the site and can access information.

TIPS ON USING THE INTERNET

1. Use lower case letters when typing in an Internet address or e-mail address.
2. If you know the website address, type the specific address in your Internet address bar using Internet Explorer, Netscape or similar browser services.
3. Search engines such as Google are designed to help you locate websites if you do not know the specific address.

TRAVEL BOOKING OPTIONS

Travel arrangements can be made for yourself, friends, family, and clients through your affiliation with Tickets & Tours.

To facilitate your travel needs it is best to use our New York office to make personal and client reservations or call our preferred supplier (GOGO Worldwide Vacations). Due to regulations and restrictions, our satellite office staffs are not equipped to print airline tickets, issue commission checks and distribute other important travel documentation. Staff outside of New York are there to help train you in the travel industry through our information and class seminars, guide you through our website, and answer any travel questions you may have.

There are *two types* of travel arrangements that can be made:

- **Personal travel:** defined as arrangements made for you, your spouse, or significant other.
- **Public travel:** defined as arrangements made for friends, family members and clients.

There are *four options* for you to arrange travel:

OPTION #1

ITA requests Tickets & Tours in-house agents to do the research, find rates and book travel.

OPTION #2

ITA does the research, finds the rates and books travel.

OPTION #3

ITA uses www.pulaskiticketsandtours.com to book personal travel.

OPTION #4

ITA uses the Instant Travel Site™ (their personal travel website) to book public travel for their clients.

TRAVEL BOOKING PROCEDURES

OPTION #1

ITA requests Tickets & Tours in-house agents to do the research, find rates and Tickets & Tours books the travel.

E-Mail

You may request travel information by **e-mailing** your request to our New York office. Make sure you include all the pertinent information as is stated on the appropriate “booking form” included in this chapter. Once Tickets & Tours receives the booking form, one of our in-house agents will research your request and respond back to you via e-mail, phone or fax, whichever method you prefer. Please see the directory for appropriate e-mail addresses.

Fax

Members may request travel information by filling in the information on the appropriate “booking form” and **faxing** the request to the office. The form may be used for all types of travel. i.e. airline tickets, car rentals, hotels, tours, rail or cruises, etc. Once the in-house agent has researched the request and found the rates and availability, the agent will contact the Member with this information.

Call

Tickets & Tours has in-house agents on staff to help you make travel reservations. Tickets & Tours is a full-service agency and can assist you with all travel arrangements. To request information by phone, call the telephone numbers listed in the directory. To expedite your request the appropriate “booking form” should be completed. You may be asked to answer some of the following questions when you call.

1. What is your name and Diamond Card Number?
2. What are the phone numbers at which you can be reached?
3. What type of travel are you requesting?
4. What are the dates and time of travel?
5. Are these dates/times flexible?
6. Where do you want to book travel?
7. Who is traveling?

8. What are the full legal names of the travelers?
9. How many passengers are traveling?
10. What are their ages?
11. How many passengers in a cabin or room?
12. Do any discounts apply (Senior or AAA)?
13. Do you have any preferred hotels, airlines, cruise lines, etc.?
14. Do you have frequent traveler memberships with any of these?
15. Are there any special requests?
16. Does your party require travel insurance?

It is advised that the ITA check the invoice/itinerary when it is received, for accuracy of information.

OPTION #2

ITA does the research, finds the rates and books the travel.

WARNING: All vacation confirmations from travel suppliers; consortiums or preferred suppliers must come to our NY office. Complete a booking form and ask the travel supplier to send us a vacation confirmation form or forward us an e-mailed confirmation notification. We will send all confirmations from supplier back to you and you will receive the proper credit for your work. You will not receive credit for your work unless you send us a booking form. Failure to follow this procedure may result in a loss of commissions.

***DO NOT BOOK TRAVEL YOURSELF UNLESS YOU HAVE COMPLETED OUR INTRODUCTION CLASS!**

Making the Reservation Directly with the Travel Supplier

The ITA may make reservations directly with travel suppliers. If you choose to make reservations yourself please keep the following in mind.

- 1) Please remember that when you call a travel supplier to make a reservation you are calling as a representative of Tickets & Tours. Introduce yourself by saying, "This is (your name) with Tickets & Tours." It is Tickets & Tours that has an arrangement with the supplier, not you personally.
- 2) Always provide the travel supplier with the agency's IATA number, and phone number. Most often they will be in the supplier's database and by giving our IATA or phone number our agency information will be shown. Without supplying this information we will NOT receive commission and therefore **you will be working for free**. Giving this information will insure that all the proper documents, faxes, letters and commission will be sent to the agency. **NOTE:** The only exception to this is when you call airlines directly. We do not receive commissions from airlines so there is no need to give them our agency information.
- 3) When the ITA makes the reservation directly with a travel supplier, a **Booking Form** must be submitted to Pulaski Tickets & Tours. Always give the reservation information to the agency after payment has been made. This applies whether it is the initial deposit or final payment. However, car or hotel reservation information must be sent to the agency even though money may not be paid initially. Submitting the **Booking Form** to Tickets & Tours informs us that a reservation has been made and by which ITA. The **Booking Form** should be submitted within 24 hours of making the reservation, and can either be completed online, faxed or mailed. We can then invoice the reservation and notify you when documents arrive. This is important as we can match the documents and commissions due to the correct ITA .

- 4) If you are making reservations directly with a travel supplier, when asked for agency information, you are to give the address and phone number of Tickets & Tours in Pulaski, New York. **All correspondence with suppliers must come through our office.**
- 5) When an ITA makes the reservation directly with the travel supplier they may call in the credit card number directly. **NOTE:** All ITAs must follow the guidelines as described under the section “Forms of Payments” in this chapter.
- 6) Rates quoted by an in-house agent are always based on availability and subject to change until payment is made. Airline ticket prices may change at any time until they are paid in full and ticketed. Rates for most tours, cruises, hotels and cars are guaranteed once a deposit has been made or a confirmation sent.
- 7) Full payment must be made to Tickets & Tours before an airline ticket can be issued. **NOTE:** If the payment is by check or cash, the payment **must** be in the office before the tickets can be issued. If a coupon is being used for an airline ticket, the actual coupon **must** be in the office before the ticket can be issued. Faxing the coupon is not acceptable. No exceptions. No documents will be sent unless Tickets & Tours has received full payment.

OPTION #3

ITA uses www.pulaskiticketsandtours.com to book personal travel.

Discount personal travel can be booked using your membership in Condominium Travel Club. Find them under “Personal Travel Benefits” on the website. Links allow the ITA to book travel at rates negotiated by Condo Travel Club for the convenience of the ITA and do not have commissions associated with them.

Personal Travel can also be booked by calling our New York office or through Consortiums and Preferred Suppliers of Tickets & Tours. Remember Consortiums and Preferred Suppliers are not your personal travel agents. They exist to help agents find the best deals for their clients. If you contact them, be sure you ask for quotes on specific itinerary. If you need help with itinerary call our New York office.

OPTION #4

Use the Instant Travel Site™ to book travel for your clients. You can subscribe to the Instant Travel Site™ for only \$99.00 a year and have your own personal website earning you commissions 24 hours a day. (See more details in the Instant Travel Site™ User Manual) If you don't subscribe you will still be able to use the site from www.pulaskiticketsandtours.com to book travel and earn commissions but you won't be able to give it to your family, friends and clients to access.

BOOKING FORM

- 50% of net travel revenue due. (I did all the work and booked the reservation)
 20% of net travel revenue due. (Tickets & Tours helped me with the reservation)
 No commission due. (I booked reservation at wholesale or travel agent rate for personal travel)*

Travel Type: Hotel Car Cruise Vacation Package Other

Booking date: _____ Booking agent _____ Diamond # _____

Full Legal Passenger Name(s): _____

Address: Street or PO Box _____

State: _____ Zip Code: _____ Home Phone: _____

Email: _____@_____._____ Cell Phone: _____ Fax: _____

Travel Dates: from _____ to _____ Destination: _____

Supplier: _____ Confirmation #: _____

Property (or Ship) name: _____

Pre Package: _____yes _____no Insurance Accepted: _____yes _____no

Room Category (or stateroom) booked _____ Room (or stateroom) Number _____

Supplier Price: \$ _____ Commission Amt \$ _____ Amount Quoted: \$ _____

Cruise Price: \$ _____ Port Charges: \$ _____ Government Fees: \$ _____

Package includes: _____

Credit Card # (inc. Credit Card Auth. Form)** _____ CID Code ____ Exp ._____

Deposit Received: _____ Final Received: _____

Billing Name & Address if different from above:

Address: Street or PO Box: _____

State: _____ Zip Code: _____ Home Phone: _____

Notes: _____

*You may not book Wholesale Rates or Travel Agent Rates for public travel. Public travel is defined as arrangements made for friends, family members and clients. Those rates are reserved for agents only.

**Credit Card Authorization Form MUST accompany Booking Form if you are receiving payment by credit card. Please follow instructions on Form carefully. Failure to submit Credit Card Authorization Form could result in cancellation of booking. Please fax above information: attention Karen 1-315-298-3901.

FOR OFFICE USE ONLY: Form received _____ Check # _____ Amount _____

Date mailed _____ Init. _____

TRAVEL CONSORTIUMS

In the travel industry there are organizations called consortiums. Consortiums are companies that “bundle” travel suppliers and other items beneficial to travel agencies. Consortiums then turn around and sell memberships to travel agencies. The travel agencies, in return, receive the benefits the consortium has to offer. Usually, the benefits include higher negotiated commissions. The travel suppliers under the consortium umbrella are called preferred suppliers. The travel agency receives the benefit of higher commissions due to the high volume the consortium can give to the supplier.

VACATION.COM[®] is the consortium to which Tickets & Tours currently belongs. Vacation.com is a subsidiary of Amadeus Global Travel Distribution and is a network of approximately 6,000 travel agencies across North America. It is a nationally branded, technology-driven travel agency marketing organization. **Vacation.com**[®] focuses on building meaningful preferred supplier relationships to the ultimate benefit of its member agencies and their clients. As an ITA of Tickets & Tours you can use many of the resources provided by **Vacation.com**[®] through our membership.

AGENTNET

To access everything **Vacation.com**[®] has to offer, you will need a password for **Agentnet** set up through our New York office. Simply call or e-mail us and we will take care of it for you. **Agentnet** is a portal to a world of information and resources provided by **Vacation.com**[®] and it's parent company Amadeus Global Travel Distribution. Below are some of the tools you should find most helpful as an ITA through **Agentnet**.

Suppliers

Once in **Agentnet**, click on suppliers and view the affiliated preferred suppliers. You will see the commissions they have negotiated for Tickets & Tours and you will see the contact information needed to get in touch with them. Simply identify yourself with your IATA # and agency name. The travel supplier will recognize you as a member of **Vacation.com**[®] and give you the **vacation.com**[®] preferred pricing and override commission information.

Training

Online training and educational opportunities. Learn how to use the Amadeus reservation system and other powerful agent tools or simply print an overview the **Agentnet** site.

Marketing

Explore and use marketing programs and tools available to grow your business.

Community

Learn from other experts in the travel industry. Message boards, Ask **Vacation.com**[®], network with other agents, or communicate with **Vacation.com**[®] staff best suited to assist you with a specific issue.

Resources

Get area maps, city guides and other useful information.

There are many tools **Vacation.com**[®] makes available to its members. Use what's appropriate for your level of involvement as an ITA. Keep in mind **Vacation.com**[®] is not a preferred supplier it is a consortium to help you get the most from travel suppliers.

PREFERRED SUPPLIERS

A preferred supplier is a vendor a travel agency uses because they offer a superior product, have good customer service, or pay a higher commission than others. Usually higher commissions are paid because the agency has reached a goal in sales of that particular vendors' product during a year.

Using a preferred supplier is to everyone's benefit. The agents get to know the product of the supplier and can develop a trusting relationship with a supplier's representative. There are many travel suppliers and it is impossible to become familiar with all of them. To develop a good working relationship with a few suppliers makes the travel agent's job much easier.

All ITAs are recommended to use our preferred suppliers, but ITAs are also free to use others. A list of our preferred suppliers is available on the vacation.com® website

GOGO WORLDWIDE VACATIONS

GOGO Worldwide Vacations is one of Tickets & Tours preferred suppliers. Commissions vary, depending on the travel vendor. GOGO will advise you of the commission at time of booking.

Why does Tickets & Tours recommend GOGO?

The leader in wholesale leisure travel

Their value and amenity-packed vacation packages – which include accommodations, air, ground transfers, and tour add-on options – make them the industry leader and a top producer to more than 200 of the most popular leisure destinations worldwide.

Sell exclusively to travel agents

For 53 years, GOGO Worldwide Vacations has served travel agents exclusively. Their business is helping us succeed at ours.

Financial stability

They have been rock solid since their inception in 1951, and provide an Exclusive Warranty that protects our clients' vacations at no extra charge.

Friendly support

They are a family-owned company you can talk to, with more than 40 local sales offices, marketing programs, and learning conferences that support our efforts.

Industry relationships that work for us

They produce the highest volume sales for Ritz-Carlton Resorts, Hyatt Resorts, Sandals, and SuperClubs. They are also the only wholesaler of Club Med in North America. All of their longstanding relationships enable them to offer us the competitive vacation packages our clients want – including exclusive offers and promotions, last-minute sales, volume-discounted rates, and rooms at the most desirable resorts and hotels.

Extensive product choices and book-it-now availability

Choose from more than 2,700 hotels in 200 destinations, cruises and tours, and a variety of air carrier choices when you book with them. Comprehensive hotel information and destination guides are available online and in print. Find live inventory online at www.gogowv.com.

Competitive commissions

Their “Earn More Money” program rewards us with booking bonuses above our commissions. Also, the more we book with GOGO Worldwide Vacations, the higher our commission percentage.

Creative marketing support

Use their infrastructure to boost our business. Create custom flyers and regional advertising with the full support of their professional creative team.

THINGS TO KNOW WHEN USING GOGO

(Book travel on their website)

You can book all your travel, hotels and find destinations or special offers through their website, provided you are registered. To register, go to www.gogowv.com. Click on “register” and enter our IATA number (33530556) zip (13142) and agency (Tickets & Tours). Fill in your personal information and select your login and password.

There are many ITA tools available on www.gogowv.com. You can get sales tips, trip planning information, order and print brochures and much more.

(Call GOGO to book travel)

Call the GOGO office in Syracuse, New York. We have a relation with their staff and you will get the best service. Call 1-800-966-6222 for reservations. Hours are EST Monday through Friday 9:00AM to 6:30PM and Saturday 10:00AM to 2:00PM. Follow these procedures when you call:

1. When you call them for a price quote or reservation you must first identify yourself as an agent of Tickets & Tours. You may do this by saying: “Hi, this is (your name) with Tickets & Tours. This signals to the representative that you are eligible for the commission over-rides and special prices if any apply.
2. When the supplier asks for the agency information, always give the Tickets & Tours address, phone and fax numbers plus the IATA number if asked .
3. Make the reservation. Follow the guidelines in the appropriate section in this manual.

WARNING: All vacation confirmations from travel suppliers; consortiums or preferred suppliers must come to our New York office. Complete a booking form and ask the travel supplier to send us a vacation confirmation form or forward us an e-mailed confirmation notification. We will send all confirmations from supplier back to you and you will receive the proper credit for your work. You will not receive credit for your work unless you send us a booking form. Failure to follow this procedure may result in a loss of commissions

TRAVEL INDUSTRY PRICING

There are three methods of pricing in the travel industry: 1) Retail Rates, 2) Wholesale Rates, and 3) Travel Agent Rates. It is important to understand the different rates to decide which is appropriate for you and your clients.

Retail Rates

These are the rates most used in the industry. These are sold to the public by travel agents and suppliers. They are sometimes referred as “regular rates” or “commissionable rates”, and can be purchased by anyone. The travel suppliers set retail rates. Commissions to travel agencies are built into the price. These prices do not vary whether they are sold directly to the public by travel agencies or by the supplier directly. Commissions are paid as a way of compensating the agencies for their time and effort in selling the product. Commission rates are generally 10%, but will vary depending on sales volume, special promotions and contracts made by the agencies with the supplier.

Wholesale Rates

A wholesale or “net” rate is a rate with no commission built in. These rates are usually not made available directly to the public. The ITA can offer a wholesale or net rate and add a commission. An example would be using a consolidator for an international airline ticket. Generally speaking a commission of at least 10% is added to the net or wholesale price before it is quoted to the client. An ITA cannot offer wholesale rates to their clients without commission added. They are reserved exclusively for personal travel by the ITA and their companions.

Travel Agent Rates

A travel agent rate is a reduced rate that is extended to the travel agent by the travel supplier. They can also be called FAM rates (Familiarization), VIP rates, industry rates and courtesy rates. The reduced rate is given as an incentive for the agent to experience the suppliers' product personally and to thank agents for selling their product or service. Travel agents are better able to sell and promote destinations and products if they have experienced them first hand. The supplier hopes that once you experience his product you will recommend it to clients. Usually, agent rates are non-commissionable. You must be a travel agent to receive these rates, and you may be able to travel with companions

The rates given will vary between suppliers. They may be based on agency sales, seasonality and availability. Sometimes an upgrade may be given in lieu of a discount. Cruise lines offer two methods to get an agent rate: Space Available and Positive Space. Space available is a greatly discounted rate and is offered on a shorter notice (anywhere from a few days prior to sailing to 4 weeks out) and only when adequate space is available. Positive space is where the cruise line will confirm a reservation in advance.

The ITA must learn to shop around for the best rate. The suppliers who offer these rates will offer them only when space is available. They are “for profit” businesses and will not offer a reduced rate if they can get a full fare from someone else. **When taking advantage of these reduced rates you must always conduct yourself in a professional manner and NEVER disclose the amount you paid to any regular passenger. Remember you are a representative of “Tickets & Tours”.**

Travel suppliers may require any or all of the following identification: CLIA card, IATAN card, letter of introduction, business cards and a photo ID. As an ITA of Tickets & Tours you may receive all but the IATAN card. This card is issued by the International Association of Travel Agent Network to individual agents who are employed for at least 20 hours a week in an agency for one year or who have earned \$5,000 in commissions in a year. Cruise Lines International Association (CLIA) offers a card to all agents who are associated with an Agency that is affiliated with CLIA provided that proper documentation and an application fee is submitted to CLIA. Tickets & Tours is affiliated with CLIA. At time of this publication CLIA had 19 member cruise lines that represent over 95% of the North American cruise industry. The official CLIA Photo ID card is the preferred or required travel agent credential requested by CLIA's member cruise lines for FAMS and reduced rate travel requests, and is also recognized by hotel, car, tour, and air travel industry partners for industry courtesies.*

** Additional requirements and/or restrictions may apply. Please inquire directly with the cruise line or supplier for details.*

PERSONAL TRAVEL AND AGENT RATES

Travel Agents have many resources, tools and opportunities at their disposal and pay no overrides, commissions or fees to third parties if they understand the travel industry. You can use all the resources and opportunities available to you as an ITA for personal travel.

Use all of the special negotiated rates available to you on our website, or book travel and request a travel agent rate directly from a travel supplier. Requesting a travel agent rate is very similar to requesting a rate for any other reservation, except it is available only to travel agents and companions. You will ask if they have a travel agent rate for the dates and type of travel that you are seeking. If they do not have an agent rate you may book the regular rate or try another supplier. Please keep in mind that agent rates are going to be more readily available during off-peak and shoulder seasons than during peak season. Peak season is the most popular time to travel and is most often directly related to weather, holidays, and school vacations.

The following is a guideline to request agent rates directly from the supplier. *Please keep in mind that agent rates are offered at the discretion of the travel supplier.*

1. For personal travel use special negotiated rate links and meta search links on **www.pulaskiticketsandtours.com** or go to **www.cruising.org** to check their discounted rates for agents.
2. Go to your preferred suppliers or consortiums and check their rates. They may have a better rate for the type of travel you want than the supplier because many times they negotiate a preferred rate. You will get the better rate and still get commissions to offset the cost of your travel.
3. Call the travel supplier directly and introduce yourself as an agent of Tickets & Tours. You must request the agent rate.
4. Always supply the agency information to the travel supplier (name, address, telephone number, and IATA number).
5. It is best if you call well in advance although some last minute rates may be available.
6. Have alternate dates, ships, or destinations if your first request is not available.

7. If you are able to make a reservation please forward all the information to Tickets & Tours. Use the “**Booking Form**” specific to the reservation you desire. All travel documents will come to our office, so we need to know who to contact when they arrive.
8. Always be professional and courteous.
9. Agent rates are at the discretion of the supplier and are based on availability.

FORMS OF PAYMENT

Different forms of payment are acceptable for travel. If the payment made is in a form other than a credit card the payment will have to be collected and forwarded to Tickets & Tours. Tickets & Tours will then write an agency check for the payment and forward it to the travel supplier. Tickets & Tours has the account with the supplier, not the ITA. The following is a description of the forms of payment accepted by Tickets & Tours from its ITAs and their clients. Any other form of payment will need the approval of our New York office.

Check

The ITA and your client may write a personal check payable in US funds to Pulaski Tickets & Tours for travel reservations. Tickets & Tours will not accept a second or third party check as payment. When accepting checks by clients not well known to you, it is best to get appropriate identification such as a copy of a valid driver's license or passport. We will not to accept a check payment for travel within 2 weeks of departure, as there is not enough time for funds to clear. For returned checks the agent will be responsible for collecting any fees incurred by Tickets & Tours.

Cashier's Check

Must be made payable to Pulaski Tickets & Tours.

Money Order

Must be made payable to Pulaski Tickets & Tours.

Credit Card

Credit cards are the most convenient form of payment.

There are two benefits to the passenger:

- 1) some cards offer free insurance to the traveler and
- 2) the passenger has recourse if there are any problems.

Advantages to the agent are:

- 1) they don't have to worry about the fund being available,
- 2) they don't have to forward payments on to Tickets & Tours, and
- 3) the entire reservation can be made by phone or on the internet.

The agent needs to collect the card number, expiration date, name on the card, billing address and Authorization signature. The form we use is shown below. Some travel suppliers have their own form to use and will fax it to us or to you. They may require a photocopy of the front and back of the credit card and a copy of the cardholder's driver's license. The travel supplier determines which cards they accept. Some suppliers, often air consolidators, may have a small surcharge for using a credit card.

CREDIT CARD AUTHORIZATION

COPY Front and Back of THE CREDIT CARD AND DRIVERS LICENSE OR PASSPORT and ATTACH. Mail or Fax to:

Pulaski Tickets & Tours, Inc.
4882 A. North Jefferson Street
Pulaski, NY 13142
Phone: 1-877-453-8458
Fax: 1-315-298-3901

I Authorize Pulaski Tickets & Tours, Inc. or Travel Provider to charge my credit card \$_____ for the following:

Name of Travel Provider: _____

For: _____

Date of Departure: ___/___/___ Time of Departure: _____ Place of Departure: _____

Balance Due: \$_____ Date Due: _____/_____/_____

If you cancel your reservations, your right to receive a refund is limited to the travel providers restrictions.

Please charge my credit card for the above:

NAME OF CREDIT CARD HOLDER _____

SIGNATURE OF CREDIT CARD HOLDER _____

CREDIT CARD BILLING ADDRESS _____

CITY _____ ST _____ ZIP _____ EMAIL _____ @ _____ . _____

TELEPHONE NUMBER () _____ - _____

METHOD OF PAYMENT (Please check one)

American Express® Discover® Visa® MasterCard®

Credit Card Number

Expiration Date (Month/Year)

□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □

□ □ □ □

3 digit security code from back of card □ □ □

DATE ___/___/_____

Please keep this on file for future travel bookings that will be charged on my credit card.

INITIAL _____

California Seller of Travel CST#2053683-50. Condominium Travel Club, Inc./Pulaski Tickets & Tours, Inc. **is not a participant** in the California Travel Consumer Restitution Corporation. California law requires certain sellers of travel to have a Trust account or bond. Condominium Travel Club Inc./ Pulaski Tickets & Tours, Inc has a bond issued by Western Surety Company in the amount of \$5,000. Condominium Travel Club Inc. DBA: Tickets and Tours is registered with the State of Florida as a Seller of Travel. Registration No. ST32406. Washington State UBI #601-967-198.

DOCUMENT DELIVERY

Tickets & Tours is the company that has the accounts with the travel suppliers, not the ITA. The supplier will produce documents. Since Tickets & Tours has all the established accounts and credentials, documents will be sent directly to our office in New York and not to the ITA or traveler. Tickets & Tours uses the following procedures to deliver travel documents.

1. Documents that may be delivered are airline tickets, cruise documents, hotel vouchers, invoices, etc. These documents are necessary for travel and are refundable only to the extent of the travel supplier's restrictions.
2. It is the ITA who is responsible to notify Tickets & Tours as to how these documents are to be picked up, delivered or forwarded to the client.
3. If the invoice or document is something that can be faxed, and the ITA or client has a fax machine, we can fax it, if requested.
4. Documents can be sent via U.S. Mail or Express Mail. If the ITA chooses to have the document sent by Express Mail, the ITA is responsible for the expense.
5. If regular mail is requested, Tickets & Tours will pay for the postage expense. However, the ITA **assumes the responsibility for the documents. Please Note: Regular U.S. Mail is not a traceable method of delivery.** If you decide to have us mail travel documents, always call to verify that you have received them.

What happens if tickets are lost in the mail? When tickets are lost (in the mail or otherwise), the airlines may or may not refund automatically. The following are a few policies the airlines have established.

- ◆ The airline may not let the passenger receive a refund for up to six months.
- ◆ The passenger must buy another ticket at the current price.
- ◆ Airlines can charge a fee up to \$100 or more to file for a refund for a lost ticket.
- ◆ Passenger/client is very unhappy.

TICKETS & TOURS INVOICES

Tickets & Tours issues invoices when reservations are processed in our office and payment is made. An invoice is a summary of the travel reservation data. Invoices are issued on airline tickets, tours, cruises, cars, and hotels. Even though money may not be paid on car and hotel reservations issuing an invoice for the reservation is the best way we have of tracking commissions that are due on reservations made.

Duplicate invoices are issued for information and record keeping. Tickets & Tours office keeps one invoice for their records and the other copy goes to the ITA. **IMPORTANT: The ITA is responsible for giving a copy to the booking party. The ITA should make a copy for your records and keep it available in case your client has any questions.**

The Amadeus system generates an invoice and the **information is different** on the invoice depending on the type of travel purchased. For instance an airline invoice will contain different information than a cruise or car rental invoice. Invoices for different items will be listed on the same invoice if they are booked for the same trip. For example a car rental invoice will be printed with an airline invoice. Below is an example of information found on an airline invoice.

1. **Agency Information:** Name, address, phone and fax number will appear in the upper left hand corner of the invoice.
2. **Invoice Number: 0003872** This is the number of the invoice issued for the airline reservation.
3. **Date:** This is the date that the invoice was issued.
4. **Agent Initials:** This is the initial of the in-house travel agent, John Doe, who processed the invoice.
5. **Booking REF #:** This is a random number assigned for whom the airline reservation is being processed.
6. **Name of travelers:** All travelers will be listed.
7. **Name and address of client:** The name and mailing address of the client for whom the reservation and invoice was made.
8. **Account Number:** Each invoice is given it's own account number
9. **Service:** Below "service" will show the travel supplier, flight number and class number for each segment of the flight.
10. **Date:** Below the "date" will show the dates of each flight segment.
11. **From:** Below "from" will show where the client is flying from for each flight segment.
12. **To:** Below "to" will show where the client is flying to for each flight segment.
13. **Depart:** Shows departure times for each flight segment.
14. **Arrive:** Shows arrival times for each flight segment.
15. **Invoice Number:** Appears at the bottom of the statement.
16. **Final Payment:** This section of the invoice lists the payment information. It will list whether it is a deposit or full payment. It will also list the form of payment made. In the case of a credit card, Tickets & Tours will simply code it CC so the numbers do not appear on the statement. If travel was paid in full, the invoice will read 0.00. If a deposit was made, an amount due will show.

HOW COMMISSIONS ARE DETERMINED

In the travel industry, commissions are earned from products sold at retail commissionable rates. Commissions can be earned for any travel purchased at a retail commissionable fare by ITAs for the public. Commissions are paid by the travel supplier (i.e. car rental company, hotel, cruise line, etc.) NOT by the client. The travel supplier will pay Tickets & Tours and Tickets & Tours will pay the ITA a share of the commission depending on the amount of work the member did on their own. Most travel is commissionable, however, domestic airlines will no longer pay commission International airline tickets should be booked through one of our many consolidator partners, where net rates are available and commissions may be added.

As outlined in your independent contractor agreement here is how **compensation and fees** are calculated based on which option you use to arrange travel:

OPTION #1

If Travel Agency does the research and books travel for:

Personal travel by Contractor. Contractor will receive net (wholesale) pricing as determined by Travel Agency for travel and travel related services booked through Travel Agency. No commissions are charged or earned by Contractor.

General Public. All travel will be quoted at full price and contractor will receive 20% of Net Travel Revenue.*

OPTION #2

If ITA does the research and books travel for:

Personal travel by Contractor. Contractor can book travel or travel related services for themselves at net (wholesale) rates. No commissions are charged or earned by Contractor.

General Public. All travel will be quoted at full price but contractor will receive 50% of Net Travel Revenue*.

OPTION #3

ITA uses www.pulaskiticketsandtours.com to book personal travel.

Discount personal travel can be booked using your membership in Condominium Travel Club. Find them under “Personal Travel Benefits” on the website. Links allow the ITA to book travel at rates negotiated by Condo Travel Club for the convenience of the ITA and do not have commissions associated with them.

OPTION #4

Use the Instant Travel Site™ to book travel for your clients. Commissions earned for travel booked through the Instant Travel Site™ are described in detail in the User Manual.

*Net Travel Revenue – is defined as a total commission amount received by Travel Agency from the travel supplier, less refunds, cancellations and commission collection fees. Commission checks shall be issued when commissions earned exceed \$5.00 and booking forms, W-9, or other required forms are submitted.

Example:	Total price of cruise:	\$2300.00
	Total non-commissionable fare	\$ 240.00
	Such as taxes, port charges and gratuities.	
	Commission paid by cruise line	15%

Calculation of Commission:

Total price of cruise	\$2300.00
(-) non-commissionable fare	<u>\$ -240.00</u>
Total base amount	\$2060.00
Multiply by commission %	<u>x 15.00</u>
Total commission paid to the agency	\$ 309.00

If the ITA had an in-house agent make all the travel arrangements, the ITA is entitled to 20% of the commission.

	\$309.00
	<u>x .20</u>
Commission paid to ITA	\$ 61.80

If the ITA makes the travel arrangements directly with the supplier, the ITA is entitled to 50% of the commission.

	\$309.00
	<u>x .50</u>
Commission paid to ITA	\$154.50

NOTE: Commission is only paid after travel is completed. **If a “Booking Form” is not completed, commissions will not be paid.** If the agency has not received commission, it is the ITA's responsibility to request payment from the supplier.

COMMISSION CHECK / STATEMENT

You will receive a commission check for commissionable travel booked. Along with your check you will receive a copy of the “**Booking Form**” we received from you . If the travel supplier or tour operator provides us a statement showing commissions, it will be included.

CRUISE LINES INTERNATIONAL ASSOCIATION

Tickets & Tours is a member of Cruise Lines International Association (CLIA). CLIA provides many services to our Independent agents including educational materials and classes available to affiliates of CLIA.

As an ITA of Tickets and Tours you are eligible to receive a CLIA card. If you are interested, please go to www.cruising.org and explore the many benefits available to CLIA affiliates. Below is information provided from CLIA's website www.cruising.org explaining how to obtain and renew a CLIA card.

As the official credential for CLIA Affiliated Travel Professionals, your CLIA Photo ID Card will:

- ◆ Serve as a convenient validation that you are a travel professional and a CLIA affiliate.
- ◆ Be valid through December 31 of each year.
- ◆ Highlight your achievement as an ACC, MCC, ECC, ECCS, CTA, CTC or CTM.
- ◆ Qualify as proof of cruise industry affinity with CLIA's 19 member cruise lines, 54 hotel brand partners, 5 car rental company partners, 7 airline or air consolidator partners and 2 theme park partners. *Special agent considerations and conditions will vary by supplier and are at the supplier's discretion. Your possession of a CLIA ID Card does not guarantee professional courtesies or discounts. A complete listing of CLIA's travel industry partners and their programs is available at www.cruising.org. Please contact each supplier directly for details.*

Any agents *actively engaged in the business of selling cruise travel, and affiliated with an active CLIA Member Travel Agency*, is eligible to apply for a CLIA ID Card.*

To receive your CLIA ID Card:

1. Download a current ID Card Application form. Or, call CLIA's Fax by Phone service at 800-372-2542 extension 2. Renewing cardholders may apply online.
2. Complete all questions on the application form.
3. Obtain a 2x2 Color Passport Photo. (Please note that no other photos will be accepted. This includes digital photos and portrait photos. This applies to new and renewing cardholders.)
4. Submit the completed application form, photo and the \$25 processing fee to:

CLIA ID Card Processing Center
P.O. Box 5172
Pittsfield, MA 01203-5172

Please allow a minimum of 4-5 weeks for processing. Processing times vary and may increase during peak periods. To check on the status of your application, call 603-629-0820. Please allow 7-10 business days prior to checking status.

**Agents who misrepresent themselves as current CLIA cardholders, by altering an expired card or presenting a card facsimile not issued by CLIA, will have their card privileges revoked indefinitely. Engaging in such activity may also effect the card privileges of the member agency with which the agent is affiliated.*

Organizations who use the CLIA ID card and other CLIA intellectual property for the purposes of membership acquisition (affiliation) or for the promotion of the affiliation and its benefits to a potential travel seller affiliate or employee principally or exclusively for the purpose of obtaining personal discounts and benefits rather than the purpose of commercial sales of member lines' services; or the unauthorized use of CLIA's trademarks, name, logo or identification card will risk termination of CLIA membership. (see "Conditions of Membership," for further details.)

A Note to Renewing Cardholders

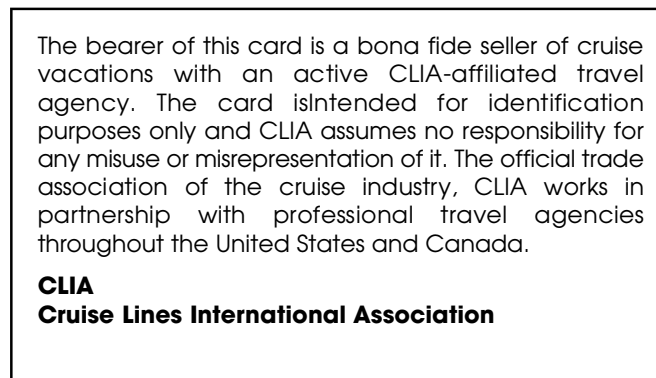
All Cardholders who wish to renew their cards are required to complete and pass the exam for at least one CLIA training seminar or CLIA online training program prior to applying for their cards. A passing letter must accompany all mailed applications. Online renewals will be subject to exam pass verification prior to a card being issued. Please note that cruise line, destination or other travel supplier or association programs do not meet the ID Card renewal requirement. Only CLIA approved seminars or online programs qualify. CLIA reserves the right to amend the requirements to apply for an ID Card, including continuing education requirements and proof of cruise sales production. Any requirement changes will be communicated to current cardholders and member agencies via email and the Travel Agent Center at www.cruising.org.

CRUISE LINES INTERNATIONAL ASSOCIATION ID CARD

(Front)



(Back)



CHAPTER 2

AIRLINES & AIR CONSOLIDATORS

Types of Airline Trips 2-2

Airline Flights 2-3

Airline Carriers 2-3

Ticket Pricing 2-4

Special Passengers 2-5

Airline Ticketing 2-6

Documenting Airline Reservations 2-6

Security 2-7

Making a Reservation 2-7

Air Consolidators 2-9

Air Consolidator Directory 2-10

Internet Booking Sites for Air Consolidators 2-11

Aviation Industry Codes 2-11

United States Airport City Codes 2-12

International Airport City Codes 2-14

Special Meals 2-14

Airline Internet Directory 2-15

Air Travel – Glossary of Terms 2-16

Fares and Ticketing – Glossary of Terms 2-25

TYPES OF AIRLINE TRIPS

The type of airline trip affects the price of the airline ticket, connection time, and ultimately the convenience to the passenger. The five types of airline trips are: One Way, Round-trip (called a return flight in Europe), Circle Trip, Open Jaw and a Tourist Air Pass. Below is a brief description of each:

One Way:

This is the least complex type of trip. It involves a flight from a departure city to an arrival city. This does not involve a return flight.

For example: Sacramento (SMF) to San Diego (SAN)

Round-trip:

This type of airline trip starts and ends in the same city. It will involve a flight from a departure city to an arrival city and a return back to the original departure city.

For example: Phoenix (PHX) to Omaha (OMA) and back to Phoenix (PHX)

Circle Trip:

A circle trip is similar to a round-trip, but an additional city is added. The passenger would fly from the departure city to one city, then on to another city and back to the original city.

For example: Boston (BOS) to Charlotte (CLT) to Miami (MIA) and back to Boston (BOS)

Open Jaw:

An open jaw trip is similar to a circle trip except one portion of the trip is by land. A passenger would leave from the departure city to the arrival city, then go by car, coach, train, or boat (this is called an ARNK) to another city, and then fly back to the original departure city.

For example: Seattle (SEA) to Denver (DEN) drives to Colorado Springs (COS) and finally flies back from Colorado Springs (COS) to Seattle (SEA).

Tourist Air Pass:

The Tourist Air Pass is a ticket or combination of flights, within a country or continent that are available only to tourists visiting the country. It is an affordable way to travel within a country for non-residents. The passes require proof of residency. Usually the passes must be purchased outside of the country and do not usually cover the flight to and from the country being visited. For example, the U.S. offers an air pass to non-residents for travel to multiple U.S. destinations. British Midland offers an air pass for travel within the U.K. and also to Europe. Qantas offers an air pass for travel within Australia. The pricing may be based on travel within certain zones in the country or city to city travel.

AIRLINE FLIGHTS

There are three types of airline flights: **Non-stop**, **Direct**, and **Connection**. Airline flights are between two cities and are also called segments. Following is a brief description of each type of flight.

- Non-stop:** This type of flight flies from one city to another without making any scheduled stops. This is by far the most convenient and least time-consuming of all flights.
For example: Orlando (MCO) to Austin (AUS) with no stops in between.
- Direct:** A direct flight may make one or more stops between the departure and arrival city, but will not require a change of planes. The flights will allow some passengers to deplane and others to enplane.
For example: Reno (RNO) to Los Angeles (LAX) with an en-route stop in San Francisco (SFO).
- Connection:** A connection will make one or more stops between departure and arrival city and require the passenger to change planes. Many airlines use hub cities for their connecting flights. These flights are the least convenient, and the most time consuming.
For example: Portland (PDX) to Denver (DEN), change planes and then on to Chicago O'Hare (ORD).

AIRLINE CARRIERS

Most airlines fall into four categories: **major**, **national or domestic**, and **regional** and **charter**.

A major airline will fly long-distance and international routes. Examples of major airlines are United Airlines, Delta Airlines, Lufthansa, and Air Canada.

A national or domestic airline will usually fly only within the U.S. and fly short-haul and long-haul flights. Examples of national or domestic carriers are Southwest Airlines, Frontier Airlines and Jet Blue.

A regional (commuter) airline will fly only short distances. They will usually fly smaller planes and may fly into smaller regional airports. Many of these airlines have agreements with major and national airlines to service their short-haul flights. Examples of regional airlines are Comair and American Eagle.

A charter flight often operates only during peak times, services cities where there is no scheduled air service, or by tour companies to provide service to certain popular destinations. These charter flights often fly non-stop so provide convenient and inexpensive air travel. An example of a charter airline is American Trans Air or A.T.A. used by Apple Vacations and Pleasant Holidays.

TICKET PRICING

Bereavement Fares also Compassion Fares or Medical Emergency Fares are discounted tickets for passengers who must fly with little notice due to a death in the family, imminent death of a family member or medical emergency of a family member. The fares vary from carrier to carrier. Some carriers will waive an advance purchase requirement. These fares are not necessarily the lowest fare available at the time of booking. The passenger must have available to the airlines reservation agent, the name and relationship of the family member, the reason for the travel, the name of the doctor, hospital, funeral home and phone numbers and may need documentation for proof.

Discounted Fares are available to certain groups of passengers, such as seniors, infants, children, the military and government workers. Airlines set their own rules, For example, a senior to one airline might be a person who is over 62 years of age while to another it might be a person over 65 years of age. Usually a fare will be discounted by a certain percent, for example, 10 % off the base fare (fare before taxes).

Fare Sales are when the airlines reduce the cost of air travel usually to promote increased air travel. The travel may be to certain destinations or during certain time periods. They are usually “blacked out” or unavailable during peak holiday dates. These fares are available to any group of travelers provided they fly within the constraints of the rules. The airlines will usually allot only a certain number of seats per flight for these sale fares.

SPECIAL PASSENGERS

Children: On U.S. domestic flights children under the age of 2 yrs. old who do NOT occupy a seat of their own, can fly for free. If they occupy a seat of their own, they will usually pay 50 % of the applicable fare for that seat. On international flights, infants who do not occupy a seat of their own will pay an “over the water” fee (usually 10% of the adult fare), also children under the age of 12 will receive a discount, which varies by carrier

Unaccompanied Minors: The parent or guardian of the child will be required to accompany the child to the airplane for boarding. The parent or guardian must give permission in writing to the airline with the name, address and phone number of the person who will meet the child at the arrival city. The airline will not release the child until that designated person has shown ID. Some airlines will ask that a password be given to further ensure the safety of the child, and an agent will be with the child at the arrival airport until this person has arrived. Airlines may charge a fee to escort the child from one gate to another if the child's flight requires a connection. Usually children under the age of 5 years old will not be allowed to travel alone.

Pets: Airlines charge special fees for pets, and not all airlines allow pets in the cabin. If they allow pets to accompany the passengers there is usually a limit of one small pet per cabin, the only exception to this being a seeing-eye dog. Pets must be in an airline approved carrier, and must have a current health certificate from a veterinarian. If the pet must fly in the cargo portion it will be the last to be loaded and many airlines will not transport pets in the cargo area during extreme weather conditions. All reservations for pets must be made in advance with the airline.

Oversold Flights: If a flight has been “oversold” the airline will ask for volunteers to be “bumped”. You will be compensated in the form of a future travel voucher, or cash and be put on the next available flight. You may get other compensation such as meals and lodging. If there are no volunteers, the airline will bump airline personnel traveling on passes, travel agents on special passes or discounted tickets and then passengers on discounted excursion fares.

If a flight is delayed or canceled you may or may not be compensated. If the reason for the delay or cancellation is not the fault of the airline such as bad weather, the airlines are not obligated to compensate you, and any compensation is made on an individual basis.

Baggage: Many airlines are now limiting the amount of luggage you can bring on the airplane. Usually you are allowed two normal sized checked bags and one carry-on that can safely fit below your seat or in the overhead compartment. Purses are not considered a carry-on item. The standard is a bag that does not weigh over 70 lbs. and is no larger than 62”, height, width and length measurements totaled. Excess weight, oversized, and irregularly shaped luggage may be charged an extra fee.

AIRLINE TICKETING

- ◆ Advise your clients that NO fare is guaranteed until it is ticketed and paid in full. A reservation is not a fare guarantee.
- ◆ Ticket prices can change at any time.
- ◆ Many airlines are now charging fees for telephone reservations, try to book on the internet
- ◆ Most domestic reservations can be held for 24 hours, this does NOT guarantee the price.
- ◆ The best fares are non-refundable. Airlines may or may not allow a reservation to be changed. If they do, there could be a fee for this service. Tickets must be changed before the scheduled return flight. The value of a completely unused airline ticket may be applied towards future travel, but cancellation and change fees will apply. Please make sure your clients are aware of these rules.
- ◆ Purchasing tickets through tour companies and cruise lines can offer a little more protection against changes, but are sometimes more expensive.
- ◆ You can request certain seat assignments for clients.
- ◆ You may also request special meals. See Page 14 in this section
- ◆ Some clients MAY qualify for senior, student, or child discounts. Qualifications vary with carrier.
- ◆ You won't necessarily get the BEST fare unless you ask for it.
- ◆ Frequent Flyer tickets and awards are at the discretion of the airlines. All tickets must be booked directly with the airline.

DOCUMENTING AIRLINE RESERVATIONS

- ◆ Make sure you get the reservation agents name and location.
- ◆ Get the record locator (reservation number)
- ◆ Make sure you understand the cancellation, and change policies. Obtain the full fare including taxes.
- ◆ Verify the flight information: destinations, dates, times, names must be spelled as they are on an official ID.
- ◆ Date by which the reservation must be ticketed. ***Again, a reservation is not a fare guarantee until ticketed.***
- ◆ The form of payment. Some consolidators charge for using a credit card. Is it an electronic ticket or paper ticket? Where will the paper ticket be sent?
- ◆ If there are commissions involved make sure we receive a booking form and confirmation.

When purchasing airline tickets we will need:

- ◆ Check made out to Tickets & Tours Travel or Cash **OR**
- ◆ Credit Card/ Number/ Expiration Date/ Name on Card/ Billing address/3 Digit security code from back of card.
- ◆ It is best to get an imprint of the card and a signed credit card authorization form.

SECURITY

- ◆ Names on all travel documents must match ID.
- ◆ They may be checked more than once.
- ◆ Only travelers are allowed in boarding areas.
- ◆ Any item that may be deemed a weapon (scissors, knitting needles, nail files, pocket knives) must be packed in checked baggage.
- ◆ Be prepared to remove your shoes.
- ◆ Body and luggage searches are done randomly.
- ◆ Carry important items (money, passports, ID, prescription medicine, eyeglasses) with you.
- ◆ When traveling internationally make a photo copy of your passport information page and keep it in a separate location. If your passport is stolen you can present the photocopy to the local embassy to speed a replacement.
- ◆ Put Identification inside the luggage as well as on luggage tags.

MAKING A RESERVATION

All reservations can be made on our website at www.pulaskiticketsandtours.com, by calling our New York office, calling the vendor directly, using one of our preferred suppliers or consolidators from our consortium (Vacation.com) or calling other consolidators.

To earn maximum commissions on commissionable flights and book your **client's** entire airline needs, go to our consortium (Vacation.com) and their preferred suppliers, consolidators, tour companies or other consolidators we have listed in this chapter. To earn fees for domestic reservations go to your **Instant Travel Site™** under www.pulaskiticketsandtours.com. No commission will be earned if you call our New York office and have our in-house agents do the booking.

For **personal travel** you can use links to special negotiated rates and meta site search engines provided by Condo Travel Club through the website under “Personal Travel Benefits.” Meta search engines (like sidestep) scour dozens of sites for the best price. If you are a CLIA cardholder look on www.cruising.org for their special agent negotiated rates. You can also go directly to the provider sites listed in this chapter.

Be advised, and advise your clients, that if using an internet booking site, you may not be able to speak to an agent if you need to alter your reservations.

CLIENT INFORMATION NEEDED:

- ◆ Need client's name as it appears on their Passport or Driver's License
- ◆ Client's address and phone number
- ◆ Form of payment (cash, check, credit card)
 - If the payment is by check it must be made out to **Pulaski Tickets & Tours**.
 - Credit card payment will very likely require a photocopy of the front and back of the credit card.
 - Checks require a copy of the driver's license and possibly a signed authorization form.
- ◆ Dates of travel, departure city, destination, times of travel and alternate dates, if possible.
- ◆ Number of passengers and ages (may qualify for senior or child fares).
- ◆ Seating requests, frequent flier numbers or any other special requests (you may need to call these in directly to the airline.)

WHEN MAKING THE RESERVATION**Explore through your resources for the best option**

- ◆ Go to Vacation.com and log into Agentnet to find preferred consolidator and tour operator information and their commission rates.
- ◆ Go to the list of consolidators shown in this chapter
- ◆ For personal travel use special negotiated rate links and meta search links on **www.pulaskiticketsandtours.com** under “Personal Travel Benefits” or go to **www.cruising.org** if you are a CLIA member for their special discounted car rental rates for agents.
- ◆ For speed and to earn a booking fee, book reservations for your clients through your **Instant Travel Site™**

REMEMBER

- ◆ Initially the consolidator will give you a general fare quote using a certain booking class of service. *They are not stating that seats are available, just the fare if available.*
- ◆ Use our IATA # 33530556 when talking directly to rental car suppliers, consortiums or preferred suppliers.
- ◆ You will need to find out if the fare is net or commissionable.
- ◆ Taxes will need to be added, as well as any weekend surcharges, if applicable.
- ◆ Make sure you obtain the cancellation and change rules.
- ◆ What is the ticketing deadline?
- ◆ If you are ready to place the reservation, ask to check availability.

QUOTING A FARE

- ◆ Add in all costs, net fare, taxes, weekend surcharges, credit card fees, express delivery fees (if applicable), and **commission** – at least 10%-15% of the base net fare, or whatever is competitive in the market
- ◆ If the ticket is for yourself to use, you need not add commission.

AIR CONSOLIDATORS

Consolidators contract with airlines for discounted rates. Consolidators are able to give airlines a certain volume of sales and in return sign contracts to obtain discounted rates. They can in turn offer these lower airfares to travel agencies. The prices quoted will usually be wholesale or net rates. You must add taxes, weekend surcharges, and commission. These fares are usually lower than the published retail fares offered by airlines directly.

Most consolidators operate in the international market. There are very few domestic consolidators, and they will usually only sell first class and last minute fares. Many tour companies operate as air consolidators as well. Some will sell the airfare they have contracted with the airlines separately or with a minimum land tour (car or hotel). Pleasant Holidays and All About Tours are two examples of tour companies that also act as consolidators.

Please remember when considering an air consolidator:

- ◆ Lower airfares – usually less than published fares
- ◆ Net fares (fares before taxes and commission are added on) allows us set our own commission rates
- ◆ Ticketing deadlines often allow more time to purchase
- ◆ Longer stays
- ◆ Many consolidators have websites with booking and flight searches available online
- ◆ You will receive 50% of the commission when you book consolidator fares
- ◆ You pay no commissions or markups when booking net fares for yourself

Disadvantages

- ◆ Limited number of airlines
- ◆ Travel is usually on one airline for all legs of the trip
- ◆ Stopovers and air deviations are not always allowed
- ◆ Charges may incur for using a credit card
- ◆ May not always be able to obtain frequent flier mileage

AIR CONSOLIDATOR DIRECTORY

VACATION.COM (*Call suppliers to book travel not Vacation.com*) Must log into **Agentnet** to get list of consolidators and tour operators. Call individual tour operators and suppliers to book travel. (call New York office for login information) **www.vacation.com 1-800-843-0733**

CONSOLIDATORSHOPPER.COM (*Create your own login, search and book online only*)
Meta search site of consolidators lists commissions or has net pricing. **www.consolidatorshopper.com**

<u>Name</u>	<u>Destination</u>	<u>Phone Number</u>	<u>Fax Number</u>
Air Tickets	Worldwide	800-207-7300	310-647-2854
Alliance	Europe, Africa, Middle East, S. Pacific	800-267-9315	415-752-2096
Celtic	United Kingdom, Ireland, Europe	800-789-8555	415-750-9670
C & H Travel	Asia, Europe, S. Pacific, C. & S. America	800-289-1628	415-956-2565
Centrav	Worldwide	800-874-2033	800-255-6138
DER	Europe	800-717-4247	
DFW Tours	Africa, Asia, C. & S. America, Europe, So. Pacific, groups, business, 1st class	800-527-2589	972-386-3802
GTT	International Worldwide	800-878-2828	972-490-6367
Homeric	Greece, Egypt, Morocco, Portugal, Turkey	800-223-5570	
J & O Air	Air by Asia, Europe, S. Pacific, Latin America Pleasant) Middle East, Africa	800-877-8111	619-282-4164
New Frontiers	W. Europe, Tahiti	800-366-6387	
Picasso Travel	Worldwide	800-742-2776	650-579-7387
Skylink	Worldwide	800-247-6659	323-655-4393
Trans Am	C & S America, S. Pacific, Asia, Europe Mexico, intra-Europe, intra-Asia	800-822-7600	888-656-3232
Air Tickets	Europe, Middle East & Africa	800-207-7300	310-647-2854
Airplan, Inc.	Worldwide	800-866-7526	412-257-8421
Centrav, Inc.	Worldwide	800-874-2033	800-255-6138
C & H Intl	Asia, Europe, S. Pacific, C.& S. America	800-289-1628	415-956-2565
Solar Tours	Caribbean, Mexico, C & S. America	800-388-7652	202-452-0905

INTERNET BOOKING SITES FOR AIR CONSOLIDATORS

CONSOLIDATOR	WEBSITE	800 #	FAX #
CENTRAV	www.centrav.com	800-874-2033	800-255-6138
CONSOLIDATOR SHOPPER	www.consolidatorshopper.com		
GTT	www.gttglobal.com	800-878-2828	972-490-6367
C & H INTERNATIONAL	www.cnhintl.com	800-289-1628	415-956-2565
FARE PRO	www.farepro.com	800-761-8107	
DFW TOURS		800-527-2589	972-386-3802
PICASSO	www.picassotravel.net	800-742-2776	650-579-7387
AIR BY PLEASANT	www.airbypleasant.com	800-877-8111	619-282-4164
AIR TICKETS	www.airtickets.com	800-207-7300	212-557-3282
JAXFAX	www.jaxfax.com		
TRANSAM	www.transamtravel.com	800-822-7600	888-656-3232
UNIPAC VIAJES	www.unipacviajes.com	800-892-2586	503-526-1240
APC	www.apc-consolidators.com		

AVIATION INDUSTRY CODES

The following are examples of codes that may be used when verifying Locator and Confirmation Numbers, and the spellings of names. You may use your own codes, but it is advised you use them to assure the correct information is communicated.

A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Gulf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whiskey
K	Kilo	X	X-ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu

UNITED STATES AIRPORT CITY CODES

The following is a list of frequently used airport city codes. These are sometimes required when seeking availability, fare and schedule information. The codes are alphabetized by the city in which the airport is located.

ABI	Abilene, TX	GUC	Gunnison, CO	OMA	Omaha, NE
ACA	Acapulco, MX	HRL	Harlingen, TX	ONT	Ontario, CA
ALB	Albany, NY	MDX	Harrisburg, PA	SNA	Orange County, CA
ABQ	Albuquerque, NM	BDL	Hartford, CT	MCO	Orlando, FL
ESF	Alexandria, LA	HNL	Honolulu, HI	OWB	Owensboro, KY
ABE	Allentown, PA	HOU	Houston, TX/Hobby	OXR	Oxnard, CA
AMA	Amarillo, TX	IAH	Houston, TX/Intercontl	PSP	Palm Springs, CA
ANC	Anchorage, AK	HSV	Huntsville, AL	PNS	Pensacola, FL
ATL	Atlanta, GA	IND	Indianapolis, IN	PIA	Peoria, Il
AUS	Austin, TX	ISP	Islip, NY	PHL	Philadelphia, PA
BFL	Bakersfield, CA	JAN	Jackson, MS	PHX	Phoenix, AZ
BWI	Baltimore, MD	JAC	Jackson Hole, WY	PIT	Pittsburgh, PA
BGR	Bangor, ME	JAX	Jacksonville, FL	PWM	Portland, ME
BTR	Baton Rouge, LA	AZO	Kalamazoo, MI	PDX	Portland, OR
MBS	Bay City, MI	MCI	Kansas City, MO	PVD	Providence, RI
BPT	Beaumont/Port Arthur, TX	EEN	Keene, NH	PVR	Puerto Vallarta, Mexico
BIL	Billings, MT	EYW	Key West, FL	RDU	Raleigh-Durham, NC
BHM	Birmingham, AL	ILE	Killeen, TX	RNO	Reno, NV
BMI	Bloomington, IL	TYS	Knoxville, TN	RIC	Richmond, VA
BOI	Boise, ID	LSE	La Crosse, WI	RST	Rochester, MN
BOS	Boston, MA	LFT	Lafayette, LA	ROC	Rochester, NY
BUF	Buffalo, NY	LCH	Lake Charles, LA	RFD	Rockford, IL
BUR	Burbank, CA	LAN	Lansing, MI	SMF	Sacramento, CA
BTM	Butte, MT	LRD	Laredo, TX	SLC	Salt Lake City, UT
CUN	Cancun, Mexico	IAS	Las Vegas, NV	SJT	San Angelo, TX
CID	Cedar Rapids, IA	LAW	Lawton, OK	SAT	San Antonio, TX
CMI	Champaign/Urbana, IL	LEX	Lexington, KY	SAN	San Diego, CA
CHS	Charleston, SC	LNK	Lincoln, NE	SFO	San Francisco, CA
CHA	Chattanooga, TN	LIT	Little Rock, AR	SJC	San Jose, CA
MDW	Chicago, IL/Midway	GGG	Longview TX	SJU	San Juan, PR
ORD	Chicago, IL/O'Hare	LAX	Los Angeles, CA	SBP	San Luis Obispo, CA
CVG	Cincinnati, OH	SDF	Louisville, KY	SBA	Santa Barbara, CA
CLE	Cleveland, OH	LBB	Lubbock, TX	SMX	Santa Maria, CA
COS	Colorado Springs, CO	MSN	Madison, WI	SRQ	Sarasota, FL
CAE	Columbia, SC	MHT	Manchester, NH	SEA	Seattle, WA
CMH	Columbus, OH	MQT	Marquette, MI	SHV	Shreveport, LA

Host

CRP	Corpus Christi, TX	OGC	Maui, HI	FSD	Sioux Falls, SD
DFW	Dallas/Ft. Worth, TX	MFE	McAllen, TX	SBN	South Bend, IN
DAY	Dayton, OH	MFR	Medford, OR	GEG	Spokane, WA
DEN	Denver, CO	MLB	Melbourne, FL	SPI	Springfield, IL
DSM	Des Moines, IA	MEM	Memphis, TN	SGF	Springfield, MO
DET	Detroit, MI/City	MIA	Miami, FL	STL	St. Louis, MO
DTW	Detroit, MI/Metro	MKE	Milwaukee, WI	SYR	Syracuse, NY
DBQ	Dubuque, IA	MSP	Minneapolis, MN	TPA	Tampa Bay, FL
DRO	Durango, CO	MOB	Mobile, AL	TXK	Texarkana, AR
DUT	Dutch Harbor, AK	MLI	Moline, IL	TOL	Toledo, OH
ELP	El Paso, TX	MRY	Monterey, CA	TVC	Traverse City, MI
EUG	Eugene, OR	MGM	Montgomery, AL	TUS	Tucson, AZ
EVV	Evansville, IN	MKG	Muskegon, MI	TUL	Tulsa, OK
FAI	Fairbanks, AK	MYR	Myrtle Beach, SC	TCL	Tuscaloosa, AL
FYV	Fayetteville, AR	BNA	Nashville, TN	TYR	Tyler, TX
FLO	Florence, SC	HVN	New Haven, CT	EGE	Vail, CO
FAT	Fresno, CA	MSY	New Orleans, LA	ACT	Waco, TX
FLL	Ft. Lauderdale, FL	JFK	New York, NY/Kennedy	IAD	Washington DC/Dulles
RSW	Ft. Myers, FL	LGA	New York, NY/La Guardia	DCA	Washington DC/National
FSM	Ft. Smith, AR	EWR	Newark, NJ	CWA	Wausau/Stevens Point, WI
VPS	Ft. Walton Beach, FL	SWF	Newburgh/Stewart Field, NY	PBI	West Palm Beach, FL
FWA	Ft. Wayne, IN	ORF	Norfolk, VA	HPN	Westchester County, NY
GRR	Grand Rapids, MI	OAK	Oakland, CA	ICT	Wichita, KS
GRB	Green Bay, WI	OSX	Oaxaca, Mexico	SPS	Wichita Falls, TX
GSP	Greenville/Spartanburg, SC	MAF	Odessa/Midland, TX	AVP	Wilkes Barre, PA
GSO	Greensboro, NC	OKC	Oklahoma City, OK	ORH	Worcester, MA

INTERNATIONAL AIRPORT CITY CODES

There are literally hundreds of international codes. You can find them online at any consolidator website, by performing a search or go to: www.nationsonline.org/oneworld/airport_code.htm

SPECIAL MEALS

The following is a list of various meals the airlines offer. Not all airlines or flights will have every type of meal available. Be advised that many airlines are cutting back on meal service. Allow at least 24 hours to process request.

<u>Code</u>	<u>Meal Type</u>
AVML	Asian Vegetarian
BBML	Infant/baby Food
CHML	Child Meal
DBML	Diabetic
GCHZ	Grilled Cheese
GFML	Gluten Free
HFML	High Fiber
HNML	Hindu
KSML	Kosher
LCRB	Low Carbohydrates
LCML	Low Calorie
LFML	Low Cholesterol/Fat
LPML	Low Protein
LSML	Low Sodium
MOML	Muslim
NLML	Non Lactose
NSML	No Salt
ORML	Oriental
PFML	Peanut Free
SFML	Seafood
VGML	Vegetarian
CHKN	Fried Chicken
FPML	Fruit Salad
FRNK	Child Hot Dog
BLML	Bland
SHML	Hot seafood
TDML	Toddler Meal
RFML	Refugee

AIRLINE INTERNET DIRECTORY

Aer Lingus	(800) 223-6537	www.aerlingus.com
Aerolineas Argentinas	(800) 333-0276	www.aerolineas.com.ar/
AeroMexico	(800) 237-6639	www.aeromexico.com
Air Canada	(800) 247-2262	www.aircanada.ca/
Air France	(800) 237-2747	www.airfrance.com
Air New Zealand	(800) 262-1234	www.airnewzealand.com
AirTran	(800) 247-8726	www.airtran.com
Alaska Airlines Inc	(800) 426-0333	www.alaska-air.com
Alitalia	(800) 223-5730	www.alitalia.com
All Nippon Airways	(800) 262-0910	www.fly-ana.com
Aloha Airlines	(800) 367-5250	www.alohaairlines.org
American Airlines	(800) 433-7300	www.aa.com
Asiana Airlines	(888) 437-7718	us.flyasiana.com
Avianca	(800) 284-2622	www.avianca.com
Bahamasair	(800) 222-4262	www.bahamasair.com
British Airways	(800) 247-9297	www.britishairways.com
Bwia West Indies Airways	(800) 538-2942	www.bwee.com
Cathay Pacific Airways	(310) 615-1113	www.cathay-usa.com
Cayman Airways	(800) 422-9626	www.caymanairways.com
Continental Airlines	(800) 525-0280	www.continental.com
Delta Air Lines	(800) 221-1212	www.delta.com
El Al Airlines	(800) 223-6700	www.elal.co.il
Japan Airlines	(800) 525-3663	www.japanair.com
KLM Royal Dutch Airlines	(800) 777-5553	www.klm.com
Korean Air	(800) 438-5000	www.koreanair.com
Lacsa Airlines (Costa Rica)	(800) 225-2272	www.grupotaca.com
Lan Chile Airline	(800) 735-5526	www.lanchile.com
Lufthansa German Airways	(800) 645-3880	www.lufthansa.com
Mesa Air Lines	(800) 637-2247	www.mesa-air.com
Mexicana Airlines	(800) 531-7921	www.mexicana.com
Northwest Airlines	(800) 225-2525	www.nwa.com
Philippine Airlines	(800) 435-9725	www.philippineair.com
Qantas Airways	(800) 227-4500	www.qantas.com
Singapore Airlines	(800) 742-3133	www.singaporeair.com
Southwest Airlines	(800) 435-9792	www.southwest.com
Spirit Airlines	(800) 772-7117	www.spiritair.com
Swiss	(877) 359-7947	www.swiss.com
Taca International Airlines	(800) 535-8780	www.grupotaca.com
Thai Airways International	(800) 426-5204	www.thaiair.com
United Airlines	(800) 241-6522	www.united.com
USAirways	(800) 428-4322	www.usairways.com
Varig Airlines	(800) 468-2744	www.varig.com.br/english/
Virgin Atlantic Airways	(800) 862-8621	www.virgin-atlantic.com
World Airways	(800) 274-3601	www.worldair.com

AIR TRAVEL – GLOSSARY OF GENERAL TERMS

2 Letter Codes (Two Letter Codes) To simplify communication in the airline world, IATA (International Air Traffic Association) has designated all scheduled airlines with two letter codes. *These are used in reservations, tickets, timetables and fare tables.*

3 Letter Codes (Three Letter Codes) There are many airports in the world with similar names so IATA uses three-letter codes for airports and cities. *For example, the three letter code for Amsterdam, Netherlands is AMS, Caracas, Venezuela is CCS and Hong Kong is HKG.*

ABC Advance Booking Charter. *A charter that requires a minimum advance booking period.*

ABP Able Bodied Passenger. *May be selected to sit near the emergency exit on an aircraft.*

Accompanied/Unaccompanied Baggage Accompanied baggage is carried in the same vehicle as the passenger (and may be checked or unchecked). Unaccompanied baggage is carried separately as cargo.

ACFT/EQT Aircraft Type.

ACI Airports Council International.

Ad Hoc Schedule A variation, addition or cancellation from the basic schedule of one or more flights on single dates.

Administrating Carrier The airline which controls the operation of a flight.

AHC Airport Handling Committee (IATA).

AHM Airport Handling Manual (IATA).

Air Bridge Corridor attached to the plane door to enable them to board or disembark between the aircraft and terminal building.

Airport Apron Hard surfaced area used for the landing and taking off of aircraft.

Airport Art Name given to souvenirs on sale at airports.

Airport Code Every airport has a unique three letter code. *Example AMS for Amsterdam. For cities with more than one airport, there will be different three letter codes for the city and the airports. Some 3 letter codes indicate other city points such as QWC for Berlin Zoo Rail Station.*

Airside Area beyond the passport and security check areas.

Air Passenger Duty Charge payable on tickets for flights departing from the UK.

Aircraft A transport vehicle which is certified as airworthy by a competent aeronautical authority. *As used herein, the definition may include surface vehicles, the bookings and traffic handling for which are dealt with in a similar manner to that used for aircraft.*

Aircraft Configuration Planned utilization layout of aircraft interior space.

AIRIMP Reservations Interline Message Procedures – Passenger (ATC/IATA).

Airline Code A two letter code indicating an airline, air company or air carrier - see 2 letter codes.

All-Cargo Aircraft A version of an aircraft type which carries cargo and mail only.

Alliance A term for airlines that have grouped together – formed an alliance – to give them a stronger identity and larger market share. *Examples are StarAlliance, Oneworld and Skyteam.*

Alliances Where two or more airlines collaborate in for example offering loyalty rewards. *Examples are StarAlliance, Oneworld and Skyteam.*

AOC Air Operators Certificate.

APT Airport.

ARCS Airline Routing and Connections Service.

ARINC Aeronautical Radio Incorporated.

Arrivals The area of the airport where people leaving a plane pass through immigration, collect their baggage, pass through customs and arrange their transport into the city. On domestic flights, they may simply collect baggage and leave the airport through Arrival.

Arrival Times All timetables gives the time that the flight will arrive in local time.

ARS Airline Reservation System.

ASK Available seat kilometers. A transport measure calculated as the product of the number of aircraft seats available for sale and the kilometers flown.

ASM Ad hoc Schedules Message.

ATA Air Transport Association of America.

ATC Air Traffic Control.

Available Seat Miles A transport measure calculated as the product of the number of aircraft seats available for sale and the miles flown.

BAA British Airports Authority.

Baggage Allowance The free luggage allowance an airline will carry for each traveler. *Travelers are able to take more luggage by paying an Excess Baggage Charge. Depending on the route the allowance will either be by piece (numbers of bags or cases) or by weight.*

Baggage Claim Area Area in an airport where passengers collect their accompanied checked baggage.

Baggage Hold The part of the plane where the baggage is stored. The traveler's luggage is handed over at the Check In desk at the departure airport.

Basing Point A location to and from which airfares are established.

Block Spacing An allocation by one airline to another of a number of seats on some of its flights, which the airline sells to the traveling public through its own marketing and distribution system.

Budget Airlines Also known as 'No Frills' or Low Cost' Airlines. They operate schedules (regular timetables) in the same way as the larger airlines, but with lower fares. *They fly on short haul routes and sometimes in and out of less popular airports.*

Business Days In the context of Airport Co-ordination/Advice Procedures, business days refers to business days in the country of the message originator.

Bulkhead A Rigid partition.

CAA Civil Aviation Authority.

Cabin Inside area of the aircraft. Usually there are separate cabins for First Class travelers, Business Class travelers and one or more cabins for Economy Class travelers.

Capacity Limitation Agreement An agreement between carriers, commonly airlines, stipulating the maximum capacity to be offered by each carrier on a particular route.

Cargo Any goods carried on an aircraft.

Carousel A circulating conveyor belt on which baggage is delivered.

Carrier Another term for the airline or company that operates flights from one airport to another. *The term is used in many legal documents.*

CAT Clear Air Turbulence. The disturbance caused to an aircraft when flying through inclement weather or air pockets

Certificate of Airworthiness Document issued by a national civil aviation authority to certify that an aircraft satisfies its safety and other criteria.

Certificate of Seaworthiness Document issued by a national maritime authority to certify that a ship satisfies its safety and other criteria.

Charter Airlines An aircraft that has been hired by one or more operators, usually for the package holiday market. *Most seats are sold only as return flights for 7 or 14 night stays. The flights sometimes depart and arrive at inconvenient times and passengers are unable to change their bookings. Seats are normally sold with accommodation.*

Check In Describes both the action and the area in the airport. The passenger goes to the check in desk for the airline they are traveling with and the check in staff then take and tag large items of luggage which then get taken to the plane, and the passenger is given a boarding pass. *Some cities have check in facilities in the city center.*

Circle Pacific Fare A special fare offered by some Pacific carriers, which allows passengers to fly to Pacific Rim destinations (Australia, Asia, North and South America) usually including four stopovers. *Additional stopovers available at an extra cost, one condition is that the passenger must travel in either a clockwise or anti-clockwise direction.*

City Pair The origin and destination cities of an aircraft flight.

Class Segregation of passengers according to the fare paid or facilities and services offered.

Class Override Class which overrides that from a previous board point.

Code Share Term used when two airlines share a flight operation. *There are two flight numbers, but only one aircraft.*

COM Comment.

Commercial Duplicate Flight A flight where the operating airline allows seats/space to be sold by one or more than one airline and all participants to such an agreement sell their seats/space on that flight under their own flight designator.

Compartment A space designated within the aircraft for the carriage of passengers or dead load.

Configuration See Aircraft Configuration.

Conjunction Tickets A set of two or more airline tickets to cover a single itinerary. *The tickets are stapled together and issued at the same time, which constitutes a single contract of carriage.*

Connections/Connecting Services Indicates that on a particular route, the traveler will have to change planes and flight numbers – make a transfer connection – at an airport in route. *Also known as Transfer.*

Container See Unit Load Device.

CRS Computer Reservation System.

Daily Every day of the week, including Saturday and Sunday.

Data A representation of facts, concepts or instructions in a formalized manner suitable for communication, interpretation or processing by human beings or by automatic means.

Data Element A data element is a sequence of alpha-numeric characters which, depending on their specific context and position, has a unique meaning, *e.g. Flight Designator, Days of Operation*

Deadhead Aircraft or another vehicle traveling without passengers or cargo, or airline or another carrier's employee traveling free.

DEI Data Element Identifier.

Denied Boarding Compensation Payment by an airline to a passenger with a confirmed reservation for a specific flight not honored by the airline. *Commonly given as a result of overbooking.*

Departures The area of the airport used by people catching a plane. The departure halls of the airport are in two parts, the first part contains the check in desks (landside) and the second part may only be used by those boarding the planes (airside).

Departure Times All timetables gives the time that the plane will depart in local time.

DES/DESI/DESIG An Airline Designator code.

Destination The traveler's final arrival city. *A journey or itinerary can have many destinations but each flight sector has only one.*

Direct Flight Where the plane goes directly from the departure city to the arrival city and the traveler does not need to change planes. *Sometimes a direct flight makes an intermediary stop where the plane lands at an airport in route, but if the passenger doesn't have to change flights, its still known as a direct flight.*

Domestic A flight that takes off from one airport and lands at another airport in the same country. *i.e. New York to Los Angeles is a domestic flight as both airports are in the USA.*

Domestic Airline An airline operating services entirely within one country.

Domestic Flight Leg A flight between two stations to which the same ISO country code applies.

Dry Lease Refers to the leasing of an aircraft only.

Dupe/Duplicate Leg A single, non-operational leg of a flight that, for commercial/technical reasons is displayed under more than one flight number by the operating carrier, or is displayed by a different Airline Designator/Flight Number by an airline other than the operating.

Economy Cabin For travelers with Economy Class tickets. *On an aircraft, there may be two or more Economy Class cabins.*

EJT or EFT Elapsed journey time or elapsed flying time.

Elapsed (Journey) Time The term used to explain 'real flying time' or 'actual journey time'. Because the flight timetables use local times for departure and arrivals, it is not easy to see how long each flight will actually take.

Empty Leg An empty flight between two consecutive scheduled stops *e.g. occurs when a charter flight takes passengers in one direction but returns empty rather than waiting for a return load.*

Excess Baggage Charge An extra charge made by the airline if the travelers baggage exceeds the free allowance.

FAA Federal Aviation Authority.

FFP Frequent Flyer Program. *Where airlines offer rewards to regular travelers with the airline and its partners.*

Fast Track An express transit facility available to First and Business Class passengers at some airports.

Flag Carrier A carrier designated by a government to operate international services.

Flight Numbers Letters and numbers unique to each flight. *Flight numbers always begin with two letters, which indicate the airline. Example, flight number MS865 is the flight number that Egypt air (MS) uses for their flight from Bangkok, Thailand to Cairo, Egypt.*

FLT/Flight The operation of one or more legs with the same Flight Designator.

Frequent Flyers Travelers who belong to airline Frequent Flyer Programs.

Frequent Flyers A range of rewards and incentives that encourage business travelers or regular travelers to use the same airline for all their requirements. The more frequently a traveler flies with the selected airline; the better will be the rewards or benefits.

Funnel Flight A flight composed of two or more member flights, which is identified by the Airline Designator, and Flight Number of one of the members. Only one Airline Designator/Flight Number is operational on any one leg but a leg may have multiple, non-operational F1. *Also known as Starburst, W or Y flights.*

GDS Global Distribution Systems.

Holding Bay Area of the airport where planes are held until they have permission to take off.

Hypothetical Fare Construction Points Airline term to describe points (i.e. airport) included in an itinerary in order to construct a lower fare. *Also known as fictitious construction points.*

IATA International Air Transport Association, body that regulates many of the world's scheduled airlines.

ICAO International Civil Aviation Organization.

Identifier A character or group of characters used to identify or name an item of data and possibly to indicate certain properties of that data.

Indirect Route Principle Airline term used to describe the general rule allowing passengers paying full fares on IATA airlines to deviate from the direct route between any two points without extra payment, as long as the maximum permitted mileage for the route listed in the tariff

Infant A child normally under the age of two.

Intermediate Stop When the plane lands at airports between the departure city and the arrival city. *The traveler does not usually have to change planes.*

International Flight Describes a flight, which takes off from one country and then lands in another. *The term is used to separate International Flights and Domestic Flights. Amsterdam, Netherlands to Athens, Greece is an example of an international flight.*

Jetlag Temporary state of feeling in ill health following a long journey across several time zones. *The traveler has difficulty adjusting to the time zone of their destination and may feel sick, lethargic and have difficulty concentrating.*

Joint Operational Flight A flight on more than one airline operates one or more of its legs.

K When shown as 23k is the weight allowance shown on a ticket. *Example, 23k is a maximum free baggage allowance of 23 kilos.*

Landing Fee Charge made by the airport authorities to airlines for landing their aircraft.

Landside Area before passport control and security checks with free access.

Landing Card A document, which must be completed by a passenger prior to arrival in order to gain entry to the country.

Layover Scheduled Interruption of a journey, usually overnight, either at the passenger's request or necessary because of a lack of a connecting service.

Leased or Blocked Space Flight A flight where the operating airline leases (or blocks) some seats/space to one or more other airlines and all participants to such an agreement sell their seats/space on that flight under their own designator(s).

Leg A leg is another word for 'sector', i.e. each section of a journey or trip. *Example, a traveler could be told that the London to Paris leg of their trip would be either by air or by Eurostar train.*

Leg Room Term used to indicate how much space there is between an aircraft seat and the one in front. The technical term is 'pitch'.

Links (OAG Links) OAG propriety schedule update remote access system

Long Haul A flight of more than 4 hours. *On long haul flights the amount of space and comfort a traveler enjoys has a real effect on their feeling of wellbeing on arrival at their destination.*

Lounge Airport Lounge/Executive Lounge/VIP Lounge. *A part of the airport where travelers can spend time between check in and boarding the plane. Many airlines provide special lounges exclusively for Business and First Class passengers.*

Loyalty Programs Reward programs that encourage business travelers to use the same airline or hotel chain for all their travel arrangements. *These programs are also known as 'Frequent Flyer' or 'Frequent Lodger' programs but each has a unique name.*

Mail All types of material communications carried on one aircraft, *e.g., General Post Office Mail, diplomatic mail, military mail and company (airline) mail*

MCD Multiple Carrier Designator

MCT Minimum Connecting Time. *Indicates whether there is enough time for a traveler to change planes - make a transfer connection - at any airport.*

Movement The arrival or departure of an aircraft Non-Operational (commercial leg). *See Operational Leg*

Multi Sector On a journey that includes one or more transit stops, each part of that journey is known as a sector.

No Frills Airlines Also known as 'Low Cost' or 'Budget' airlines.

No Show Term used for a traveler who does not check in for the flight that they have a reservation for and has not cancelled the reservation.

Non-Stop Flights Flights which fly from one airport to another without landing at any airport in between. *As these flights are faster than those that make intermediate stops, business travelers prefer them.*

Off Point Station of disembarkation.

Onboard Inside the plane.

Operation The act of a transport vehicle traveling from point to point.

Operational Leg A flight leg which is physically operated and identified by its Airline Designator and Flight Number.

Originating Flight A flight designated by a Flight Designator, commencing at the station in question.

Outbound/Outward The first part of an itinerary or journey from the point of origin.

Overbooking Some airlines sell more tickets than there are seats on the plane. If every traveler tries to check in, some will be asked to travel on another flight in exchange for financial compensation.

PAX Passengers.

Piece System One of the ways that airlines describe baggage allowances, the other term used is Weight System. *The letters PC are shown on the ticket i.e. 2PC, indicating that the traveler can check in two cases or bags. These are a maximum size for these 'pieces'.*

Pitch The distance between a plane seat and the seat in front. The higher the figure, the more leg space the traveler will have.

PNR Passenger Name Record. *A unique code used by airlines to recognize a booking.*

Pre clearance Provision of customs and immigration procedures in a foreign country of departure to ease the demand for such facilities in the country of arrival. *Such arrangements exist for example between the USA and Caribbean.*

PTA Pre-paid Ticket Advice. *Notification by an agent or carrier that a person has paid for another person's transportation, usually from a place other than the one in which the fare was paid, thereby authorizing the issue of an airline ticket by the recipient.*

Recline The measurement of how far a plane seat will push back. *Some airlines measure the recline by inches, others by degrees. The higher the figure, the further the seat back can recline.*

Red Eye A phrase referring to lack of sleep, usually when the traveler lands at the arrival airport early in the morning following an overnight flight.

RES/RESTN Restriction.

Re-validation Sticker An amendment attached to the flight coupon of an airline ticket showing a change such as change of flight made to the original reservation.

Rewards The benefits that a business traveler gets for frequently using the same airline or hotel chain as part of a 'Frequent Flyers' or Frequent Lodger' program. *Rewards include free flights, discounts on holidays, gift certificates, and tickets to leisure parts, hotel accommodation and more.*

Rotation The operation of consecutive legs in operational sequence between the station or origin and the station of destination of any flight.

Routing A list of consecutive legs in operational sequence between the station of origin and the station of destination of any flight.

RSD Release for Sale Date.

SAD Shared Airline Designator.

Scheduled Airline/Flights A scheduled airline operates on advertised routes, this may be several times a day and/or several days a week. The routes are fixed and each route is linked to a flight number.

SCR A multi-volume set of documents, which describe the protocols, standards and implementation issues, related to inter-system communications for the airline and aeronautical communities.

Seat Plans Diagrams of the inside of an aircraft showing seat locations, etc.

Sector On a journey that includes one or more transit stops, each part of that journey is known as a sector.

Short Haul A flight of less than 4 hours.

SISC Schedules Information Standards Committee.

SKD/SKED/SKEDS Schedule.

SLOT The scheduled time of arrival or departure available or allocated to an aircraft movement on a specific date at an airport.

SPC Scheduling Procedures Committee (*IATA*).

SSIM Standard Schedules Information Manual (*IATA*).

SSM Standard Schedules Message (*IATA*).

Stacking Describes aircraft flying in large circles at two or more levels awaiting for permission to land. *Occurs at busy airports.*

Standby Term used for a traveler who does not have a firm reservation for a particular flight. (Firm reservations are indicated on the ticket by the letters 'OK'). *These tickets are often held by airline staff who can only travel if there is space available. The passenger is asked to report to the gate or check-in desk at a specific time - shortly before departure.*

Station A place to which a Location Identifier has been assigned.

Stopover When a traveler leaves the airport at which they have arrived. *The passenger must complete arrival formalities and when they return to the airport they must check in again. In this way, a stopover is different from a stop where the passenger stays 'in transit' and doesn't leave the 'airside' of the airport.*

Taxi The journey taken by an aircraft between its loading point and takeoff point. The aircraft also 'taxis' from its landing position to its unloading point.

TC's Transfer Connections.

Technical Landing/stop A landing for non-traffic purposes e.g., refueling. *Passengers cannot board or disembark at this point.*

Terminating Flight A flight, designated by a Flight Designator, ending at the station in question.

THRU FLT Direct Flight.

TIACA The International Air Cargo Association.

Traffic Conference IATA's classification of the world's major airline routes. *Area's (TCA's): TCA1=North and South America, TCA2=Europe and Africa, TCA3=Asia and Australasia.*

Transfer See Connection.

Transfer Connection When a traveler must change flights at an airport en route to their destination.

Transit Flight A flight, designated by a Flight Designator, during an en route landing at the station in question.

Transit Stop An intermediate stop on a flight where the plane will only be on the ground for an hour or so. *Sometimes passengers are invited to leave the aircraft, but usually they remain on board.*

Transit Time The time an aircraft remains in transit at the station in question.

TTB Timetable.

Turnaround The time spent by an aircraft between landing and taking off.

UN/ECE United Nations Economic Commission for Europe.

Unit Load Device A load carrying device which interfaces directly with aircraft loading and restraint systems and meets all restraint requirements without the use of supplementary equipment. As such, it becomes a component part of the aircraft.

UTC Universal Time Coordinates (same as GMT).

Wait-Listing/Wait List When all seats on a flight have been sold, a traveler may ask to be 'waitlisted' or 'put on the wait list'. *They would then be notified if a seat becomes available.*

Warsaw Convention An agreement approved in 1928 that restricts the liability of airlines on international flights.

Weight System One of the ways that airlines describe baggage allowances.

Wet Lease Refers to the leasing of an aircraft and includes the provision of crew and supporting services.

Wide Body A type of aircraft, which has two aisles in the passenger cabin.

Zulu Call word for the letter Z.

FARES AND TICKETING - GLOSSARY OF TERMS

A Describes part of a ticket type, in this case First Class Discounted.

AB Describes part of a ticket type, in this case Super Apex.

Air Passes These are designed for travelers who want to take many domestic flights in one country (ie the USA). *The flights all need to be on the same airline and have to be bought outside the country they will be used in. The passes are made up of a minimum number of flight coupons – usually 3 – although more can be bought at the same time.*

Airline Code Every airline, air company or air carrier is allocated a unique two letter code *e.g., British Airways uses BA.*

AP Describes part of a ticket type, in this case Apex.

Apex Fares Reduced price fares available on many routes. *The fares must be purchased a certain number of days in advance of traveling and normally have lots of restrictions on them.*

Availability Indicates whether there are seats for sale on a particular flight. *Most websites selling air travel allow you to check whether any particular flight is full or if seats can still be bought - or are 'available'.*

B Describes part of a ticket type, in this case 'Economy Class Discounted'.

Back-to-Back Fares/Tickets In booking tickets in this way the traveler can save money on two return trips to the same destination, by the same traveler. *Also known as Cross Ticketing.*

BB Describes part of a ticket type, in this case 'Euro budget'.

Booking The final transaction at which a passenger and airline make the contract for travel on a flight.

C Describes part of a ticket type, in this case 'Business Class'.

Coupons The documents that make up an air ticket. *There is a separate coupon for each 'leg' or part of the journey. As the traveler boards each plane, the relevant coupon is taken by the airline.*

Cross Ticketing In booking tickets in this way the traveler can save money on two return trips to the same destination, by the same traveler. *Also known as Back-to-Back Ticketing.*

D Indicates the fare type, Business Class Discounted.

D As part of a fare type, indicates Economy Discounted Fare.

Discounted Fares Those offered by scheduled airlines, which are lower than the fully flexible fares. *These fares have rules that may limit the length of stay at the destination and that also limit changes and refunds.*

EE As part of a fare type, indicates 'Excursion Fares'.

E-ticket An electronic ticket, which enables automated check-in at the airport.

Euro Budget Fares Discounted tickets which are valid for one year and have no minimum stays. *Once the reservations are confirmed and the tickets issued, no changes to dates can be made without paying extra charges.*

Excursion Fares Economy return fares, which are cheaper than full economy fares and more expensive than Apex and Pex fares. *These fares have minimum and maximum stay rules but some changes to dates may be made.*

F Indicates the fare type, First Class.

Fare Basis/Fare Type Code that shows the type of fare that a traveler has paid for.

Flexible Fares The types of fares where the passenger can change their flight dates and some of the stopovers during a journey. *These fares are available in all classes at a higher price than the restricted fares.*

Full Economy/Business/First Class Fares Tickets are completely flexible and refundable. Stopovers are allowed and there is no minimum stay and the tickets are usually valid for one year.

H Describes part of a fare type, in this case it indicates 'High Season'.

J J on a ticket, as part of the fare type, indicates shoulder season – in between high and low seasons.

J J on a ticket, shown as a letter on its own, indicates the fare type 'Business Class Premium'.

K K on a ticket, as part of the fare type, indicates shoulder season – between high and low seasons.

L On a ticket (at the start of a fare type) indicates the fare type 'Economy Class Discounted'.

L On a ticket (as part of the fare type) indicates low season.

M On a ticket (as part of a longer string, i.e. MHAP3M) indicates the fare type 'Economy Class Discounted'.

M The letter shown on the Fare Construction line of a ticket, which shows that 'Maximum Permitted Mileage' has been checked.

Maximum Permitted Mileage A term that airlines and travel agents use to calculate fares for complex flight itineraries.

Midweek Either Monday to Friday or Monday to Thursday. *In the fare basis, the letter X indicates midweek departure. On routes where the day of the week affects the fare, the rule shows how 'midweek' is defined.*

Mileage System See Maximum Permitted Mileage.

N On a ticket (as part of the fare type) indicates a night fare.

NUC Neutral Unit of Construction, used in constructing air fares.

O On a ticket (as part of the fare type) indicates shoulder season – between high and low seasons.

OK Shown on a ticket confirms that a seat is available for the traveler on that flight. *Caution: also see note on 'overbooking'.*

OW or O/W One-way ticket. *A one-way fare can include more than one destination.*

OX On a ticket (as part of the fare type) indicates a one-way excursion fare.

P On a ticket indicates the fare type 'First Class Premium'.

Partner Tickets & Fares. Term used where the airline offers discounted fares for husbands, wives, partners who want to fly on the same flight as the business traveler. *Documentary evidence has to be presented. Partner Fares are also known as 'Spouse' Fares.*

PC See Piece System.

Pex Fare Discounted return fare available on many (not all) flight routes. *Once the ticket has been purchased, changes cannot usually be made. The lack of flexibility about dates, with other restrictions on length of stay often means that Pex fares are not suitable for business travelers.*

Point to Point Fares For any flight that goes from one city to another, whether it is a direct flight or a connection.

Quote/Fare Quote Price given for an airfare or accommodation. *With airfares, a price is only guaranteed at the time of ticketing.*

Round the World Fares Offered by airlines and airline alliances for travelers who want to make a reduced price itinerary, which circumnavigates the world, staying in a minimum of 3 or 4 cities.

Route A list of cities or airports that will be visited during a trip. *The cities are given in the order visited. The word 'itinerary' is also used to show a route but it usually has details of dates and times.*

RQ Shown on a ticket indicates that a seat has been requested on a flight that is technically full. *This is also known as 'waitlisting'.*

RT Return Trip or Round Trip, when you return to the place you started your trip.

S On a ticket indicates the fare type 'Economy Class'.

SA On a ticket indicates that a seat is subject to availability, it is not confirmed.

Seasons/Seasonal Fares On many routes, some of the economy or discounted fares change depending on the date the traveler is departing. *These seasons are simply known as High Season and Low Season and indicated by H or L in the Fare Basis. On some routes, there are also extra seasons between High and Low, these are known as Shoulder Seasons.*

Spouse Fares Term used where the airline offers discounted fares for husbands, wives, partners who want to fly on the same flight as the business traveler. *Documentary evidence has to be presented. Partner Fares are also known as 'Partner' Fares.*

SS As part of a fare type, indicates a Supersaver fare.

SU On a fares table this indicates that the traveler must stay over a Saturday night at his destination. *This is also known as the 'Sunday Rule'.*

Sunday Rule Indicates that the traveler must stay over a Saturday night at his destination. *Many discounted fares have this rule and is indicated on the fares table as SU.*

SX As part of the fare type, indicates a Superpex fare.

TPM Ticket Point Mileage – the actual distance between two airports.

U On a ticket indicates it is for a shuttle service and no reservation is required.

Upgrade Term used when a traveler wants to change the type of air ticket, hotel room or hired/rented car for something better, or in the case of air tickets for a better cabin class or for more flexibility on a ticket.

V Ticket indicates the fare type 'Economy Class Discounted'.

Valid An air ticket can only be used for a fixed length of time. After some time (one year for full fare scheduled air tickets), the ticket is no longer valid. *Some tickets are valid for one month or six months, depending on the fare paid.*

Validity Each air ticket/air fare is valid for a fixed length of time. *Some fares have minimum and maximum stay rules.*

Visit Fares Discounted economy tickets, designed for travelers who want to take domestic flights in one country, i.e. USA. The tickets have to be bought in conjunction with an international air ticket and must be bought outside the country they will be used in.

W As part of a fare type, indicates a weekend fare.

Weekend Either three days – Friday/Saturday/Sunday – or just Saturday/Sunday. In the fare basis, the letter W indicates a weekend departure.

Within Mileage Confirmation from the airline that a complex itinerary can be completed paying the published fare to the furthest point of the itinerary. *See Maximum Permitted Mileage.*

X As part of a fare type, indicates a Midweek Fare.

Y Indicates the fare type 'Economy Class'.

CHAPTER 3

CARS

Car Rentals3-2

Car Type3-2

International Rentals3-3

Rates3-4

Booking Cars3-5

Client Information Needed3-6

Documenting the Reservation3-7

Script3-8

Website and Phone Directory3-9

CAR RENTALS

Car rentals can provide additional commission to airline, hotel, tour, and sometimes cruise reservations. Cars can be rented not only at airports, but also at off-site, downtown, or suburban locations. Also cars can be rented in one city and dropped off in another (sometimes for a fee) making the car reservation more adaptable to your client's plans. Most cars rented in the U.S. and Canada, have an automatic transmission and air conditioning. A manual transmission is standard internationally.

All reservations can be made on our website at www.pulaskiticketsandtours.com, by calling our New York office, calling the vendor directly, or by using one of our preferred suppliers.

To earn maximum commissions and book your **client's** entire car rental needs, go to your **Instant Travel Site™** once you login to our website **or** our consortium (Vacation.com) and their preferred suppliers. Fewer commissions will be earned if you call our New York office and have our in-house agents make the reservation.

For **personal travel** you can use links to special negotiated rates and meta site search engines provided by Condo Travel Club under “Personal Travel Benefits” on the website. Meta sites (like sidestep) scour dozens of sites for the best price. If you are a CLIA cardholder look on www.cruising.org for their special agent negotiated rates. You can also go directly to the provider sites listed in this chapter.

CAR TYPES

There are many different types of cars to rent. Sizes and types will vary from one car rental agency to another and also internationally. Included in this section are examples of fleet guides depicting car types and sizes. Models may even vary within a rental company. Available cars may be models “similar” to the car type as stated by the reservationist, and particular makes or models are never guaranteed. Below is a short description of car sizes and types..

Economy/Subcompact

This is the smallest size of car available. This generally is the least expensive car to rent. Examples are: Ford Focus, and Mitsubishi Mirage.

Compact

This is the next size up from the economy car. These are usually about the same price as economy cars. Examples are: Dodge Neon, Chevrolet Cavalier.

Intermediate/Mid-size

This is the next size up from the compact. This will accommodate more passengers and have a little more luggage space. Special equipment may be included such as CD players and power windows. Examples are: Dodge Stratus, Toyota Camry, Nissan Altima.

Standard/Full-size

The next largest car is the standard or full sized car. Extra amenities are usually included. The standard car will comfortably seat 5 passengers and have a large trunk. Examples are: Toyota Avalon, Ford Taurus, Dodge Magnum, Chrysler 300.

Luxury/Premium

These type of cars will have many extra amenities such as power seats, leather interiors and power windows and locks. Some rental car companies have different models and makes for Luxury and Premium. These cars will have more trunk space, comfortably accommodate 5 passengers and have larger fuel tank capacities. Examples are: Lincolns and Cadillacs.

Convertible

These are considered a specialty car. They will rent for a higher rate. They are more common and available in warm resort areas such as Hawaii and Florida. Examples are: Chrysler Sebring, Mitsubishi Eclipse, and Ford Mustang.

Mini Van

These are more commonly available in the U.S. than a wagon. Most locations will offer mini-vans. These cars will accommodate up to 7 passengers, but some have limited interior luggage space. Examples are: Dodge Caravan, Plymouth Voyager, Ford Aerostar, and Mercury Villager.

Sports Utility Vehicle (SUV)

These type of cars are very popular and are becoming more common in rental lots, but are not available in all locations. They are usually more expensive to rent. Examples are: Chevy Trailblazer, Ford Explorer and Nissan Pathfinder.

Specialty Cars

Available in limited locations. They may be sports cars, 4-wheel drive vehicles, full-size vans and some luxury cars. There may be some overlap with other categories such as a SUV or convertible. Examples are: Escalade, Corvette, Jaguar, Hummer, Suburban, Bentley, BMW, Mercedes.

INTERNATIONAL RENTALS

Renting a car internationally can add a different dimension to a trip It will give the client more freedom in creating their own itineraries, stopping when they choose and visiting areas they might not otherwise see. However, car rentals in countries other than the U.S. can be more challenging. Clients must consider, first whether they are up to the challenge of signs in a different language, driving on the left in certain countries, manual transmissions, congested cities, narrower roads and different driving habits.

Car models and sizes vary from those available in the U.S. Cars tend to be smaller, especially in Europe, and gas is much more expensive. Included in this section is fleet information for international rental car locations .Many of the car models are not available in the U.S. and will be unfamiliar.

When renting a car internationally your personal car insurance will not be valid. However some Gold and Platinum credit cards do cover certain insurance for car rentals, but only for a limited period of time. Please read the article at the end of this section regarding car insurance, it will be very helpful. There are some countries that do not accept outside insurance (such as Mexico and New Zealand),you must buy insurance specifically for car rentals in these countries, and some countries such as Italy and Spain require you to take theft insurance before renting the car.

If you are going to be driving in Europe for longer than four weeks you may want to consider leasing a car instead of renting it. Renault based in France has one of the better lease programs. The cost of the lease includes a new car, insurance and roadside assistance. You may pick up the cars in a variety of cities, but if they are located outside of France there is an additional fee. Their website is excellent and is located in the industry directory for cars at the end of this section.

There are differences that you need be aware of when renting in a foreign country. Make sure you ask the reservationist about them. Some are:

- ◆ manual vs. automatic transmission
- ◆ right or left hand drive steering wheel
- ◆ drive on left or right side of the road
- ◆ minimum and maximum age requirements to drive
- ◆ International Driving License requirement/valid US drivers license
- ◆ auto insurance
- ◆ air-conditioning
- ◆ if unlimited mileage is included, or any special rules or laws that might apply

RATES

The following are the different rate plans that are available when renting a car:

Daily:

This is a “per day” charge based on a 24-hour period and is usually the most expensive rate. For example, if the car is picked up at 10 AM on a Monday, it must be returned by 10 AM on the following Tuesday or extra charges will incur. If picking up or returning a car late at night or early in the morning, check the hours of operation.

Weekend:

A weekend rate usually applies to a car rented between noon Thursday and noon Monday. The actual times and days may vary between car companies. The rate quoted is per day (based on a 24 hour period), but is usually less than the daily rate on a rental than occurs Monday through Thursday. If a car is returned later, the extra time may be at a higher daily rate.

Weekly:

Applies for a rental period of five to seven days. If a car is returned before the five-day period the car rental agency will revert to a higher daily rate.

Corporate:

This is a discounted rate that is available to some business travelers. Identification may be required at time of rental. Some rental car agencies do not pay commission on these rates.

Agent:

This is a discounted rate given to a travel agent and is not available to the general public. Identification in the form of a CLIA card will be required. These, like all other agent rates are based on availability and are at the discretion of the car rental company. Discounts can vary between 10% and 50% and are non-commissionable.

Membership Discounts or Negotiated Rates:

Members of some organizations such as Condo Travel Club, AAA and AARP may be given a discount. These discounts vary from 5%-30%. Identification may be required at the pick-up location or a special code entered online or given at time of rental. Seniors, government and the military may also be eligible for discounts. Some of these rates are non-commissionable.

Coupons:

There are many sources such as mail promotions, and credit card companies, for rental car discount coupons, and they must be presented at the rental location to receive the discount. When reserving a rental car the coupon or promotion code must be given. This will be a code on the front or back of the coupon.

BOOKING CARS

WARNING: If you use any other method to book cars besides your Instant Travel Site tm you must send us a booking form and ask the travel supplier to send us a confirmation form or forward us an e-mailed confirmation notification. All confirmations from travel vendors; consortiums or preferred suppliers must come to our New York office! We will forward all confirmations from the supplier back to you, and you will receive the proper credit for the reservation. You may not receive credit for the reservation unless you submit a **booking form** and **reservation confirmation form** received from the travel supplier. Failure to follow this procedure may result in loss of commission.

- ◆ Go to our website www.pulaskiticketsandtours.com. Use your **Instant Travel Site™** for client bookings.
- ◆ Use our IATA # 33530556 when talking directly to rental car supplier, consortium or preferred supplier.
- ◆ Call supplier directly for a rate – Typically the best rates are online but there may be special rates for callers.
- ◆ Go to **Vacation.com** and log into **Agentnet** to find preferred supplier information and their commission rates.
- ◆ Book cars for clients yourself and earn 50% of Net Travel Revenue or amount described on your **Instant Travel Site™**.
- ◆ For personal travel use special negotiated rate links and meta search links under “Personal Travel Benefits” provided by Condo Travel Club on **www.pulaskiticketsandtours.com** or go to CLIA's website www.cruising.org, for their special discounted car rental rates for agents.
- ◆ Don't over insure – Call your insurer to find out what coverage you have.
- ◆ Pay with a major credit card – Insurance may be included, call the credit card company to check
- ◆ Pump it yourself – The prepaid option is usually more expensive.
- ◆ Look for Dents – Vendors are cracking down on customers who dent or scratch a car. Examine cars before leaving a lot, and report any damage.

- ◆ Car rentals are not prepaid (except some international reservations).
- ◆ Only the renter is allowed to drive the car unless another person is named on the contract. Many companies charge extra for an additional driver.
- ◆ Driver's must be 25 years old, hold a valid driver's license and have a credit card issued in his or her own name. Some companies may rent to someone under 25, but may charge additional fees.
- ◆ Additional charges that may be found on a car rental bill:
 - Airport Access Fee- Fees charged by the airport for use their facilities.
 - Vehicle Licensing Fee – California and Hawaii charges a daily fee to license the cars in those states.
 - Extra hour/day- if a car is not returned on time charges will be levied.
 - Rental Tax/Stadium Tax/Sales Tax – General taxes levied by the city or county on car rentals. A stadium tax is levied to pay for sports facilities.
- ◆ Optional Charges:
 - Loss Damage Waiver (LDW) – or Collision Damage Waiver or Physical Damage Waiver- relieves renter of financial responsibility if car is damaged, stolen, or vandalized.
 - Personal Accident Insurance and Personal Effects Protection – protects renter against accidental injury or loss to personal property. Also includes accidental death and dismemberment and some medical expenses.
 - Supplemental Liability – protection against third-party auto liability up to a specified amount.
 - Fuel Charges-Fuel Purchase Option – clients can pay in advance and can bring car back with an empty tank.
 - Refueling Service Charge- cost of gasoline and a service charge.

NOTE: Car rental commissions can be elusive. When your client arrives to pick up their car they can upgrade or downgrade and the rental company may then credit the car under a different rate code resulting in a loss of commission.

CLIENT INFORMATION NEEDED

- ◆ City where car will be rented and returned (If returned at a different location, drop-off charges may apply)
- ◆ Location (airport or a remote location)
- ◆ Inclusive dates of rental
- ◆ Pick-up and drop-off time
- ◆ Type of car (economy/intermediate/full-size)
- ◆ Club/Corporate numbers - Corporate Discount Code usually starts with (CD)
- ◆ Coupons/promotions- Promotional Code usually starts with (PC)
- ◆ Special requests (4-door, manual, convertible, SUV, car-seat). *These are always requests and never guaranteed.*
- ◆ Special equipment (car seat, ski rack, luggage rack, cell phone) There may be an additional charge for these.

DOCUMENTING THE RESERVATION

- ◆ Name of car rental company
- ◆ Make sure you get the reservationists name
- ◆ Date of reservation
- ◆ Confirmation number
- ◆ Rate including extra hour/day charge and mileage charge
- ◆ Date, location, and time of pick-up
- ◆ Date, location, and time of drop-off
- ◆ Type of car
- ◆ Requests made
- ◆ Make sure to complete a **booking form**

SCRIPT

“Hi, this is _____ from Tickets & Tours Travel. Do you need my IATA number?
I need to make a reservation for _____ (I need to get a rate for)
a (type of car) _____ in (city) _____ on
(date) _____ to be picked up at (location) _____ at
(time) _____ and dropped off in (city and location) _____ at
(time) _____ on (date) _____. My client's
name is _____ and he/she will/will not be arriving on (airline) _____
flight number _____ at (time) _____. We do/do not have a (type)
_____ coupon. The rate code is _____. My client is a _____
(name of club) member. My client has a corporate number _____. My client would like to
request _____.”

*You must complete a **“booking form”** and send it to our New York office so tickets or other IMPORTANT TRAVEL DOCUMENTS can be issued to the traveling party and credit given to you as an independent agent.*

WEBSITE AND PHONE DIRECTORY

CAR VENDOR	WEBSITE	TOLL FREE NUMBER
ALAMO	ta.alamo.com	800-424-3687
AUTO EUROPE	www.autoeurope.com	888-223-5555
AVIS	www.avisagent.com	800-331-1212
BUDGET	www.budget.com	800-527-0707
DOLLAR	www.dollar.com	800-800-1000
ENTERPRISE	www.enterprise.com	800-325-8007
EUROPCAR	www.europcar.com	877-940-6900
HERTZ	www.hertz.com	800-654-3131
KEMWEL	www.kemwel.com	877-820-0668
NATIONAL	www.nationalcar.com	800-227-7368
RENAULT	www.renaultusa.com	800-221-1052
THRIFTY	www.thrifty.com	800-367-2277

CHAPTER 4

HOTELS

Hotels4-2

Terms and Policies4-2

Hotel Codes4-3

Hotel Ratings4-4

Types of Hotels4-4

Hotel Rates4-5

Booking Hotels4-7

Client Information Needed4-8

Documenting the Reservation4-8

Script4-9

Consortium4-10

Preferred Suppliers4-10

Hotel Resort and Spa Directory4-11

HOTELS

Hotels are an essential part of most travel plans. There are many types of accommodations available and it is necessary to find the type of accommodations that best fit your client needs, and is within their price range. People have certain expectations of a trip whether it is for business or pleasure. The more you know what these expectations are, the better you will be able to meet them.

All reservations can be made on your website at www.pulaskiticketsandtours.com, by calling our New York office, calling the vendor directly or using one of our preferred suppliers.

To earn maximum commissions and book your **client's** entire hotel needs, go to your **Instant Travel Site™** once you login to our website **or** our consortium (Vacation.com) and their preferred suppliers like CCRA. They will collect and track the commissions for you.

Less commission will be earned if you call our New York office and have our in-house agents make the reservation.

For **personal travel** you can use links to special negotiated rates and meta site search engines provided by Condo Travel Club under "Personal Travel Benefits" on the website. Meta sites (like sidestep) scour dozens of sites for the best price. If you are a CLIA cardholder look on www.cruising.org for their special agent negotiated rates. You can also call the hotel chain directly or go to their websites listed in this chapter.

TERMS AND POLICIES

The travel industry has terms often used in making hotel reservations with which you should become acquainted. The most common terms you will need to know that are not in your glossary are as follows:

Cancellation Policy: This is the hotel's policy regarding the date and time by which you have to cancel a guaranteed reservation to avoid a penalty, usually forfeiture of a deposit or one night's rate that is charged to the client's credit card. ALWAYS find out what the cancellation policy is and relay this information to your client.

Comp/Complimentary: A room or upgrade provided free of charge.

Group Rate: A special rate usually given for 10 or more rooms. It is usually a wholesale or net rate and commission must be added.

Overbooking: This is similar to an overbooked flight. A hotel has reserved more rooms than it has available. They will try to re-accommodate you at a nearby property, and may offer to pay for the transportation to this hotel and the difference in cost for the new accommodations.

Rate Change: This is when there is a change in the rate the hotel charges for the room during the stay. A room may be more expensive, for example, during a weekend period and less during the week.

Rooming List: A list of names for a group booking, indicating the names of the travelers.

HOTEL CODES

There are codes used in many hotel directories. These codes are fairly standard and are listed below.

Hotel Qualifier Codes – Location

A	Airport
C	City Center
R	Resort
S	Suburb
M	Mall

Room Codes – Location

OF	Ocean Front
PS	Pool Side
SV	Sea View
BF	Beach Front
MV	Mountain View
GV	Golf View
BV	Bay View

Type of Room

A	Deluxe
B	Superior
C	Standard
D	Minimum

Type of Beds

2T	2 Twin Beds
2D	2 Double Beds
1Q	1 Queen-Size Bed
1K	1 King-Size Bed

Rate Type Codes

COR	Corporate
EP	Family Plan
G	Government
P	Promotional
T	Tour

Meal Plans

A	American Plan
B	Breakfast Plan
C	Continental Plan
E	European Plan
M	Modified American Plan

Room and Rate Details

B	Beds
COM/COMM	Commission
DLY	Daily
MTH	Monthly
OS	Off Season
PH/PTHSE	Penthouse
STE	Suite
TD	Trade Discount
U	Units
WC	Toilet
WS	With Shower
WT	With Toilet
XP	Extra Person

Rate Abbreviations

DLXR	Deluxe Rate
LUXR	Luxury Rate
MAXR	Maximum Rate
MINR	Minimum Rate
ROHR	Run-of-the-House Rate
STDR	Standard Rate
SUPR	Superior Rate

Room Location Details

BCH	Beach
BCHFT	Beach Front
BLCY	Balcony
GDN	Garden
GDNVW	Garden View
HLSDE	Hillside
ISLVW	Island View
LNA	Lanai
OCNFT	Ocean Front
OCNVW	Ocean View
PLVW	Pool View
SPC	Special
SVW	Sea View
TWR	Tower
WTRVW	Water View

Credit Card Codes

AC	Access Card
AE or AX	American Express
BC	Barclays
CB	Carte Blanche
CH	Choice
DC	Diners Club
DS	Discover
EC	Eurocard
MC or CA	MasterCard
VS or VI	Visa

HOTEL RATINGS

There are many types of accommodations that we have generally put under the term “hotel”. Among these are motels, hotels, resorts, condominiums (condos), Bed and Breakfast, and hostels. There are many different organizations that rate these hotels: AAA, Official Hotel and Resort Guide (OHRG), Michelin Guide. Generally speaking the higher the number of stars, diamonds or other rating code used, the more luxurious, more amenities, and services offered. Ratings may also vary from country to country, although large international chains usually have standard ratings wherever they are located. The three general classes of hotels are:

Deluxe: These are four and five star properties which offer the extras in services and amenities. They cater to people with larger budgets and can be quite expensive. They will often have services such as golf courses, spas, fitness clubs, fine dining, beauty salons and activities for children.

First: These hotels are three star properties for people on a tighter budget. They will be in a good location and will usually have amenities such as swimming pools, bars and nightclubs.

Tourist: These hotels are usually one or two star properties for people traveling on a budget. Make sure you know your clients' expectations before offering these hotels.

TYPES OF HOTELS

Airport Hotels: These are hotels and motels that are located in close proximity to an airport. They offer the convenience to travelers on a tight schedule and are usually rented for shorter time periods than other hotels.

Downtown/Convention Hotels: These hotels are located in business districts, city centers, and near convention centers, and are most often used by business travelers attending meetings, seminars or conventions. These properties will offer services needed by the business travelers such as data ports, business centers, and fax services.

Motor Hotels/Motels: These properties are conveniently found along main highways and routes into and around cities, and are convenient for people traveling by car. They often have parking directly outside the rooms. Limited services may include a swimming pool and café.

Resort Hotels: Resort hotels usually offer the best services and amenities. They may be used to hold meetings and conferences or as a leisure destination. Some may have golf courses, spa and fitness facilities, sports facilities, and activities for children. These properties may be more expensive than other types of hotels.

Condominiums/Condos: Condos are apartment type properties built for leisure traveler and are located in popular destinations. Condos are most often available in areas with warm climates and also some ski destinations. They will have housekeeping, and facilities such as a kitchen or kitchenette and separate bedrooms.

Bed and Breakfast: This is usually a room rented in a private home that includes a full breakfast. They may or may not be “en suite” meaning they have a private bathroom, guests may have to share a bathroom. They can be very charming, but not all B & B’s will accept children, and most do not pay commission. Standards vary so be prepared to ask questions.

Hostel: These accommodations are more commonly called “Youth Hostels” and are usually no more than a bed in a shared room similar to a dormitory. Because of the low cost guests are often required to perform certain chores to help with the hostel operation. There is an international youth hostel guide, which lists hostels worldwide, and there are even “elder hostels” that cater to the mature traveler over 55 years of age.

HOTEL RATES

There are many qualifiers that affect the rate paid for a hotel room. Promotional discounts may be given to promote the property and to increase the occupancy rate during certain time periods. Always ask if there is a promotional rate. These rates may also include extras such as free parking, full daily breakfast or discounts for spa services. Rates may be affected by the availability of rooms. It always pays to call different sources or check online to get the best rate. The following may affect the room rate:

- ◆ property location
- ◆ room location
- ◆ room size
- ◆ number people in a room
- ◆ efficiency rooms
- ◆ suites
- ◆ meals included
- ◆ availability
- ◆ season
- ◆ day of the week
- ◆ length of stay

The following are types of rates common in the hotel industry:

Rack: This is the “standard” price of the hotel room on a daily basis, usually the highest rate a hotel will charge during special events e.g. a SuperBowl , World Series, or a large convention

Daily: This is the rate charged for one night's stay. It is not based on a 24-hour period as in the car rental industry. Check-in is usually mid afternoon and checkout late morning the following day. Reserving a room from 3rd November to 4th November is a one night or daily room rate.

Weekend: This rate is applied to rooms reserved within a weekend time period, usually Friday to Sunday nights. The rate is normally lower than the weekday rate to promote a higher occupancy when there are less corporate travelers. The exception to this would be in popular weekend tourist areas such as Las Vegas or Reno, Nevada.

Weekly: This will be a hotel rate for a five to seven day period. It will be less expensive than a daily rate. If a client will be staying 5 or more days always ask if there is a weekly rate. If a client checks out earlier than the five-day period the hotel may charge the higher daily rate.

Corporate: This rate is extended to business travelers and will usually require a corporate account with the hotel or chain. The rate may be discounted 10-30%, and may be non-commissionable.

Government: Federal and state governments may contract discounted rates for their employees that travel on government business. These rates require identification at check-in and are usually non-commissionable.

Group: If you have a group traveling and need ten or more rooms you may “block space” in a hotel. You will usually receive a net rate and will need to add commission. This will be lower than the daily rate. You may have to sign a contract stating that you are liable for the rental of the contracted number of rooms, and you may have to provide a rooming list.

Convention: This is similar to the group rate except the organizer has blocked the space and contracted the rate. An attendee to a convention will be offered this rate. This rate may be lower than the rack rate, or the organizer may increase the rate to offset the cost of the convention.

Membership: Often members of organizations like Condo Travel Club will receive a discounted rate. Identification or a rate code will be needed at time of booking and/or provided at check-in.

Coupon: Clients may have coupons that will entitle them to a percentage or dollar discount. Many credit card companies and other large organizations offer these coupons. The discount code must be given to the reservationists when booking the hotel and presented upon check-in.

Agent: Agent rates are available from many hotel chains. Discounts or upgrades are totally at the discretion of the hotel or chain and will depend on availability. Some hotels and chains will give highly discounted rates to promote their properties. Major hotel chains that commonly give agent discounts are Holiday Inn, Hyatt, Starwood (called educational rates), Hilton, Best Western as well as many others. ID such as (business card, CLIA card or letter of introduction) is usually required.

BOOKING HOTELS

WARNING: If you use any other method to book hotels besides your Instant Travel Site™ you must send us a booking form and ask the travel supplier to send us a confirmation form or forward us an e-mailed confirmation notification. All confirmations from travel vendors; consortiums or preferred suppliers must come to our New York office! We will forward all confirmations from the supplier back to you, and you will receive the proper credit for the reservation. You may not receive credit for the reservation unless you submit a **booking form** and **reservation confirmation form** received from the travel supplier. Failure to follow this procedure may result in loss of commission.

- ◆ Call the numbers given by preferred suppliers and consortiums. They will recognize our agency, and give you the full-negotiated commission.
- ◆ Ensure you use our IATA # to get credit for the reservation.
- ◆ For speed, go to our website, login and book through your **Instant Travel Site™** for client bookings.
- ◆ Go to **Vacation.com** and log into **Agentnet** to find preferred hotel and accommodation information and their commission rates.
- ◆ Go to **ccraonelink.com** and register for a user name and password. Book on their website to get special negotiated rates and commissions.
- ◆ Go to **gogowww.com** and register for a user name and password. Login to find hotel packages and rates.
- ◆ For personal travel use special negotiated rate links from Condo Travel Club and meta search links under “Personal Travel Benefits” on **www.pulaskiticketsandtours.com** or go to **www.cruising.org** for their special discounted hotel rates for agents.
- ◆ Call the provider directly for a rate – Typically the best deals are online, but there may be special rates for callers, especially at the last minute
- ◆ Book accommodations for clients yourself and earn 50% of Net Travel Revenue, or rate amount described on your **Instant Travel Site™**.
- ◆ Most hotel reservation need a valid credit card to guarantee the room or require a one night's deposit usually refundable if canceled within the appropriate time period.
- ◆ Hotel rooms booked individually (not through a tour company) are usually paid at time of checkout. Advise clients if possible, to pay with same credit card with which they held the reservation.
- ◆ Room descriptions and views can be very misleading. If you have a specific request, call and make sure that request can be filled. Do not just go by the description.
- ◆ Some rooms have a maximum number of guests, sometimes there could be extra person charges.
- ◆ Room rates may change during the stay depending on the day of the week or season. Ask about rate changes.

NOTE: Hotel commissions are sometimes hard to track and collect. For instance if your client reserves the room with one credit card and pays with another when they arrive, the hotel may credit the room as a walk in, or under a different rate code and may not pay commission. It is best to book hotels with a preferred supplier like CCRA, or through your **Instant Travel Site™** on the website. Those booking methods track the commissions and collect them for you.

CLIENT INFORMATION NEEDED

- ◆ Name under which reservation will be made
- ◆ Number and ages of guests (adults, seniors, children)
- ◆ Location- city/area (city center, airport, beach)
- ◆ Check-in and check-out dates
- ◆ Number of nights
- ◆ Type of room needed
 - type of bedding-king/queen/double/twin
 - moking/non-smoking
 - view-garden/ocean
 - level-concierge usually includes extra amenities (breakfast and hosted evening cocktails)
- ◆ Discount qualifiers – AAA, AARP, Corporate, Government
- ◆ Certain rates such as government and travel agent are NOT commissionable
- ◆ Frequent Stay number
- ◆ Special requests- Rollaway bed, crib, refrigerator, microwave, pool, spa, shuttle service, restaurant, proximity to attractions. Some of these requests may incur an additional charge.
- ◆ Credit card to guarantee reservation (Type/number/expiration/name on card/billing address/contact phone number)

DOCUMENTING THE RESERVATION

- ◆ Make sure you obtain the reservationists name
- ◆ Name of the hotel, address, phone number
- ◆ Date the reservation was made
- ◆ Confirmation number
- ◆ Check-in and check-out dates
- ◆ Type of room
- ◆ Rate plus applicable taxes, any extra costs, rate change during stay
- ◆ Cancellation policy
- ◆ Whether the reservation was guaranteed or a paid deposit was made
- ◆ Send a copy of the reservation to Tickets & Tours Travel

SCRIPT

“Hi, this is _____ from Tickets & Tours Travel. Do you need my IATA number?

I need to make a reservation for _____ (or I need to check availability and get a rate for)

(city)_____ for check-in on (date)_____ and check-out on

(date)_____ (or)for (# of nights)_____ for (# of rooms)

_____ for (# of people in a room) _____ in each room. My client prefers

(type of bedding)_____ and (any other requests)_____.

Is this your best rate? Do you have any promotional rates? Is there a rate change during the stay?

What is the check-in/checkout times? What type of guarantee do you need for a reservation?

What is the cancellation policy?

My client's name is _____ . The credit card to guarantee/deposit

the reservation is _____ number _____

expiration date _____. The name on the card is _____.

The billing address is _____.

Their phone number is _____.”

CONSORTIUM

VACATION.COM (Call suppliers to book not Vacation.com) **www.vacation.com 1-800-843-0733**

PREFERRED SUPPLIERS

GOGO Worldwide Vacations (Call or book online) **www.gogowww.com 1-800-966-6222**

CCRA (Book online ONLY) **www.ccraonlink.com 1-877-CCRA-006**

Pulaskiticketsandtours.com (Book online through your **Instant Travel Site™**) **1-877-453-8458**

TICKETS & TOURS (Call to book) **1-877-453-8458**

HOTEL, RESORTS AND SPA DIRECTORY

A worldwide directory of Luxury Hotels, Spa Hotels, Boutique Hotels, All Suite or Extended Stay Hotels is available on CD from CCRA (one of our preferred suppliers) for only \$5.00 at time of the printing. CD will list special negotiated rates at over 13,000 properties. To order call 1-800-533-8883 or email info@ccraonline.com. Identify yourself as an ITA of Tickets & Tours.

Adam's Mark Hotels	(800) 444-2326	www.adamsmark.com
Amalia Hotels of Greece	(800) 268-1180	www.amalia.gr
AmeriInn	(800) 634-3444	www.americinn.com
AmeriSuites	(800) 833-1516	www.amerisuites.com
Ashford Dromoland Castles	(800) 269-6044	www.irish-manors.com
Aston Hotels & Resorts/ResortQuest	(800) 922-7866	www.aston-hotels.com
Town & Country	(800) 772-8527	www.towncountry.com
Americas Best Inns & Suites	(800) 432-7992	www.americasbestinns.com
Best Western International	(800) 780-7234	www.bestwestern.com
Baymont Inns	(866) 999-1111	www.baymontinns.com
Fairmont Hotels	(800) 257-7544	www.fairmont.com
Choice Hotels	(877) 424-6423	www.choicehotels.com
Clarion Carriage House	(800) Clarion	www.choicehotels.com
Club Med	(800) Club-Med	www.clubmed.com
Coast Hotels	(800) 716-6199	www.coasthotels.com
Comfort Inns & Suites	(800) 228-5150	www.choicehotels.com
Conrad International	(800) 445-8667	www.hilton.com
Country Inns	(800) 456-4000	www.countryinns.com
Courtyard By Marriott	(800) 321-2211	www.courtyard.com
Crowne Plaza	(877) 227-6963	www.ichotelsgroup.com
Days Inns	(800) 633-1414	www.daysinn.com
Delta Hotels & Resorts	(877) 814-7706	www.deltahotels.com
Disney Resorts	(800) 647-7900	www.disneytravelagents.com
DIVI Resorts	(800) 367-3484	www.diviresorts.com
Doral Hotels & Resorts	(800) 713-6725	www.doralresort.com
Doubletree Hotels/Guest Suites	(800) 222-8733	www.doubletreehotels.com
Drury Inns	(800) 378-7946	www.druryinn.com
Econo Lodge	(800) 424-4777	www.choicehotels.com
Embassy Suites	(800) 362-2779	www.embassysuites.hilton.com
Fairfield Inn by Marriott	(800) 228-2800	www.marriott.com
Family Inns of America	(800) 251-9752	www.familyinnsofamerica.com
Four Points by Sheraton	(800) 368-7764	www.starwoodhotels.com
Four Seasons Hotels	(800) 819-5053	www.fourseasons.com
Friendship Inns International	(800) 424-4777	www.choicehotels.com
Golden Tulip International	(800) 344-1212	www.goldentulip.com
Hampton Inns & Suites	(800) 426-7866	www.hamptoninn.hilton.com
Helmsley Hotels	(800) 221-4982	www.helmsleyhotels.com
Hilton Hotels	(800) 445-8667	www.hilton.com
Hilton International	(800) 445-8667	www.hilton.com
Holiday Inn	(800) 465-4329	www.ichotelsgroup.com
Homewood Suites	(800) 225-5466	www.homewoodsuites.hilton.com
Howard Johnson	(800) 446-4656	www.hojo.com
Hyatt Hotels/Resorts Worldwide	(800) 233-1234	www.hyatt.com

InterContinental Hotels/Resorts	(800) 327-0200	www.ichotelsgroup.com
Jack Tar Village Beach Resorts	(800) 858-2258	www.occidentalhotels.com
Knights Inn	(800) 843-5644	www.knightsinn.com
La Quinta Inns & Suites	(866) 725-1661	www.laquinta.com
Las Vegas Reservations Systems	(800) 666-5971	www.lasvegashotels.com
Leading Hotels of the World	(800) 745-8883	www.lhw.com
Loews Hotels	(800) 235-6397	www.loewshotels.com
Marriott International	(800) 228-9200	www.marriott.com
Meridien Hotels	(800) 543-4300	www.starwood.com
Motel 6	(800) 466-8356	www.motel6.com
New Otani Hotels	(800) 639-6826	www.newotani.com
Nikko Hotels International	(800) 645-5687	www.jalhotels.com
Omni Hotels	(800) 843-6664	www.omnihotels.com
Outrigger Hotels	(800) 688-7444	www.outrigger.com
Preferred Hotels	(800) 323-7500	www.preferredhotels.com
Quality Inns	(877) 424-6423	www.choicehotels.com
Radisson	(888) 201-1718	www.radisson.com
Ramada Inns & Suites	(800) 272-6232	www.ramada.com
Red Carpet Inns	(800) 251-1962	www.reservahost.com
Red Lion Hotels	(800) 733-5466	www.redlion.com
Red Roof Inns	(800) 733-7663	www.redroof.com
Regal Hotels	(800) 457-4000	www.regalhotel.com
Regent International Hotels	(888) 201-1806	www.regenthotels.com
Renaissance Hotels	(888) 236-2427	www.renaissancehotels.com
Residence Inn	(800) 331-3131	www.residenceinn.com
Ritz Carlton	(800) 241-3333	www.ritzcarlton.com
Rodeway Inns	(800) 228-2000	www.choicehotels.com
Sandals Resorts	(888) 726-3257	www.sandals.com
Select Inns	(800) 641-1000	www.selectinn.com
Sheraton Hotels & Resorts	(800) 334-8484	www.starwood.com
Shoneys Inn & Suites	(800) 552-4667	www.shoneysinns.com
Signature Inns & Jameson Inns	(800) 526-3766	www.signatureinns.com
Sleep Inn	(800) 753-3746	www.choicehotels.com
Small Luxury Hotels	(800) 525-4800	www.slh.com
Sofitel	(800) 763-4835	www.sofitel.com
Sonesta International Hotels	(800) 766-3782	www.sonesta.com
Summit International Hotels	(800) 457-4000	www.summithotels.com
Super 8 Motels	(800) 800-8000	www.super8.com
Travelodge	(800) 578-7878	www.travelodge.com
Utell International	(800) 448-8355	www.utell.com
Vagabond Inns	(800) 522-1555	www.vagabondinns.com
Walt Disney World Resorts	(800) 647-7900	www.disneytravelagents.com
Westin Hotels & Resorts	(800) 228-3000	www.starwood.com
Westmark Hotels	(800) 544-0970	www.westmarkhotels.com
Wyndham Hotels & Resorts	(800) 996-3426	www.wyndham.com

CHAPTER 5

TOURS

Tour Packages5-2

Why Book a Tour Package?5-3

Types of Tours5-4

All-Inclusive Resorts5-4

Travel Insurance5-5

Insurance Waiver Form5-6

Brochures5-7

Booking Tours5-8

Client Information Required5-8

Documenting the Reservation5-9

Script5-10

Preferred Suppliers5-11

Tour Directory5-12

Tour Internet Directory5-14

Rail Travel5-15

Types of Rail Cars5-15

Rail Fares5-16

Rail Ticketing5-16

Rail Directory5-17

Rail Internet Directory5-18

Tour Reservation Form5-19

TOUR PACKAGES

Travelers have certain expectations and visualizations of their trip. They may see themselves in a certain category of hotel, visiting specific places and countries and participating in different activities. It is the job of the travel agent to see that the expectations of the client are met, they must take the time to get to know their clients needs and requirements.

Tour packages are commonly sold by travel agencies as they can include a variety of components and can also be customized to fit any client's needs. Tour packages can consist of any two or more components i.e. air, car, hotel, meals, transfers, sightseeing, and activities. There are some terms that are specific to selling tours (packages) that are described below:

Add-on: This is a segment added to a standard tour package. For example one might add airfare to a land only tour package.

Cancellation Insurance: Usually this insurance will cover the passenger for cancellation or changes to a booking. Some insurance policies may cover a traveler for trip interruption for events that may occur during the actual trip.

Dine Around Plan: A meal plan that allows the traveler to have a choice of restaurants.

Ground Operator: This is the company that will provide all the transfers, sightseeing and hotel accommodations for a traveler. These services may be part of a tour or purchased separately and added to the existing tour package.

Throwaway: This is a portion of a tour that is not used, but is paid for by the traveler. It is often used to get a better price on the other elements. A common throwaway is a car reservation or short hotel stay, taken in order to obtain a lower airfare through the tour company.

WHY BOOK A TOUR PACKAGE?

There are many advantages to reserving a tour package. It is more **convenient** to book, as the travel agent needs to make only one phone call to make all the arrangements for the trip. This saves a lot of research time. The package is put together by a tour operator who has chosen all the components of the tour to work together efficiently.

Good tour operators are **experts** in the destination they sell. They will send their reservation agents on inspection trips to the properties they feature, in order for them to obtain first-hand knowledge. They will use local expert tour guides, so the client will feel at ease traveling to foreign destinations, as they will know the customs and language of the countries being visited. The travel agent is not able to have expertise in all destinations, so having a good working relationship with several tour operators that they trust, will make the agents job much easier.

Tour companies operate all over the world. Some offer **specialty** tours, where travelers may share a common interest e.g. a cooking tour to Italy, or a bicycle trip through France. These tours may be with a group or customized for the individual traveler.

Tour cost is less than if the travel agent booked the components separately, as tour operators negotiate for lower rates and discounts with ground operators and airlines which are then passed on. They receive special rates because of repeat business and the volume of sales they generate. It is also much easier because the traveler prepays for the trip and therefore knows what the costs will be in advance, there are not so many out-of-pocket expenses.

Tour operators pay **commission** on the tours they sell. While most airlines no longer pay commissions to travel agencies, tour operators will pay commission on most of the components of the tour except taxes. The average commission is 10%, but some will only pay 5% of the airline portion. The travel agent can earn extra commission on components the traveler would normally purchase separately such as sightseeing, theater tickets, golf, spa treatments, etc.

If an agency uses the same tour operator often and reaches a certain volume of sales, the agency can be paid a **commission override** which is higher than the average commission. Some of these are “Preferred Vendors” because the agent not only trusts that they will provide excellent service, but will also receive a higher commission.

TYPES OF TOURS

There are three basic types of tour: independent, hosted and escorted. They can vary from the basic fly/drive package to an all-inclusive vacation. There are tour companies to fit all budgets:

Cosmos is a tour company that offers tours for travelers on a tighter budget, the accommodations will be at two or three star properties, airline tickets will be coach, and restaurants will be inexpensive. Trafalgar and Globus offer moderately priced tours that will use three and four star hotels. Maupintour, Tauck, and Abercrombie & Kent offer first class tours that feature four and five star properties, fine dining and more extensive sightseeing. Pleasant Holidays and Apple Vacations are examples of tour operators that feature destination vacations worldwide.

Following is a brief description of each basic type of tour:

Independent An independent tour has the minimum of structure and planned activities. There are no set times for tours, and there is more flexibility for the client. They will not be part of a group, but will be independent to do as they wish. There may be a minimum number of components purchased in order to receive the tour operators negotiated prices, an example of this would be a fly/drive to Ireland featuring flight, rental car, and vouchers for bed and breakfast accommodations.

Hosted A hosted tour is similar to an independent tour except there is a resident host available at each destination. The client will usually travel independently to a destination and at the hotel, a host or concierge will be available to book sightseeing, theater tickets, tee times, etc. The host will also be able to answer questions about the destination, and assist with any problems that may arise.

Escorted An escorted tour is very different from the other types of tours. A travel date and itinerary are set, and the client will travel as part of a group. There will be an escort or tour guide who will travel with the group for the entire trip to make sure that all aspects go smoothly. Local guides may be hired at some destinations. The traveler may have some “free” time, but most of the trip will be with the group on a detailed itinerary. Often the group will travel on modern coaches and most meals are usually included.

ALL-INCLUSIVE RESORTS

All-inclusive resorts are becoming extremely popular. They may vary however as to what is included. They will include the traveler's accommodations, meals, beverages, taxes and some activities. Some all-inclusive resorts may have one or more properties in an area that will allow the guests to use the facilities of all the properties. Palace Resorts in Mexico allow guests at one property to visit any of their other properties in the same vicinity.

Be sure to know what your client's expectations are for the vacation before picking the “right” all-inclusive resort. For some resorts the included meals may be all buffet, and a-la-carte dining may be limited. Beverages may include only domestic brands of liquor and beer. Sports and activities may be limited and there may be a charge for golf, certain water sports, and spa facilities. Gratuities may or may not be included. The least expensive may not have the same value as a higher priced resort if it does not include the components your client requires.

TRAVEL INSURANCE

The main reason travel insurance is purchased, is to protect the traveler from cancellation charges imposed by the tour operator, in case the client needs to cancel or change their arrangements, due to an illness or a death. Not all insurance policies cover all circumstances, so it is important the client purchases the correct policy. Insurance can be purchased through the tour operator or a private company. Insurance purchased through the tour operator usually costs less, but will not be as comprehensive and may often only cover trip cancellation and changes, not bankruptcy or terrorism. We strongly recommend offering the client insurance. If they decline the insurance you should have them fill out an insurance waiver form. Most travel insurance is commissionable. The following are items that may be included in the insurance policy:

Trip Cancellation This will reimburse the traveler should the trip be canceled, less the cost of the insurance. Some tour companies' policies do not require a reason. Various reasons for cancellation could be: illness, death, injury, job termination, jury duty, burglary or destruction of the clients' home.

Trip Interruption This will reimburse the traveler if the trip is interrupted due to illness, injury, death, weather, or labor disputes by suppliers.

Travel Delay Reimburses the traveler for trip delay due to inclement weather or traffic accidents prior to departure. There is usually a minimum amount of time the trip needs to be delayed for the policy to be effective.

Baggage Delay/Loss This item in the policy will reimburse the traveler for delayed or lost baggage.

Emergency Medical Expenses This will reimburse the traveler for "emergency" medical expenses, such as illness and injury, whilst on vacation.

Terrorism Clause This would reimburse the traveler if there is an act of terrorism that would cause the trip to be canceled or interrupted.

Bankruptcy This will reimburse the traveler should the travel supplier file bankruptcy before or during the trip.

Agency Commission Protection The agency will be reimbursed its commission should the clients cancel their trip.

INSURANCE WAIVER

I (we), _____
Name(s)

have decided to decline the insurance offered to us by _____
(Name of Agent)

on behalf of Pulaski Tickets and Tours. We were fully informed of the penalties involved should we decide to cancel or change our travel plans.

(Signature) (Date)

(Signature) (Date)

Address: _____

State _____ Zip _____

Telephone Number _____

BROCHURES

Brochures are a very important sales tool. Brochures are supplied by the tour companies, free of charge to assist the travel agent and client to better understand their product. They provide colorful visualizations on the products and destinations they offer. Most brochures have similar layouts. The travel agent must become familiar with the different sections of the brochure.

A brief description follows:

Introduction/Message Page This is usually in the form of an invitation to experience their product written by the founder, president or CEO of the company. There may be testimonials written here describing previous clients' experiences.

Table of Contents This will be a list of the destinations and itineraries the tour company has to offer.

General Information Pages These pages give general information on the product and serve to entice the reader into discovering more information. They will usually advise the reader of the activities in which they will participate.

Tour Inclusions There may be a section that informs the reader about what is included in the tour: airfare, transfers, hotels, ground operators etc. A rating system may be used to indicate the class of hotels used.

Destinations and Itineraries The next section will usually be the most extensive. It will give in detail the itineraries of the tours, destinations, and hotels offered. If the tour is escorted, tour dates and a day by day itinerary will be shown. You may also be given a choice of hotel classes which could affect the price of the tour. If the tour is independent, details on the different hotel properties, activities, rental car companies and sightseeing tours will be given. This will assist the traveler in selecting the tour that will best suit their requirements.

Pricing This may be listed as a separate section or included with the description of individual tours. Some companies actually print a separate pricing guide. The cost of the trip is usually quoted as a per person rate based on double occupancy, i.e. two people to a room or cabin. The prices for triple and quadruple occupancy are also listed if applicable. Single supplement rates for one person are added to the normal per person rate. Airfares may have their own listing or you may have to call the tour company directly for a rate quote.

Terms and Conditions These are the most important pages in the brochure. It is here that all the tour company's policies are stated. Important terms such as payment schedules, cancellation and change policies and insurance coverage should be highlighted for the client. You may want to photocopy the pages and have the client sign, indicating they have read and understood the terms and conditions. Also included in this section will be document requirements for traveling outside of the U.S.

BOOKING TOURS

- ◆ Use our IATA # 33530556
- ◆ You book- you will receive 50% of the commission
- ◆ Can be one-stop shopping
- ◆ Components can include any or all;
 - ◆ Air
 - ◆ Hotel
 - ◆ Car/coach/
 - ◆ Transfers
 - ◆ Sightseeing
 - ◆ Meals
- ◆ Add-ons can earn extra commission
- ◆ Golf/sports packages
- ◆ Sightseeing
- ◆ Show tickets
- ◆ Attractions
- ◆ Transportation
- ◆ Spa treatments

CLIENT INFORMATION REQUIRED

- ◆ Clients' names and ages
- ◆ Dates and length of tour
- ◆ Destination(s) of tour
- ◆ Tour type/hosted/escorted or independent
- ◆ Phone number and address of client
- ◆ Departure city
- ◆ Tour Company/tour number
- ◆ Air included or done separately/seating preferences/frequent flyer numbers
- ◆ Destination transportation/car/transfers/coach
- ◆ Bedding preference/king/queen/double/twin
- ◆ Class of accommodations/tourist/budget/first class/deluxe/luxury
- ◆ Location of hotel/beach/city center/airport and so on
- ◆ Method of payment for deposit/final payment
- ◆ Credit card number/expiration date/name on card
- ◆ Billing address
- ◆ Authorization to charge form/copy of credit card and ID
- ◆ Do they want insurance/signed insurance waiver

DOCUMENTING THE RESERVATION

- ◆ Obtain the name of the reservationist
- ◆ Date the reservation was made
- ◆ Name of tour company
- ◆ Tour number/name
- ◆ Tour departure date
- ◆ Confirmation number
- ◆ Type of service(first class etc.), names of hotels, special services
- ◆ Itinerary
- ◆ Acceptable forms of payment
- ◆ Do you have an extra charge for using a credit card?
- ◆ Total amount/amount of deposit/add-on amounts (if any)/commission amount
- ◆ Cost of insurance/coverage inclusions
- ◆ Cancellation/change rules and penalties
- ◆ Due dates of deposit/final payment
- ◆ Flight schedule
- ◆ Fax or e-mail confirmation to yourself and Tickets & Tours

NOTES:

SCRIPT

“Hi, this is _____ from Tickets and Tours. I would like to make a reservation (or I would like to check on rates) for (destination) _____ tour # _____ leaving on (date) _____ returning _____ for (number of days/nights.) _____. There will be (# of passengers) _____ in (# of rooms) _____. My clients' names are _____. Their phone number is _____. They prefer (class of accommodations) _____ and (type of bedding) _____. They prefer (smoking/non-smoking) rooms. My clients require/ do not require round-trip air from (departure city) _____. My client would like to request (any special needs or preferences) _____.

What is the total cost? _____ What is the breakdown? _____

How much is the commission? _____

What are the cancellation and change policies? _____ What amount is the deposit and when is it due? _____ What amount is the final Payment and when is it due? _____

What forms of payment do you accept? _____

Where do I send the payment? _____

Will you please fax a confirmation to (315) 298-3901 Attn: Karen

Thank You.

(name of reservationists) _____.

PREFERRED SUPPLIERS

<u>Name of Company</u>	<u>Phone Number</u>
Adventure Tours	800-999-9046
CIE Tours International	800-243-8687
City Escape Holidays	800-222-0022
Club Med	800-258-2633
Continental Airlines Vacations	800-634-5555
Funjet Vacations	800-558-3060
Holland America/Westours	800-426-0327
General Tours/TBI	800-221-2216
Globus & Cosmos	800-221-0090
Go Go Tours	800-899-2558
Insight Vacations	800-582-8380
Keith Prowse & Co.	800-669-8687
Mountain Vacations	800-558-3025
Pleasant Holidays	800-242-9244
Princess Tours	800-426-0442
Qantas Vacations	800-641-8772
SuperClubs	800-467-8737
TNT Vacations	800-262-0123
Tauck Tours	800-468-2825
Trafalgar Tours	800-854-0103
TransGlobal Vacations	800-338-2160
Travel Guard Insurance	800-826-4919
Walt Disney Travel Co.	800-327-2996

TOUR DIRECTORY

<u>Company</u>	<u>Destination(s)</u>	<u>Phone Number</u>
AAT Kings Australian	Australia	800-353-4525
Abercrombie & Kent	Worldwide	800-554-7016
Air Jamaica Vacations	Jamaica/Caribbean	800-622-3009
American Fly Away Vacations	US/Caribbean/Latin America/Europe	800-321-2121
American Travel	E. & C. Europe/Russia/Poland	800-228-0877
Apple Vacations	Caribbean/Hawaii/Mexico	800-800-0202
ATA Vacations	Caribbean, Mexico, US	800-442-8952
Backroads	Bicycle Tours/US/Europe	800-245-3874
Big Five Tours	Worldwide	800-445-7002
Brendan Tours	Worldwide	800-421-8446
Brennan Tours	Canada/Western US/Mexico	800-237-7249
Brewster Tours	Canada	800-661-1152
China Travel Service	China	800-899-8618
CIE Tours	Great Britain/Ireland	800-243-8687
City Escapes	Us City Packages/Sporting Events	800-222-0012
Club Med	Worldwide/All-Inclusive Resorts	800-258-2633
Collette Tours	Worldwide/Escorted	800-340-5158
Contiki Holidays	Worldwide/Ages18-35	800-266-8454
Delta Vacations	Worldwide	800-221-6666
DER Travel Services	Worldwide	800-782-2424
Globus & Cosmos	Worldwide	800-221-0090
Goway Vacations	Asia/Australia/New Zealand/S. Pacific	800-387-8850
Golf Destinations	Worldwide/Golf	800-774-6531
GoGo Worldwide Vacations	Worldwide	800-899-2558
Happy Vacations	Hawaii/Caribbean/Fiji	800-877-4277
Holland America/Westours	Alaska/Canada/New England	800-426-0327
Homeric Tours	Israel/Turkey/Greece/Spain/Morocco	800-223-5570
Hyatt Vacations	Hyatt Hotel/Resort Packages	800-772-0011
Insight	Egypt/Israel/Middle East/Europe	800-582-8380
Intrav	Worldwide	800-456-8100
Isram World of Travel	Middle East/Orient/Europe/Greece	800-223-7460
Japan & Orient Tours	Orient/Asia	800-377-1080
Lindblad Expeditions	Worldwide	800-397-3348
Maupintour	Worldwide	800-255-4266
Mayflower Tours	US/Canada/Mexico	800-323-7604
Micato Safaris	Africa	800-642-2861
Overseas Adventure Travel	Worldwide	800-955-1925
Pacific Delight Tours	Orient	800-221-7179

<u>Company</u>	<u>Destination(s)</u>	<u>Phone Number</u>
Perillo Tours	Italy/Hawaii	800-431-1515
Pink Jeep Tours	Jeep Tours of Sedona, AZ	800-873-3662
Pleasant Holidays	Hawaii/Mexico/Australia/Asia/Caribbean	800-242-9244
Qantas Vacations	Australia/New Zealand/S. Pacific	800-641-8772
Rail Europe	Europe/Rail Travel/Passes	800-438-7245
Rocky Mountain Vacations	Canadian Rail Tours	800-665-7245
Sandals	Caribbean/All-Inclusive	800-726-3257
Southwest Airlines Vacations	SW Airline Destinations/Las Vegas	800-423-5683
Sports Empire	US/Major Sporting Events	800-255-5258
Superclubs	Caribbean/All-inclusive	800-467-8737
Tauck Tours	Worldwide	800-788-7885
Trafalgar Tours	Canada/US/Europe/Middle East	800-854-0103
Travcoa	Worldwide	866-591-0070
Travel Bound, Inc.	Worldwide	800-808-9541
United Vacations	United Airlines Destinations	888-854-3899
Virgin Atlantic Vacations	Virgin Airlines Destinations	888-837-8474
Walt Disney Travel Co.	Disney Packages	800-327-2996
Wilderness Travel	International Adventure	800-368-2794
Ya'lla Tours	Egypt/Israel/Middle East	800-644-1595
Yankee Holidays	Washington DC/NYC/Canada	800-225-2550

TOUR INTERNET DIRECTORY

TOUR VENDOR	WEBSITE	BOOK	REGISTRY INFO	USER NAME	PASSWORD
Apple Vacations	www.applevacations.com				
Coach USA	www.coachusa.com	X			
Delta Vacations	www.deltavacations.com	X	SELF		
DER	www.der.com	X	IATA#		
Disney Vacations	www.disneytravelagents.com	X	SELF		
Globus	www.globusandcosmos.com	X	SELF		
GoGo	www.gogowww.com	X	SELF		
Gray Line Tours	www.coachusa.com	X			
Happy Tours	www.happytours.com	X	IATA#		
Maupintour	www.agent.maupintour.com				
Perillo	www.perillotours.com	X	SELF		
Pleasant Holidays	www.pleasantagent.com	X	SELF		
Sandals	www.sandals.com	X			
Tauck Tours	www.tauck.com				
Trafalgar	www.trafalgar.com	X	SELF		
Travel Bound	www.booktravelbound.com	X			
Travel Guard	www.booktravelbound.com	X	IATA#		
Vax Vacation Access	www.vaxvacationaccess.com	X	CALL N.Y.		

RAIL TRAVEL

Rail travel is available worldwide. In some areas where there is no air service it is the only form of transportation. In Europe, train travel is the preferred mode of transportation, whilst in the U.S. air travel is preferred, due to greater distances between cities. Rail travel is also preferred by those passengers who do not like to fly, or want a leisurely trip and would like to have a chance to take in the scenery. Most leisure rail travel is normally long distance while shorter trips (under 600 mi.) are usually traveled by commuters. Most commuter routes are located between large cities on the east and west coasts, and meal services are limited. Long distance trains will have dining cars, club cars, various seating choices, observation cars, and some sleeping cars. In other parts of the world, there will be first, second, and even third class seating.

TYPES OF RAIL CARS

Auto Train: This is an enclosed train car that carries your automobile. Passengers ride in passenger cars during the trip, meals are available as are bedroom accommodations. Amtrak has an auto train from the Lorton VA. to Sanford FL. Also very popular in Europe where it is called Motorail.

Food Service: On long distance trips an actual dining car will be available with meals served at tables. On shorter distances this car may consist of a fast food counter serving hot and cold sandwiches, snacks, and beverages or there may be vending machines

Lounge: These cars are more often available on long distance routes. Passengers may be able to buy snacks, alcoholic beverages, and socialize..

Observation: These cars are common on long distance and Alaska routes. They have elevated glass-dome seating that allows for greater viewing of the scenery.

Passenger: This is the car where most passengers sit. The seats may be arranged similar to an airplane or have two seats facing another two seats, with a small table in between. In Europe you may see enclosed sections with bench type seating. Seats on trains are usually larger than airplanes and may have foot and head rests for more comfort.

Sleeping: In the U.S. this car is made up of sleeping compartments which accommodate 1-6 passengers. In Europe there may be sleeping rooms that are shared with bunk type beds and curtains for privacy or bench type seating in compartments that convert to beds called couchettes. In private bedroom compartments there may be a sink and toilet, but no shower or bath, each car may have one or more shower facilities. On Amtrak a person reserving a sleeping compartment will pay for a coach seat AND the sleeping accommodations. The rates quoted for the sleeping compartments are for the compartment and not per person. Meals are usually included in the price.

RAIL FARES

Rail tickets may be purchased from rail companies, through tour companies, and in the case of Amtrak through airline reservation systems. In Europe, travel passes may be purchased that are valid for a certain time period (3 months, unlimited travel), or limited within a certain time (4 travel days in a two week period). Tickets purchased are per person. Sleeping accommodations are in addition to the rail fare, and are per room. For example, if two people are traveling from Chicago to Washington DC and they want sleeping accommodations, they would purchase 2 economy coach seats plus one sleeping room.

The following are some of the different kinds of fares available:

Auto Train: There is a charge for the vehicle, plus each passenger, plus sleeping accommodations (optional).

Excursion Fares: These are fares that are discounted to passengers who are willing to travel during off-peak hours or days.

Passenger Type Discounts: These are fares that made available to groups, military, seniors, students and children. Not all discounts are available on all routes or with all rail companies.

Point To Point: These fares are one-way fares from one destination to another. They are usually not discounted, except for children.

Promotional: These are fares used to promote rail travel. They may be limited to certain times of the year and within certain areas.

RAIL TICKETING

Amtrak tickets may be purchased through Tickets and Tours or directly from Amtrak, either by phone or on their website, but are non-commissionable, Rail passes for European trains may be purchased online at the Rail Europe website (commissionable), by phoning them directly, or through some tour companies and rail passes for the U.K. can be purchased at the Britrail.com website. Some trains may require seat reservations that are an extra charge. In Europe, there are high-speed trains that have additional surcharges.

It is very important to check your rail ticket and make sure you sit in the correct rail car. During the course of a trip, some rail cars will be off-loaded, transferred to another train and added to the train. If you are on the incorrect rail car you may end up in the wrong destination.

Baggage may be checked at the station or on the train directly. Each passenger is usually allowed two checked bags. There are overhead compartments for carry-on bags. Over-sized and odd-shaped baggage may be subject to additional charges.

RAIL DIRECTORY

<u>Rail or Tour Company</u>	<u>Phone Number</u>
Abercrombie and Kent/Royal Scotsman	800-554-7016
Alaska Railroad Scenic Rail Tours	800-544-0552
American Orient Express	800-320-4206
Amtrak	800-872-7245
BritRail	866-274-8724
Durango and Silverton Narrow Gauge	800-621-1222
Grand Canyon Railway	800-843-8724
Japan Railways Group	212-332-8686
Mexico Adventures	800-206-8132
Mount Washington	800-922-8825
Napa Valley Wine Train	800-427-4124
Orient Express	800-524-2420
Princess Rail Tours	800-835-8907
Rail Europe	800-438-7245
Rocky Mountain Railtours	800-665-7245
Sierra Madre Express	800-666-0346
Trains Unlimited Tours	800-359-4870
VIA Rail Canada	800-561-9181

RAIL INTERNET DIRECTORY

Rail Company	Website	Book	Registry Info
American Orient Express	www.grandluxerail.com		
Amtrak	www.amtrak.com		
B.C. Rail	www.bcadventure.com		
BritRail	www.britrail.com		
Durango & Silverton Narrow Gauge	www.durangotrain.com		
Grand Canyon Railway	www.thetrain.com		
Great Smokey Railroad Corporation	www.gsmr.com		
Green Mountain Railroad Corporation	www.rails-vt.com		
Japan Railways Group	www.japanrail.com		
Napa Valley Wine Train	www.winetrain.com		
Rail Europe	www.agent.raileurope.com	x	SELF
VIA Rail Canada	www.viarail.ca		

TOUR RESERVATION FORM

DATE:		MEMBER #		
AGENT NAME:				
ADDRESS:				
CITY:		STATE:	ZIP:	
PHONE #: HOME		WORK:	FAX:	
E-MAIL:				
CLIENTS NAME:		Citizen: Yes/No	Birth date	
Companion:				
Other Traveler:				
Other Traveler:				
ADDRESS:				
CITY:		STATE:	ZIP:	
PHONE#	Home:	Work:		
AIR TRAVEL INFORMATION				
Date	Departure City	Preferred Time	Arrival City	Preferred Time
Airlines Preference:			Frequent Flyer #	
Seating Preference:		Other requests:		
ACCOMMODATIONS				
City	Arrive	Depart	Hotel	Location
Room Type:	Deluxe	Superior	Standard	Tourist
Room Location:	Beach Front	Ocean View	Mountain View	Poolside
	Room of the House	Air Climate:	Meal Plan:	
Bedding Request:	King	Queen	Double	# of beds in room:
	Need Rollaway	Yes	No	
Other Preferences:	Smoking	Non-smoking		
Preferred Hotel:			Frequent Stay #:	
CAR RENTAL				
City	Pickup Date/Time	Return Date/Time	Car Size	Preferred Car Co.
PAYMENT INFORMATION				
DEPOSIT				
Cash	Check#	Credit Card:	Type:	Exp. Date:
Name of Card:		Credit Card #		
FINAL PAYMENT				
Cash	Check#	Credit Card:	Type:	Exp. Date:
Name of Card:		Credit Card #		
TRIP INSURANCE IS STRONGLY RECOMMENDED. DO YOU WANT TRIP INSURANCE?				
Yes		No	Signature:	

CHAPTER 6

CRUISES

The Popularity of Cruising6-2

Cruising Terms6-2

Cruise Types6-4

Markets6-5

Cruise Etiquette6-6

Cruise Rates6-8

Air Add-Ons6-8

Agent Rates6-9

Booking a Cruise6-9

Client Information Required6-10

Documenting the Reservation6-10

Script6-11

Preferred Suppliers6-12

Cruise Line Directory6-13

Internet Booking Directory6-14

Cruise Reservation Form6-15

THE POPULARITY OF CRUISING

Cruise vacations have become very popular. A traveler can explore the world and cruise to destinations including the Caribbean, South America, Hawaii, South Pacific, Alaska, Europe and the Rivers of the world. Cruises have many advantages over other types of travel. Below are just a few:

Hassle Free: Once you are on board virtually everything is taken care of. No need to find restaurants, clubs, entertainment, a quiet place to relax, no car rentals needed or a hotel to find. Everything you need is on the cruise ship.

A Floating Resort : A cruise ship is a floating resort with all the amenities of the finest hotels: spas, fitness centers, swimming pools, whirlpools, room service, etc.

Convenience: Unpack only once and see exotic ports of call. No trains, buses or planes to travel from one destination to another,

Interests for all ages: Cruise ships offer a variety of activities to suit all ages and interests. Children have their own playroom and cruise counselors. Parents can relax knowing their children are safe and having a great time. Teenagers are offered 24 hour pizza and ice cream bars on many ships. There are teen clubs, movies and discos for ample time to meet other teens. Adults are offered shopping, tours of the ship, seminars on destinations, casinos, games, arts and crafts or just a place in the sun to read. Some ships even have rock climbing walls, golf lessons, shuffle board, exercise classes and many more activities.

Contained Cost: Cruises are inexpensive compared to land based vacations. Almost all expenses such as accommodations, food, entertainment, and most shipboard activities are included in the cost of the cruise. Items not included are alcoholic beverages, gambling, beauty shop, spa treatments, soft drinks, medical treatment, shopping, gratuities, and photographs,

CRUISE TERMS

Add-On: An additional charge added to the cruise-only fare. Examples are airfare, transfers, shore excursions, pre and post-cruise packages, etc.

Beam: The width of a ship.

Category: Cruise lines divide their cabin inventory into categories to assign prices. Generally, categories are based on the deck level, whether the cabins are inside, outside or have balconies. Suites would be the most expensive down to an inside lower level cabin being the least expensive. Numbers and/or letters are given to denote the category.

First Sitting: The earliest dining time in the main dining room. This is usually around 6pm for dinner.

Free Choice Dining: This is a dining option that has become popular on some cruise lines. One may eat when, and at whichever table they desire. Alternate specialty restaurants are available to the passenger. Some of these may have a surcharge or an a la carte price.

Guarantee: The cruise line guarantees the date of sailing, the ship and the price. A specific cabin is not assigned at the time of reservation; however, the passengers may be upgraded to a higher category cabin. The minimum cabin category given will be the one guaranteed. For example, a passenger may get a category 6A guarantee. The passenger will, in the worst case scenario get exactly that- a cabin in category 6A, but may be assigned a cabin in category 6D when the documents are issued.

Knot: A ship's speed as measure in a nautical mile per hour. Compared to a land mile it is 1.151 times the speed.

Nautical Mile: 6,080.2 feet as compared to a land mile of 5,280 feet.

Open Seating: There is no assigned seating so passengers are free to sit at any unoccupied table.

Pitch: The rise and fall of a ship's bow when moving over waves i.e. the movement of a ship from front to back.

Quay: (pronounced key) A dock, pier or berth.

Roll: The movement of the ship from side to side.

Second Sitting: This is the later of the two dining times in the ship's main dining rooms. It is usually around 8PM.

TBA: "To be assigned" refers to arrangements that have not been confirmed. This is the term used when a "guaranteed" cabin has been chosen. This term may also be used for a person whose name is not yet known.

Tender: A tender is a small boat used to move passengers from the ship to the dock. These are sometimes needed in ports that have shallow water. The ship is left at anchor out at sea.

Waitlist: A passenger may be put on a waitlist when the accommodations they request are not available. The cruise does their best to obtain these accommodations and will advise the passenger should they become available.

CRUISE TYPES

There are many different types of cruises available worldwide. The most popular is the destination cruise. The main types of cruises are described below:

Destination This is a cruise that sails to, or in a certain area. The most popular cruise destination is the Caribbean. Others include Europe, Mexico, Hawaii, South Pacific, Alaska etc.

Repositioning Cruising from one seasonal destination to another. For example, a ship will sail from Alaska to the Caribbean in early fall and do the reverse in the late spring, usually via the Panama Canal. There are also repositioning cruises from the U.S. to Europe.

Theme Some cruise lines will have a theme aboard a certain sailing such as “Big Band” or “Jazz” where their entertainment will be from that era. Other themes might be baseball or football, where players would be on board to host seminars, and sign autographs. These may sail to any destination. Also classified in this type would also be special interest such as Arctic, Antarctic, or scuba diving cruises. These ships tend to be smaller in size.

Sailing Vessels These are multi-masted ships with sails, but are also engine powered. These smaller ships can sail to destinations the larger cruise ships cannot. Some popular destinations are the islands in the South Pacific and the Caribbean. These ships are more intimate, luxurious and, upscale.

River These cruise ships have shallow drafts so they can navigate the rivers of the world. The ships can be paddle-wheel types that ply the Mississippi River or deluxe ships that cruise the rivers in Europe. They are more intimate, holding just a few hundred passengers at the most.

Ferry These ships enable the passengers to take their automobiles and travel from one destination to another while enjoying accommodations on board. These are common on the North Sea between Scandinavia and Great Britain and along the Northwestern Coast from Canada to Alaska.

Yacht These are usually chartered by a small group of passengers to take a cruise to destinations of their choice. The crew may or may not be hired with the yacht. The Caribbean and the Mediterranean are popular areas for yacht charters.

Freighters These ships navigate the globe. Some freighters offer limited accommodations to passengers willing to be more flexible with their itineraries and time schedules. Your accommodations and meals will be included but there are no activities and entertainment. Ports of call are more exotic and unusual destinations.

MARKETS

Cruise Lines, like hotels and resorts, usually cater to a particular clientele. Cruise markets will range from budget to luxury. The following are the major cruise markets and a brief description:

Budget This market is aimed at the general public and gives a cruising experience to those people on a limited budget. Rates will range from \$60-100 per person per day. Most of the ships are smaller and older. These cruise lines will buy ships from other cruise lines and have them refurbished.

Mass Market This market is also aimed at the general public, but has newer and larger ships holding from 700-3500 passengers. The amenities give the general public a sense of relaxation, fun and refinement. There may be formal nights, but passengers are not required to dress in formal wear. There will be activities on board. Rates will range from \$100-250 per person per day. Examples of Mass Market cruise lines are Carnival, Princess, Royal Caribbean and Norwegian Cruise Lines.

Premium Passengers on these ships want an up-scale cruise without paying the luxury price. The decor may be more conservative. Some of these ships may be classified as yachts. Rates will be \$200 or more per person per day. Examples are Celebrity and Holland America.

Niche and Adventure These special interest cruises appeal to people who have cruised frequently and want a little more. They may include expedition type cruises, river cruises and sailing vessels. Some of cruise lines in this market will include the extras not included in the previous markets such as alcoholic beverages, gratuities and shore excursions. Per person daily rates will be from \$250. Examples are Windstar, Viking River Cruises, and Windjammer.

Luxury This cruise is for the passenger who wants the best of everything. Many ships will be smaller availing themselves to personalized service. Most amenities will be included and the atmosphere elegant and conservative. Dining will be formal. Rates will be from \$400 per person per day and above. Examples of these cruise lines are Crystal, Cunard, and Seabourn.

CRUISE ETIQUETTE

Cruise life has its own etiquette and customs. These may vary between luxury and mass market cruise lines. It is best to familiarize the passenger with cruise etiquette. Remember unfulfilled expectations can ruin a vacation.

Alcoholic Beverages Most cruise lines either forbid or frown upon alcoholic beverages being brought on board ship by the passengers. In some cases, the liquor will be confiscated and returned at the end of the cruise. Wine and champagne is allowed on some lines for special occasions, but a corkage fee may be charged.

Attire and Clothing The type of attire you will wear depends on the type of cruise line. A budget or mass market cruise line will be more casual while a luxury line will be formal. Shorts are generally not allowed in the dining room at dinner. Shoes are required at all times. There may be one or two formal nights. Most other nights a sport coat and casual resort wear will be appropriate.

Baggage The cruise line will include baggage tags with the documents. If the passenger has obtained an air add-on or transfers the cruise line will most likely handle the bags from the airport and deliver them to the cabin, otherwise passengers will be responsible for their own baggage. If there are porters on the dock it is recommended to pay for their services. Passengers are asked to put their luggage outside of their rooms the night before debarkation for collection. Make sure you don't pack anything you will need the next morning. The baggage is placed in a large inspection area at the pier and grouped by the color of luggage tags. You will claim your baggage in the area where your color is located.

Currency Major Cruise lines accept U.S. currency and most credit cards on board. However, some smaller lines outside the U.S. may use foreign currency on board and limited credit cards. It is best to ask before you leave. Some ships have ATMs on board.

Dining Dining on board ship is often the most memorable experience of the cruise. Evening meals in the dining room will be 5-7 courses, with many different choices. Passengers can use this opportunity to try different kinds of food. Passengers may order whatever they want and in whatever quantity, two entrees or extra servings. Besides the main dining experience, many cruise lines offer a midnight buffet, some nightly and others once during the cruise. Many cruise lines include 24 hour room service at no extra cost. Cafeteria style meals are available during the day and in the evening for those who don't want to leave the pool area. Afternoon teas and pre-dinner hors d'oeuvres may be offered. Dining choices may range from the pre-assigned seating in the main dining room to the "free choice" offering by some cruise lines. Times may be early or late. Table size may vary from a cozy 2 person table to a friendly 10 person round table. If at any time the passenger is unhappy with the seating arrangements, the maitre d' should be notified immediately and the problem will be rectified.

Electricity Although most new ships use 110 volt current some ships do use 220 volts. It is best to check with the cruise line to avoid damage to electrical appliances such as razors and hair dryers. A converter can be purchased to change to current to from 220 to 110 volts.

Embarkation & Debarkation To avoid delays at boarding (embarkation) and leaving the ship (debarkation) the agent and passenger should check to make sure all the documents are accurate and information is complete. I.D., entry identification and cruise documentation will be checked at the embarkation process. During the check-in process passengers may sign up for on-board credit and will receive their cabin key.

Entry Requirements Destinations outside of the U.S. require documentation to enter and leave the country. We recommend passports for all passengers. These are the only entry documents accepted worldwide. However, if traveling to Mexico, Canada or the Caribbean a photo ID card (Driver's License) and a certified copy (with a raised seal) of your birth certificate are allowed, but in the next year passports will be required for re-entry into the U.S. Be aware that Mexico requires a single parent traveling with a child to have notarized written permission from the other parent to be allowed to enter the country. When traveling to some foreign countries a visa may be required in addition to a passport.

On Board Credit Many cruise lines offer an on-board credit system which is similar to a credit card. The ship may issue a plastic card which can also be used as a room key and re-boarding pass at ports of call. The credit is activated when the card is secured with the passengers own credit card. To make purchases at the gift shop, for alcoholic beverages, wine, photographs, shore excursions and so on, the passenger will present the card and the charges will accrue. The passenger is presented with an itemized bill at the end of the cruise. Cash is not accepted on many ships that have this on-board credit system.

Shore Excursions Optional shore excursions are offered by cruise lines at the ports of call to enable the passengers to experience what the port destination has to offer. Shore excursions may be purchased on board the ship and some may be offered by local vendors. Some cruise lines allow passengers to purchase shore excursions prior to sailing .Excursions may include shopping trips, scuba and snorkeling, horseback riding and sightseeing.

Special Needs Some medical conditions require written doctor's permission to travel on the ship, e.g. pregnancy, travelers in wheel chairs, those using oxygen and those with diabetes. The medical facilities on board are designed for minor emergency situations only. Some cruise ships are actually equipped with a dialysis machine.

Tendering Many of the new cruise ships are too large to enter smaller ports, so a tender (a small boat) is used to ferry the passengers from the ship to the port. Other reasons for a tender to be used may be shallow water, or not enough docking space. Passengers may be required to walk down stairs and across a gangway to the tender. Handicapped passengers will be assisted.

CRUISE RATES

Cruise rates will depend on the type of cabin and its location on the ship. . Other factors that affect the price of a cruise are the length of the cruise, destination, and cruise line, seasonal, promotional and early booking discounts. Some cruise lines offer discounts to passengers who have sailed on the cruise line before. The brochure rate is similar to a “rack rate” for a hotel room. This is a standard only. Prices should always be quoted from the reservation department of the cruise line. All prices quoted are per person based on double occupancy in the cabin. Rates will be for cruise only and may not include port charges and taxes, insurance, air add-on, and transfers. Many cruise lines that do not include gratuities allow you to pre-pay them. If there is a third or fourth person sharing the cabin, the rates for these additional guests are usually highly discounted. Shown below is a chart showing typical pricing for a cruise.

CATEGORY	LOCATION	DESCRIPTION	PEAK SEASON	VALUE SEASON
8	Large Suite	Upper Deck/2 rooms/Balcony/King Bed	\$3,500.00	\$3,000.00
7	Jr. Suite	Upper Deck/ Balcony/ King Bed	\$2,500.00	\$2,100.00
6	Outside	Main Deck/ Balcony/ 2 Lower	\$2,000.00	\$1,750.00
5	Outside	Main Deck/ 2 Lower Beds	\$1,800.00	\$1,500.00
4	Outside	Lower Deck/2 Lower Beds	\$1,600.00	\$1,250.00
3	Inside	Main Deck/ 2 Lower Beds	\$1,300.00	\$1,000.00
2	Inside	Lower Deck/2 Lower Beds	\$1,000.00	\$750.00
1	Inside	Lower Deck/Upper & Lower	\$800.00	\$500.00
Third/ Fourth Person			\$300.00	\$200.00
Port Charges (per person)			\$129.00	\$129.00
Cruise Insurance (per person)			\$99.00	\$99.00
Prepaid Gratuities			\$68.00	\$68.00
Single rate- 150% of standard rate				

AIR ADD-ONS

Most cruise rates do not include airfare and transfers. These are added on to the cruise rate quoted. Less expensive air fares may be found on the internet. If the passenger wants to change the flight schedule offered by the cruise line they will need to contact the Air Deviation Department and may be charged. The passenger needs to be aware of some of the advantages to purchasing airfare through the cruise line.

1. Should a flight be delayed or canceled, the cruise line will either hold the ship, or arrange for passengers to travel to the first port of call.
2. Transfers are usually included.
3. Fares include a small commission to the travel agent.
4. West coast departures may include an overnight stay in a hotel, for East coast sailings
5. Fares can be changed and canceled for a fee

AGENT RATES

Most cruise lines offer reduced rates to travel agents. There are two ways an agent can obtain a reduced rate:

1. Positive space will allow the agent to make the reservation in advance, book a specific date, ship, category, and cabin. Typically the discount will be 50% to 70% of the brochure rate.
2. Space Available will afford the best discount. Space is not allotted at a discounted rate until the cruise line knows what cabin inventory will be available. Space may not be confirmed until 7-60 days prior to the sailing. These are the best discounts and can be as low as \$20 a day per person double occupancy for CLIA members. Cabins may be given as the "best available".

All passengers sharing a cabin with the agent will receive the same discounted rate. However, only one cabin per agent will be awarded. Remember, the discounts are given at the discretion of the cruise line.

BOOKING A CRUISE

- ◆ Use either our CLIA # 33530556 or phone number 315-298-3355
- ◆ You will receive 50% of the commission paid on cruise rate, insurance, transfers and airfare, if you make the reservation, 20% if we reserve it for you.
- ◆ Cruises are one-stop shopping and are very easy to sell.
- ◆ You must add to the cruise only rate: port charges, taxes, and if applicable, airfare.
- ◆ Recommend cruise insurance. It is very inexpensive and protects the client for any changes or Cancellations up until the day of departure due to medical reasons.
- ◆ Cruise prices include everything EXCEPT
 - alcoholic beverages and sodas
 - gratuities (these can be pre-paid)
 - gambling and other personal expenditures
 - shore excursions
- ◆ Assigned cabin
 - You pick a specific cabin on the ship and will probably not be up
 - This is best if there are multiple cabins booked and the passengers want to be together.
 - If a client gets seasick it is best to get a cabin assignment amidships.
- ◆ Guarantee
 - You are guaranteed the sailing date and rate for the category quoted (example: 6A).
 - You may be upgraded to a higher category.
 - Do not take this if the client wants a specific cabin or area of the ship.
- ◆ Single rate is usually 150% of the double rate (rates are based on double occupancy)

CLIENT INFORMATION REQUIRED

- ◆ Destination or area of the cruise
- ◆ Length of Cruise
- ◆ Cruise line preference
- ◆ Category: inside, outside, balcony, suite
- ◆ Names of passengers as appears on ID
- ◆ Number of passengers in a cabin (usually limited to 4)
- ◆ Ages of the passengers
- ◆ Contact number for passengers
- ◆ Do they need airfare?
- ◆ Do they need transfers?
- ◆ When do they want to eat? First or second seating
- ◆ Are they a past passenger? Cruise lines often give discounts to past passengers.
- ◆ Do they have any discount coupons? Read the restrictions.
- ◆ Are they celebrating anything? Birthday/Anniversary
- ◆ Do they have any special needs or requests?
- ◆ Are they US citizens?
- ◆ Need proper immigration documentation/Passport/photo ID/Certified copy of the birth certificate.

DOCUMENTING THE RESERVATION

- ◆ Get the reservationists' name
- ◆ Booking number
- ◆ Cruise line/ship
- ◆ Date of sailing
- ◆ Itinerary
- ◆ Category, cabin assignment (or guarantee)
- ◆ Cost breakdown
 - Cruise rate
 - Port charges (sometimes called non-commissionable charges)
 - Air rate
 - Transfer cost (usually included with air rate)
 - 3rd/4th passenger rate (if applicable)
 - Insurance
 - Commission
- ◆ Deposit amount and due date
- ◆ Final payment amount and due date
- ◆ Dining requests
- ◆ Cancellation policy
- ◆ Have them send a fax confirmation to our office – (315) 298-3901 and also a fax or e-mail confirmation to yourself.

SCRIPT

“Hi., This is _____ from Tickets and Tours. I would like to make a reservation

(Obtain a rate) for the (name of ship) _____ sailing on (date) _____. My client

would like an (inside, outside) _____ cabin. There will be (# of passengers) _____

in the cabin. My client would like a cabin near _____ (or a guarantee, if available).

I would like (# of cabins)._____. They will/will not need air from (city) _____.”

“My clients would like the (first/second) _____ seating for dining. Their names are _____

_____. They are (ages) _____. Their phone number is _____.

“

“What are the cancellation policies? How much is the insurance? How much is the deposit?

When is it due? When is the final payment due? Would you please fax a confirmation to me at

(315) 298-3901.

Options

“My clients would like to request (special needs) _____. They are celebrating

_____. They are a past passenger. Their number is _____.”

PREFERRED SUPPLIERS

<u>Cruise Line</u>	<u>Phone Number</u>
Carnival Cruise Lines	800-327-9501
Celebrity Cruises	800-437-3111
Crystal Cruises	800-446-6620
Cunard Line	800-528-6273
Disney Cruise Lines	800-511-1333
Holland America Line	800-426-0327
M.S.C. Cruises	800-666-9333
Norwegian Coastal Voyage Inc./Bergen Line	800-323-7436
Norwegian Cruise Lines	800-327-7030
Orient Lines	800-333-7300
Princess Cruises	800-421-1700
Regent Seven Seas Cruises	800-285-1835
Royal Caribbean Cruise Lines	800-327-6700
Seabourn Cruise Lines	800-929-9595
Silversea Cruises	800-722-9955
Windstar Cruises	800-258-7245
World Explorer Cruises	800-854-3835

CRUISE DIRECTORY

<u>Cruise Line</u>	<u>Phone Number</u>
Amazon Tours & Travel	800-423-2791
American Canadian Caribbean Line	800-556-7450
American West Steamboat Company	800-434-1232
Caribbean Yacht Charters	800-225-2520
Carnival Cruise Lines – Individual	800-327-9501
Groups	800-327-5782
Catalina Express	800-481-3470
Celebrity Cruises – Individual	800-437-3111
Groups	800-437-4111
Clipper Cruise Line	800-325-0010
Costa Cruise Lines – Individual	800-462-6782
Groups	800-662-6782
CruiseWest	888-851-8133
Crystal Cruises	800-446-6620
Cunard Line	800-528-6273
Peter Deilmann EuropAmerica Cruises	800-348-8287
Disney Cruise Line	800-511-1333
Ecoventura SA (Galapagos Network)	800-633-7972
European Waterways	800-394-8630

<u>Cruise Line</u>	<u>Phone Number</u>
Freighter World Cruises	800-531-7774
Holland America Line – Individual	800-426-2327
Groups	800-522-3399
Hudson River Cruises	800-843-7472
M.S.C. Cruises	800-666-9333
Nabila Nile Cruises	800-443-6453
Nekton Diving Cruises	800-899-6753
Norwegian Coastal Cruises/Bergen Line	800-323-7436
Norwegian Cruise Line	800-327-7030
Oceania Cruises	800-531-5619
Orient Lines	800-333-7300
P & O Cruises	800-340-7674
Princess Cruises – Individual	800-421-0522
Groups	800-421-1700
Alaska	800-421-5522
Quark Expeditions	800-356-5699
Regent Seven Seas Cruises	800-285-1835
Red and White Fleet Ferry Services	800-229-2784
Riverbarge Excursions	800-462-2743
Royal Caribbean Cruises – Individual	800-327-6700
Groups	800-722-5476
Seabourn Cruise Line	800-929-9595
Silversea Cruises	800-722-9955
Society Expeditions	800-548-8669
Star Clippers	800-442-0551
Swan Hellenic Cruises	877-800-7926
Uniwold River Cruises	800-733-7820
Victoria Clipper	800-888-2535
Viking River Cruises	877-668-4546
Washington State Ferries	206-464-6400
Windjammer Barefoot Cruises	800-327-2601
Windstar Cruises	800-258-7245
World Explorer Cruises	800-854-3835

INTERNET DIRECTORY

CRUISE LINE	ADDRESS	BOOK	REGISTRY INFO	USERNAME	PASSWORD
America West Steamboat	www.columbiarivercruise.com				
Carnival	www.bookccl.com	X	Call N.Y.		
Costa	www.costacruiises.com		SELF		
Crystal Cruises	www.crystalcruises.com	X	SELF		
Cunard	www.cunard.com	X	SELF		
Disney Cruise Lines	www.disneytravelagents.co	X	SELF		
Holland America	www.hollandamerica.com	X	Call N.Y.		
Norwegian	www.ncl.com	X	Call N.Y.		
Orient Cruise Lines	www.orientlines.com		Call N.Y.		
Princess	book.princess.com	X	Call N.Y.		
Regent Seven Seas Cruis	www.rssc.com	X	SELF		
Royal Caribbean/Celebr	www.cruisingpower.com	X	SELF		
M.S.C. Cruises	www.msccruisesagent.com		SELF		
Shore Trips	www.shoretrips.com	X		33530556	travel
Silversea	www.silversea.com		SELF		
Windstar	www.windstarcruises.com	X	Call N.Y.		
Yachts of Seabourn	www.seabourn.com		SELF		

CRUISE RESERVATION FORM

DATE:		MEMBER#	
AGENT NAME:			
ADDRESS:			
CITY:		STATE:	ZIP:
PHONE #: HOME		WORK:	FAX:
E-MAIL:			
CLIENT'S NAME		Citizen: Yes/No	Birth Date
Companion:			
Other Traveler:			
Other Traveler:			
ADDRESS:			
CITY:		STATE:	ZIP:
HOME PHONE #:		WORK:	
CRUISE INFORMATION		BOOKING #	
Cruise Line:		Ship:	
Departure Date:	# of Days	Destination:	
Cruise Only	Air Add-On	Departure City	
Category:	Inside/Outside	Balcony	Suite Cabin #
Pre/Post Package:			
Dining Preference: First/Second		Special Occasion:	
Cruise Line Reservationist:			
COST INFORMATION			
DEPOSIT:	DUE DATE:	AMOUNT:	
FINAL PAYMENT	DUE DATE:	AMOUNT:	
	Per person	X # of people =	TOTAL
Cruise Only Price:			
3/4 person rate:			
Port Taxes:			
Other Taxes:			
Insurance:			
Air Add-On			
Pre/post package:			
			GRAND TOTAL
	DATE:	DEPOSIT:	
	DATE:	FINAL PAYMENT:	
PAYMENT INFORMATION			
DEPOSIT			
Cash	Check#	Credit Card:	Type: Exp. Date:
		Name on Card:	
		Credit Card #	
FINAL PAYMENT			
Cash	Check#	Credit Card:	Type: Exp. Date:
		Name on Card:	
		Credit Card #	
WE STRONGLY RECOMMEND INSURANCE. IF YOU DECLINE INSURANCE PLEASE SIGN HERE:			
DATE:	SIGNATURE:		

CHAPTER 7

GROUPS

Why Book a Group?7-2

What is a Group?7-2

What Shall We Do?7-3

Where Shall We Go?7-3

Booking the Group7-4

Promoting the Group7-4

Payments7-5

Steps to a Successful Group7-6

Group Reservations Summary7-6

Information Needed to Book a Group7-7

At Final Payment You Will Need7-8

Documenting the Group Reservation7-8

Steps for Booking a Group7-9

Group Travel Request Form7-10

Group Passenger Name List7-11

WHY BOOK A GROUP?

There are many great reasons to book a group. It is not that much more difficult than making an individual reservation. Think of making one reservation for 20 people as opposed to making 20 individual reservations. Most of the information, arrangements and components of the reservation will be the same for the entire group. You will only have to deal with one Tour Company, airline, hotel or cruise line. As long as you keep good organized records of your passengers, group travel can be easy. The benefits are many:

1. Bonus Commissions
2. Discounted rates.
3. Upgrades may apply
4. Extra amenities for the group
5. Tour conductor free travel
6. Large commission checks
7. Relaxed deposit dates
8. Free collateral material

WHAT IS A GROUP?

This varies by travel vendor. An airline may require 20 passengers flying the same dates on the same itinerary. A cruise line may require only 5 cabins at final payment. A hotel may require 10 rooms. The tour vendor decides what number will constitute a group. Passengers that make up that group could be:

Friends
Co-workers
Church Group
Bowling League
Health Club Members
Seminar
Sports Groups
Senior Citizens
Singles
Fraternities & Sororities
Reunions
Hobby Groups
Special Interest Groups
Neighbors
Golf Club Groups
And so on.....

WHAT SHALL WE DO?

You will first need to decide what type of trip will be best suited for the group you have targeted. The type of trip will need to fit the interests of the group. If the group consists of golfers, a trip to Scottsdale or Mexico, or a golf tour of Ireland or England may entice them. A family reunion may want to relax and socialize on a cruise. Seniors who have always wanted to see Rome would be interested in an escorted tour of Italy. Fraternities would enjoy the party atmosphere of Cancun. The possibilities are endless. A few are listed:

- ◆ Cruises
- ◆ Escorted Tours
- ◆ Resort Stays
- ◆ Culinary Tours
- ◆ Wine Tours
- ◆ Barge Cruises
- ◆ Tour to the great Cathedrals of Europe
- ◆ Shopping Trips
- ◆ Trips to Disneyland/Disney World
- ◆ Yacht Charter
- ◆ Ecological Tours
- ◆ Archeological Tours
- ◆ African Safari
- ◆ Bicycling Trips

WHERE SHALL WE GO?

Now you have decided the type of travel for the group. The next step is to decide when, where and how long. This will depend on the type of trip, the interests, age, and income of the group. If school-age children or young adults are involved the dates will need to be during holiday or school vacations. If it is a senior group they would be able to take advantage of an off-season tour. Some types of trips occur only during certain times of the year such as a skiing trip or an Alaskan cruise. A group on a more restricted budget might need to limit the trip to a few days rather than a few weeks.

These decisions will be very important when promoting the trip. Obviously, a ski trip to Colorado in July would not work. Caribbean cruises operate year-round, while a trip to Mexico in the summer might be too hot and humid for some people. Trips during the school year may not be desirable to parents. Look through the brochures that we have in the agency; you may come up with some new and exciting ideas.

BOOKING THE GROUP

So now you know where you want to go, how you want to travel, when you want to travel and with whom you want to travel. The next step is to call tour vendors to get the best price to suit the needs of your group. You will give them our IATA # 33530556 to identify yourself as an agent of a licensed travel agency. If you are planning a group to Europe and your group is young adults you would try Contiki Holidays who arranges trips for 18-35 year olds. If your group is comprised of professionals where a budget is not a problem, Maupintour, Abercrombie and Kent, or Tauck Tours would suit them. Groups who are on a budget might choose Cosmos or Globus. Research and choose vendors that have a good track record and are reliable.

You will need to call the tour vendor to make the group booking. The reservation agents are very knowledgeable and will help you with the process. Make sure you get the agent's name and document every time you communicate with the travel vendor. Depending on the tour vendor you might want to block more space than you think you need. Many, especially cruises, do not penalize you for not using all the space you block. You can just relinquish the space not used later. You may need, in the case of a cruise, to request the categories or class of accommodations you want to be available to your group. In the case of hotel groups, some ocean view rooms, some garden view and some suites may be required. You may need to reserve triple or quad occupancy rooms or cabins at this time.

Tour companies and cruise lines may offer different amenities or incentives for the group. You will need to decide which will suit your group the best. If you are not traveling with the group, tour conductor (free travel) space may not be used by yourself, but can be offered as an incentive to the group leader, extra commissions may also apply.

The reservation agent will give you a price breakdown, payment dates and amounts, add-on charges, and cancellation/change policies. ALWAYS REQUEST A FAX, E-MAIL OR WRITTEN CONFIRMATION, and check it thoroughly for errors, which should be reported immediately to the vendor. Also have them fax or e-mail a copy to the office so we can be aware of your group.

PROMOTING THE GROUP

Vendors will be very helpful in supplying you with many types of FREE collateral material to help you promote your group. You can order preprinted flyers, stationery, postcards, videos, brochures, co-op advertising may be available, and they may even help you design a web page. Many vendors will give you decorations and door prizes to assist you with a group promotion evening.

PAYMENTS

The deposit or “first payment” may be split. The first is a small amount of \$25-100 per person to secure the blocked space usually about 30 days after the reservation is made. This is a “good faith” deposit from the passenger to confirm their space. We suggest you double that amount; this ensures twice the number of confirmed space and allows you more time to further promote the group. Often, others will hear about the trip from friends and ask if there is space available for them. Of course there is!! The second deposit is made a few weeks later and is usually larger amount. Some vendors require a “good faith” deposit for a specific amount, instead of the per person deposit. Final payments are usually required 60-90 days before departure; passenger and rooming lists are required at this time. Penalties for changes and cancellations are more restrictive and severe now (ALWAYS OFFER TRAVEL INSURANCE). Deposits or final payments must be made to Tickets and Tours according to our payment policies as stated in Chapter 1 page 13.

Documents are normally sent 30-60 days prior to departure. As the group agent you are responsible that all documents are accurate. Check over them carefully before distributing them to the travel, if there is an error there may be a charge to have the documents reissued. Ensure you have the correct:

- ◆ Name, spelling, and gender of the passengers
- ◆ Dates
- ◆ Itinerary
- ◆ That all elements are included (transfers, sightseeing, etc.)
- ◆ The accommodations are correct.
- ◆ Air tickets (if applicable) correspond with names.

Lastly, make sure the group, if not escorted, has the emergency contact numbers of the vendor and ourselves should any problems arise during the trip.

Commission checks are usually received from the vendor 3-4 weeks after travel has been completed and will be mailed to you at that time.

STEPS FOR A SUCCESSFUL GROUP

1. Decide who will be in your group.
2. Decide what type of travel you will take.
3. Decide where, when, how long, and the budget of the trip.
4. Decide how many and what type of rooms/cabins/seats you will block.
5. Call the vendor to block the space.
6. Request a fax, e-mail, or written confirmation.
7. Order promotional materials.
8. Promote, promote, promote.
9. Collect the first deposit. Have travelers fill out a form with all of their relevant information.
10. Promote, promote, promote.
11. Collect the second deposit.
12. Promote, promote, promote.
13. Prepare final passenger list, rooming list, dining room table assignments (if applicable), and emergency contact numbers.
14. Collect final payment.
15. Receive documents and check for accuracy.
16. Distribute documents.
17. Have a great time!

GROUP RESERVATIONS SUMMARY

- ◆ Use our IATA # 33530556.
- ◆ You will receive 50% of the commission.
- ◆ You may be able to earn free or reduced rates for yourself and a companion.
- ◆ The number of passengers that qualify for a group may vary by vendor.
- ◆ Most group reservationists are very helpful and will walk you through the booking process.
- ◆ You need to be very organized/keep accurate records.
- ◆ One call will enable you to reserve all of the passengers in the group.
- ◆ Don't allow too many individual choices or requests.
- ◆ Group rates are usually more attractive than individual rates.
- ◆ Group space can usually be secured for up to 30 days without an initial deposit.

INFORMATION REQUIRED TO BOOK A GROUP

- ◆ Type of group e.g. family/friends/church/co-workers.
- ◆ Type of travel e.g. cruise/tour.
- ◆ Length of travel.
- ◆ Dates of travel.
- ◆ Names of passengers/legal as appear on ID (no nicknames).
- ◆ Number (or approximate) of passengers in group.
- ◆ Ages of passengers.
- ◆ Number of cabins/rooms to be blocked.
- ◆ Type of cabins/rooms and numbers of each...
- ◆ Number of passengers in each cabin/room (single/double/triple/quad).
- ◆ Bedding preferences (king/queen/double/single).
- ◆ It is best to add a few extra rooms/cabins in case you have others wanting to join the group
- ◆ Which passengers require insurance?
- ◆ Any special occasions or celebrations?
- ◆ Airfare
- ◆ Departure city or cities
- ◆ Number of seats
- ◆ Seating preferences
- ◆ Price per person
- ◆ Senior/child discount
- ◆ May want to do separately with an airline group desk or consolidator
- ◆ Advertising the Group
- ◆ How will you promote the group? (Through a group leader e.g. local golf pro.).
- ◆ Tour companies/cruise lines will often help with advertising (co-op dollars/flyers)
- ◆ Collateral material
- ◆ Websites

AT FINAL PAYMENT YOU WILL NEED

- ◆ Passenger List
- ◆ Rooming list
- ◆ Dining table seating list requirements
- ◆ Dining time preference
- ◆ Number of transfers needed (if applicable)
- ◆ Prepaid gratuities
- ◆ Which amenities (if available) do you require?
- ◆ Airline passenger list
- ◆ For each passenger:
 - Full legal name Address/phone number
 - Emergency name /phone number
 - Form of payment
 - Credit card authorization form
 - Insurance waiver form, if travel insurance is not accepted

DOCUMENTING THE GROUP RESERVATION

- ◆ Name of reservation agent
- ◆ Date of inquiry
- ◆ Nature of call
- ◆ How it was resolved
- ◆ Confirmation number
- ◆ Tour/cruise inclusions
- ◆ Meals/airfare/transfers/sightseeing and so on
- ◆ Basic cost of tour or cruise
- ◆ Taxes/port charges
- ◆ Air fare add-on
- ◆ Transfers
- ◆ Pre-paid gratuities, insurance
- ◆ Pre or post tour/cruise packages
- ◆ Total cost per person for each category
- ◆ Deposit(s) amount and due date, Final payment and due date
- ◆ Cancellation/change policy
- ◆ Fax or e-mail confirmation to Tickets & Tours, with a copy to yourself

STEPS FOR BOOKING A GROUP

1. Determine who will be in your group.
2. Determine what type and length of travel. (cruise, tour, etc.)
3. Determine when and where you will travel.
4. Call various vendors for price quotes.
5. Choose a travel vendor and order collateral material.
6. Make the reservation by blocking the space.
7. Promote the group.
8. First deposit.
9. Keep promoting.
10. Second deposit
11. Final payment with passenger information.
12. Document delivery.

GROUP TRAVEL REQUEST FORM

DATE:		MEMBER #	
AGENT NAME:			
ADDRESS:			
CITY:	STATE:	ZIP:	
HOME PHONE #:	WORK:		
E-MAIL:			

GROUP NAME:	Affiliation:
Group Leader	Phone #
# of Adults:	# of Children (under 12):

AIR TRAVEL INFORMATION				
Date	Departure City	Preferred Time	Arrival City	Preferred Time

ACCOMMODATIONS				
City	Arrive	Depart	Hotel	Location
Room Type:	Deluxe	Superior	Standard	Tourist
Room Location:	Beach Front	Ocean View	Mtn. View	Poolside
	Run of House	All Inclusive:	Meal Plan:	
Bedding Request:	King	Queen	Double	# of Beds in Room
	Need Rollaway:	# of Children in Room	Ages:	
Other Preferences:	Smoking	Non-Smoking		
Preferred Hotel:				

GROUND TRANSPORTATION			Car	Bus	Transfers
City	Pickup Date	Pickup Time	Type of Vehicle	# in Vehicle	

SIGHTSEEING TOURS			
City	Itinerary	Length	Cost

PAYMENT INFORMATION	
First Deposit Date:	Amount:
Second Deposit Date:	Amount:
Final Payment Date:	Amount:

OTHER INFORMATION:

TRIP INSURANCE IS STRONGLY RECOMMENDED.

GROUP PASSENGER NAME LIST

DATE:	MEMBER #
AGENT NAME:	

GROUP NAME:		
GROUP LEADER:	DEPARTURE DATE:	
ADDRESS:		
CITY:	STATE:	ZIP:
PHONE #		

PASSENGER NAME (as it appears on ID-include title)	Emergency Contact Name and Phone #	Date of Birth	Citizenship Country
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
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Special Occasions	Name	Occasion	Date

CHAPTER 8

REFERENCES

Frequently Used Toll-Free Numbers8-2
Frequently Used Websites8-4
Agent Workshops and Seminars8-6
Tour Vendors and Destinations8-6
Glossary8-7

FREQUENTLY USED TOLL-FREE NUMBERS

AIRLINES

AM AEROMEXICO	800-237-6639
AC AIR CANADA	888-247-2262
NZ AIR NEW ZEALAND	800-262-1234
AS ALASKA AIRLINES	800-327-2755
AQ ALOHA AIRLINES	800-367-5250
AA AMERICAN AIRLINES	800-433-7300
TZ AMERICAN TRANS AIR	800-435-2282
BA BRITISH AIRWAYS	800-247-2297
BD BRITISH MIDLAND	800-788-0555
CI CHINA AIRLINES	800-227-5118
CO CONTINENTAL	800-451-1000
DL DELTA AIRLINES	800-221-1212
DL DELTA INTERNATIONAL	800-241-4141
F9 FRONTIER AIRLINES	800-243-6297
HA HAWAIIAN AIRLINES	800-367-5320
B BERIA AIRLINES	800-574-8742
JL JAPAN AIRLINES	800-525-3663
KL KLM ROYAL DUTCH	800-225-2525
KE KOREAN AIR	888-452-5847
LH LUFTHANSA	800-645-3880
MX MEXICANA	800-531-7921
NW NORTHWEST AIRLINES	800-692-0012
NW NORTHWEST INTL	800-447-4747
QF QANTAS	800-227-4500
SK SAS SCANDINAVIAN	800-221-2350
SQ SINGAPORE AIRLINES	800-742-3333
WN SOUTHWEST AIRLINES	800-531-5600
WN SOUTHWEST GROUP DESK	800-433-5368
UA UNITED AIRLINES	800-521-0810
UA UNITED INTL	800-538-2929
US US AIRWAYS	800-428-4322
US US AIRWAYS INTERNATIONAL	800-622-1015
VS VIRGIN ATLANTIC	800-847-4461

MISCELLANEOUS

AMTRAK	800-835-8725
EURAL	800-848-7245
BRITRAL	888-274-8724
PICASSO TRAVEL-CONSOLIDATOR	800-742-2776
CELTIC TRAVEL-CONSOLIDATOR	800-789-8555
CENTRAV-CONSOLIDATOR	800-874-2033

CARS

AL ALAMO	800-424-3687
AUTO EUROPE	800-223-5555
ZI AVIS	800-331-1212
ZD BUDGET	800-527-0707
ZR DOLLAR	800-800-1000
ZE HERTZ	800-654-3131
ZL NATIONAL	800-227-7368
ZT THRIFTY	800-367-2277

HOTELS

BW BEST WESTERN	800-334-7234
CC CHOICE HOTELS	800-228-5050
CC CLARION	800-252-7466
CC COMFORT INN	800-228-5150
DI DAYS INN	800-329-7466
DT DOUBLETREE	800-222-8733
CC ECONO LODGE	800-553-2666
ES EMBASSY SUITES	800-362-2779
HR HARRAHS	800-427-7247
HL HILTON	800-445-8667
HI HOLIDAY INN	800-465-4329
HJ HOWARD JOHNSON	800-654-4656
HY HYATT	800-233-1234
KFS KNIGHTS INN	800-843-5644
LQ LA QUINTA	800-687-6667
MRH MARC RESORTS	800-535-0085
MC MARRIOTT	888-236-2427
MX MOTEL 6	800-466-8356
OR OUTRIGGER HTLS.	800-688-7444
QI QUALITY INN	800-228-5151
RD RADISSON	800-333-3333
RA RAMADA	800-272-6232
Rv RED ROOF INNS	800-843-7663
RZ RITZ CARLTON	800-241-3333
SI SHERATON	800-325-3535
SUP SUPER 8 MOTELS	800-800-8000
TL TRAVELODGE	800-578-7878
UI UTELL INTL	800-448-8355
WD WALT DISNEY	800-647-7900
WI WESTIN	800-937-8461
RESORTQUEST HAWAII	800-922-7866

FREQUENTLY USED TOLL-FREE NUMBERS

TOUR COMPANIES	
AMERICAN AIRLINES VACATION	800-321-2121
ALL ABOUT TOURS	800-274-8687
AMTRAK VACATIONS	800-872-1477
APPLE VACATIONS	800-727-3400
BRENDAN TOURS	800-421-8446
CITY ESCAPES	800-222-0022
CLUB MED	800-258-2633
CREATIME LEISURE	800-413-1000
CLASSIC VACATIONS	800-221-9748
FUNJET VACATIONS	800-558-3060
GLOBUS & COSMOS	800-221-0090
GO GOTOURS	800-899-2558
GRAY LINE INTL	800-472-9546
HAPPY/ROCKWELL TOURS	800-877-4277
GATE 1 TRAVEL	800-682-3333
MAJUPINTOUR	800-255-4266
NEWMAN'S SOUTH PACIFIC	800-421-3326
PLEASANT HOLIDAYS	800-242-9244
SOUTHWEST VACATIONS	800-423-5683
SWAIN TOURS	800-353-4525
TRAFALGAR	800-854-0103
TRAVEL IMPRESSIONS	800-284-0044
UNITED VACATIONS	800-328-6877
WALT DISNEY/DisneyLAND	800-854-3104
WALT DISNEY/DisneyWORLD	800-327-2996

CRUISE LINES	
CARNIVAL CRUISES	800-327-9501
CARNIVAL GROUPS	800-327-5782
OCEANIA CRUISES	800-531-5619
CELEBRITY CRUISES	800-437-3111
COSTA CRUISES	800-462-6782
DELTA QUEEN	800-543-1949
DISNEY CRUISE LINES	800-511-1333
HOLLAND AMERICA/WESTOURS	800-426-0327
M.S.C. CRUISES	800-666-9333
NORWEGIAN CRUISE LINES	800-327-7030
ORIENT LINES	800-333-7300
PRINCESS CRUISES	800-421-1700
ROYAL CARIBBEAN (RCCL)	800-327-6700
RCCL GROUP	800-722-5476
Viking River Cruises	877-668-4546

FREQUENTLY USED WEBSITES

TOPIC	URL
African Travel	www.africantravel.com
Aruba Tourism	www.aruba.com
Australia Tourism	www.australia.com
Bahamas Tourism	www.bahamas.com
Bed and Breakfasts U.S.	www.bnbfinder.com
Bed and Breakfasts-worldwide	www.bedandbreakfast.com
Boston Information	www.bostonusa.com
British Tourism	www.visitbritain.com
California Tourism	www.gocalif.com
Cayman Islands	www.caymanislands.ky
Center/Disease Control-travel health	www.cdc.gov/travel
China National Tourism	www.cn.to.org
City Guides	www.citysearch.com
Consumer Travel Rights	www.mytravelrights.com
Cruise Critic & Cruise Info	www.cruise critic.com
Curacao Tourism	www.curacao-tourism.com
Currency Converter	www.oanda.com
Directory of Travel Resources	www.positivespace.com
Disability Access Travel	www.access-able.com
Dog Friendly	www.dogfriendly.com
Egyptian Tourism	www.egypttourism.org
European Travel Commission	www.visit europe.com
Florida Tourism	www.fl.usa.com
Foreign Languages	www.travelang.com/languages
German Tourism	www.cometogermany.com
Hawaii Tourism	www.gohawaii.com
Hong Kong Tourism	www.discoverhongkong.com
Italy Tourism	www.italiantourism.com
Jamaica Tourism	www.visitjamaica.com
Japan Tourism	www.into.go.jp
Korean Tourism	www.english.tour2korea.com
Lake Tahoe Tourism	www.virtualtahoe.com
Las Vegas Tourism	www.visitlasvegas.com
	www.lasvegastourism.com
Long Term Parking	www.longtermparking.com
Louisiana Tourism	www.louisianatravel.com

FREQUENTLY USED WEBSITES

TOPIC	URL
Macau Tourism	www.macautourism.gov.mo
Mail Pound	www.mailpound.com
Maps	www.mapquest.com
Mexico City Tourism	www.mexicocity.com.mx
Mexico Tourism	www.visitmexico.com
Mississippi Gulf Coast Tourism	www.gulfcoast.org
National Park Service	www.nps.gov
New Orleans Tourism	www.neworleansonline.com
New York City Tourism	www.nycvisit.com
New Zealand Tourism	www.newzealand.com
Official Travel Industry Directory	www.otid.com
Orlando Tourism	www.orlandoinfo.com
Pacific Asia Tourism	www.pata.org
Pet Friendly	www.petswelcome.com
Portuguese Tourism	www.portugal.org
Puerto Rico Tourism	www.gotopuertorico.com
Rough Guides	www.roughguides.com
Scandinavia Tourism	www.goscandinavia.com
Specialty Travel Index	www.specialtytours.com
St. Lucia Tourism	www.stlucia.org
Switzerland Tourism	www.myswitzerland.com
Singapore Tourism	www.visitsingapore.com
Tahiti Tourism	www.tahiti-tourisme.com
Thailand Tourism	www.tourismthailand.org
Tour and Travel University	www.tauniv.com
Tour Index	www.tours.com
Tourism Office Worldwide Directory	www.towd.com
Traffic Updates(metropolitan areas)	www.traffic.com
Travel Agent Magazine	www.travelagentcentral.com
Travel Specials	www.travelzoo.com
Travel Weekly	www.travelweekly.com
Travel AgeWest magazine	www.travelagewest.com
Trip Advisor	www.tripadvisor.com
United States Customs information	www.customs.gov
US State Dept. (travel advisories)	www.state.gov
US Travel Industry Assn.	www.seeamerica.org
US Virgin Islands	www.usvitourism.vi
Walt Disney Travel (booking)	www.disneytravelagents.com
Weather	www.weather.com
Worldwide Low Cost Airlines	www.whichbudget.com

AGENT WORKSHOPS AND SEMINARS

There is ample opportunity to expand your knowledge beyond the scope of this manual. Many times during the year, tour operators, tourist offices, and other organizations will hold seminars to increase your knowledge of their product or destination. Also, there are seminars that are offered through trade publications or online.

CLIA holds cruise seminars several times a year. There is a fee involved, but we do receive discounted rates with our CLIA membership. Please contact the agency for information and application forms, or check www.cruising.org

CRUISE LINES will sometimes hold seminars at sea, which are offered during the course of the cruise. Cruise rates are discounted, and dates will be posted on the website, also check www.platinumseminars.com

TOUR VENDORS AND DESTINATIONS

Listed below are websites and phone numbers for tour vendors and tourism offices that offer specialist programs. The benefits may vary from a certificate, ICTA credits, bonus commissions, to special agent rate travel. Some charge a fee.

ASTA Specialist Courses	703-739-2782	www.astanet.com
Australia	800-433-2877	www.specialist.australia.com
Austria	212-575-7723	www.austriatourism.com
Bermuda	800-223-6106	www.bermudatourism.com
Canada	604-638-8300	www.canadatourism.com
Great Britain	800-462-2748	www.visitbritain.com
Florida	850-488-5607	www.visitflorida.org
Hong Kong	800-282-4582	www.specialisthk.com
Ireland	212-418-0835	www.discoverireland.com
Netherlands		www2.holland.com
New Zealand	866-639-9325	www.newzealand.com
Puerto Rico	787-721-2400	www.gotopuertorico.com
Sandals	888-726-3257	www.sandals.com
Scandinavia	212-885-9700	www.goscandinavia.com
Scotland	800-462-2748	www.visitscotland.com
Singapore	323-667-0808	www.visitsingapore.com
South Africa	800-782-9772	www.safundi.net
Spain	323-658-7188	www.okspain.org
Switzerland	877-794-8037	www.myswitzerland.com
Trafalgar		www.trafalgartours.com
T.A.University		www.tauniv.com
Travel Weekly		www.travelweekly.com
Walt Disney		www.disneytravelagents.com

GLOSSARY

Add-on A fare component that is added to a specified fare to construct a through fare.

Adjoining Rooms or cabins sharing a common wall, but not necessarily connected by a common door.

Affinity An organization formed by people with common interests.

Aft Near, toward, or at the rear of a ship or the tail of an aircraft.

AH&MA American Hotel and Motel Association. This organization represents trade Associations in the lodging industry in the United States, Canada, Mexico, Central and South America.

Air/Sea Arrangements that combine air transportation to and from a port of embarkation with the cruise itself; sometimes called fly/cruise.

All-inclusive Packages A vacation package in which the traveler pays one price that covers the entire trip.

All-Suite A type of hotel that offers units that include a living room, kitchen and bedroom.

Amenity Something conducive to comfort or convenience, for example, special soaps or shampoos in a hotel room.

Amtrak The National Railroad Passenger Corporation, a government-subsidized corporation that operates almost all passenger train service in the US.

AP American Plan. Referring to a hotel rate that includes three meals a day-usually breakfast, lunch and dinner. Cruises and resorts such as Club Med offer AmericanPlan.

APEX Advance Purchase Excursion Fare. A fare or price that requires advance purchase.

ARTA Association of Retail Travel Agents. A trade association open only to retail travel agents.

ASI American Sightseeing International. The association is composed of local tour operators offering sightseeing tours, transfers, and charter transportation.

ASTA American Society of Travel Agents. A travel trade association. Its principal membership is composed of US travel agents, but the organization also includes allied members drawn from all categories of travel suppliers.

ATA Air Transport Association.

ATB Automated Ticket/Boarding pass.

Attraction Natural and man-made features that attract tourists to a destination.

Availability The state of being obtainable, ready for immediate purchase. A CRT shows the availability of a supplier's product.

Back-to-Back A series of tours or flights on which one group leaves as another group arrives, perhaps using the same aircraft.

B and B Bed and Breakfast. A room rate, in a guest house or private home, that includes sleeping accommodations and a full breakfast.

Berth A bed on a ship, train, or plane. Also a place for a ship to dock.

Blocked Space Group space reserved on aircraft, cruise ships, in hotels and so on, by retail agencies, wholesalers, or tour operators, which they hope to resell.

Boarding Pass A permit for the traveler to board or enter a ship, plane, train, or other form of transportation.

Bow The front or forward part of a ship.

BP Bermuda Plan. A hotel meal plan that includes a full American breakfast but no other meals.

Bridge The navigational and command center of a ship.

BritRail Pass A pass used for train travel in Great Britain.

Brochure A printed folder that describes a hotel, tour, or package and gives details of the offering.

Buffer Zone A fare-construction term referring to the areas of Canada and Mexico within 225 miles of the continental US.

Bulk Fare A net-fare contract for a certain number of seats.

Bulkhead A partition on an airplane or ship separating compartments.

Bullet Trains High-speed Japanese trains.

Cabana A small room near the beach or pool, usually separated from the hotel's main building.

Cabin A room on a ship, also called a stateroom.

Capacity-Controlled A fare available for only a certain percentage of seats on a flight.

Carrier A company that transports passengers or freight on air, sea, or land.

Charter A plane, ship, bus, or other form of transportation used for nonscheduled operations. The verb to charter means to obtain the use of such transportation.

Check-In The point at which clients must present tickets, vouchers, and so on, at a hotel, airport, cruise terminal, or tour operator's facility.

Check-Out Formalities, usually, including payment, associated with leaving a hotel, motel, resort, and so on.

Checked Baggage Baggage carried in the cargo compartment of an airplane and not accessible to a passenger during the flight. The passenger receives a receipt when the baggage is checked in.

Circle Trip A round-trip journey in which there is an intermediate stopover between the origin and destination points.

Class of Service The interior of an aircraft is divided into sections, each with a different level of service and amenities. Common classes are first, business and coach.

CLIA Cruise Lines International Association. An organization offering promotional materials, training guides, reference books, and seminars on behalf of cruise lines. CLIA appoints travel agencies to sell cruises and receive commissions on behalf of steamship companies that are members of the association.

Commission The amount that a travel agent receives from a supplier for selling transportation, accommodations, or any other requests.

Concierge The hotel employee who attends to guests' needs for special information, theater and restaurant reservations, and any other special services.

Condominium An apartment, villa, townhouse, or hotel space rented from a company acting on behalf of the owner. Rental includes access to all the amenities of the development.

Configuration The arrangement of seats, bathrooms, galleys, or other areas inside a plane or motorcoach.

Confirmation Verification of a confirmed reservation either orally or in writing. Most confirmations are subject to certain conditions.

Connecting Any two things that are directly linked to each other. Connecting flights enable a client to change planes to complete a journey. Connecting rooms or cabins allow guests to move from one to another without going out into the hall.

Consortium A group of independent companies that join together to gain greater profits.

Consulate A branch office of an embassy that is located in a major city other than the capital.

Continental Breakfast A light breakfast of coffee, rolls, butter and jam, and sometimes juice.

Corporate Rate A special rate negotiated between a supplier and employees of large companies.

Couchette A sleeping berth in a publicly shared compartment on an international train. Typically, a compartment has four first-class or six second-class couchettes.

Courier A term used in Europe as a synonym for tour operator.

CP Continental Plan. A hotel rate that includes continental breakfast.

CRS Computer Reservation System. A computer system that provides information about schedules, seat availability, and fares and permits travel agents to make reservations and print itineraries and tickets.

CTO Caribbean Travel organization.

CTC Certified Travel Counselor. A designation awarded by the Institute of Certified Travel Agents to travel professionals with five years or more industry experience who have completed a two-year, graduate level travel management program.

Currency Code A three-letter code for the monetary unit of a country.

Customs The government agency, domestic or foreign, charged with collecting duty (taxes) on specific imported items and restricting the entry of forbidden items.

Debarcation Getting off a ship, plane, train etc.

Denied Boarding The practice of refusing to accept confirmed passengers, usually because space is filled by the time they arrive at check-in. These passengers may or may not be eligible for compensation, depending on the circumstances.

Departure Tax A tax that visitors to a country must pay when they leaving a country.

Deposit The partial payment required to confirm a reservation.

Dine-Around Plan A meal plan that allows guest to dine at a variety of restaurants using vouchers.

Direct Flight A flight from origin to destination that makes one or more intermediate stops. Passengers do not have to change planes. (Also called a through flight.)

Documentation Papers used to identify travelers.

DOT Department of Transportation. The federal agency of the US that regulates domestic transportation.

Double A hotel room with one double bed. Sometimes used to mean a room designated to accommodate two people.

Double Booking The practice of making reservations for two or more sets of arrangements as a type of insurance. Considered unethical by travel agents and carriers.

Double/Double Hotel room with two double beds.

Double Occupancy Hotel accommodations for two people sharing a room.

Downgrade To move a passenger to a lower class of service or accommodations.

Drop-Off Charge A fee charged for dropping a rental car at a different location from where it was picked up.

Duty-Free Shop An airport store in which departing international passengers may purchase items free of import duty (tax).

Efficiency A hotel or motel room with housekeeping facilities, usually including a stove, refrigerator, and sink.

Embarkation The process of boarding a ship, plane, train, and so on.

Embassy The official residence of an ambassador in a foreign capital.

Emigration The process of leaving one country to settle in another.

English Breakfast A full breakfast that could include fruit or juice, cereal, bacon, eggs, sausage, toast, and tea or coffee.

EP European Plan. A hotel rate that excludes meals.

Escrow Account An account supervised by a bank or financial institution. Funds paid into the account are frozen for safekeeping until the service has been provided.

ETA Estimated Time of Arrival.

ETD Estimated Time of Departure.

Excess Baggage Baggage in excess of specified size or weight of a particular carrier.

Excursion A journey where the traveler returns to the original point of departure.

Extension An optional addition to specified arrangements.

FAA Federal Aviation Administration. The agency of the US Department of Transportation responsible for civil aviation. The FAA concentrates on passenger safety, aircraft certification, pilot licensing, and air traffic control.

Familiarization Trip (FAM Trip) Trips designed for travel agents to acquaint them with a destination and its facilities or with a particular travel product.

Family Plan A hotel rate that allows children to stay in a room with their parents at no additional charge.

FIT Foreign Independent Tour. A custom-designed, prepaid tour with many individual components.

Flag Carrier Any carrier designated by a country to serve its international routes. Most countries have only one official flag carrier. The US has many.

Flight Coupon A section of the airline ticket. The passenger must have one coupon to present to the airline gate agent for each flight involving a separate aircraft.

Fly/Drive A package that includes air transportation and the use of a rental car.

Forward At or near the front part, as of a ship.

Frequent-Flyer Program An airline program that allows travelers discounts, upgrades, or free tickets for traveling a number of miles on an airline.

Frequent-Stay Program A program that awards discounts or upgrades to travelers who use a particular hotel chain frequently.

Galley A kitchen on a ship or a plane.

Gateway The city, airport, or area from which a flight or tour departs.

GMT Greenwich Mean Time. The reference point for the world's time zones as measured from Greenwich, England.

Gratuity A tip. Optional payment for services, as to a waiter or chambermaid.

Ground Time The time spent on the ground waiting for connecting flights.

Hospitality Suite A room or suite, in a hotel used for entertaining during meetings or conventions.

Hotel Representative A person or company that represents a hotel, accepting group and single reservations, distributing literature, and assisting in the hotel's promotion to the public.

Hovercraft A high-speed boat that rides on a cushion of air over the waves.

Hub-and-Spoke The airline practice of using certain cities as connecting centers for feeder flights.

Hydrofoil A high-speed boat whose entire hull is raised clear of the water when moving and is supported by fins or foils.

IATA International Air Transport Association. An association of international airlines whose aim is to create order and stability in the international aviation community. Headquarters are in Geneva.

IATAN International Airlines Travel Agent network. The organization that appoints US travel agencies to sell tickets for international airlines serving the US. IATAN is a private, not-for-profit, wholly-owned corporation, operating as a financially self-sufficient subsidiary of IATA.

ICTA Institute of Certified Travel Agents. Located in Wellesley Massachusetts. ICTA is a non-profit organization providing educational resources for the travel industry. ICTA administers the CTC and the Destination Specialist programs.

Immigration The formalities associated with entering a country.

Inbound Travel Return travel from the destination back to the original point of departure. Also refers to foreign travelers visiting the US.

Incentive Trip A trip offered as a prize or bonus for superior performance. Certain travel companies specialize in incentive trips, setting up contests to promote sales in order that superior performers may win incentive trips.

Incidentals Personal items such as dry cleaning, telephone calls, and bar bills that are usually excluded from the price of a tour, hotel room, or cruise.

Itinerary A planned route for a trip.

Joint Fare A special through fare that permits travel on two or more different airlines.

Junior Suite A large hotel room usually with a partition separating the bedroom from the sitting area.

Kilometer A measure equal to 3,280 feet or 5/8 of a mile.

Knot A measurement of speed at sea. 20 knots=23 miles per hour.

Lanai A room with a balcony or patio that is close to or overlooks water or a garden. The term originated in Hawaii, originally referring to a porch furnished as a living room.

Latitude Parallel lines measuring distance north or south of the equator.

Leeward The direction away from the wind. The leeward side of an island is the less windy side. The Leeward Islands are a group in the Caribbean.

Leg The portion of a journey between two scheduled stops.

Lido A term used internationally for a fashionable beach resort.

Longitude Parallel lines that measure distances east and west of the prime meridian.

Lower A berth on a ship or train that is underneath another berth.

MAP Modified American Plan. A hotel rate that includes two meals, usually breakfast and dinner.

MCO Miscellaneous Charges Order. An accountable document issued by a travel agent or an airline as proof of payment for a specific surface transportation, land arrangements for inclusive tours, car rentals, hotels, and deposits.

Meeting Assistance The services of a local representative to help travelers on arrival at an airport, train station, etc.

Midships (amidships) The center of a ship from front to back. Generally used in reference to the middle part of the ship.

Murphy Bed A bed that folds into the wall when not in use.

Net Rate A rate given by a wholesaler to a retailer to which the retailer adds a markup before selling the product to a client.

Non-Stop A flight from origin city to destination city with no intermediate stops.

No-Show An airline passenger or hotel guest, who fails to use or cancel a reservation.

Observation Car A railroad car specially designed for sightseeing.

One Way A trip from origin to destination with no return to origin city. A one-way trip can be taken on one or more flights.

Open Jaw A trip essentially of a round-trip nature but different because the trip includes a surface segment.

Open Ticket A ticket that is valid for transportation between certain points but has no specific flight reservation.

Option A tour activity offered at extra cost.

Option Date The date by which one must make a financial commitment to an airline, cruise line or tour operator.

Outbound Travel from the point of departure to the furthest destination.

Outside Salesperson A travel industry salesperson who works outside the office to generate group or individual business.

Overbooking The practice of accepting more reservations than there are airline seats or hotel rooms available to ensure against no-shows. Hotels that are overbooked usually try to find alternative but equal accommodations for a client.

Override Additional commission paid to agents as a bonus for productivity and/or volume or as an incentive to book particular travel arrangements.

Package A number of arrangements put together and sold at a single, all-inclusive price.

Parlor Car A railroad car, and sometimes a motorcoach, with individual swivel seats, food and bar service.

Passport The basic official document issued by a person's own country, necessary for travel to most foreign countries.

PNR Passenger name record. The computer term for the automated client file.

POE Port of Embarkation.

Point to Point Refers to the fare-construction principle of charging from one stopover point to another.

Port The left side of a ship when you are facing the bow. Also, the place where a ship docks.

Port Charges Charges levied by a port on each arriving or departing passenger. Port charges are not typically included in the cruise price.

Porterage The handling of baggage at airports and hotels. Usually included in the cost of a tour for a specified number of bags only.

Positioning Moving an aircraft, ship, bus, or other transport vehicle to another location.

Promotional Fare A fare designed to attract passengers who would not otherwise travel.

Proof of Citizenship A document that establishes nationality to the satisfaction of a foreign government. Such a document is necessary for obtaining a passport.

Pullman A sleeping car on a train.

Rack Rate The official posted rate for each hotel room.

Reception Agent A tour operator or travel agency that specializes in providing services to incoming passengers. Also known as the ground operator.

Repositioning Cruise A cruise that transfers a ship from one cruising area to another between seasons.

Responsibility Clause The section of a brochure that details the conditions under which the brochure's arrangements are offered for sale.

Return In Europe, a round trip.

Roll The sway of a ship from side to side.

Round Trip A trip one begins and ends in the same city. In strictest terms, a round trip describes a trip from an originating city to a destination city and back via exactly the same routing and using the same carrier.

Routings Airline roadmaps. A list of intermediate points between the origin and destination cities in geographical sequence.

Run-of-the House (ROH) A flat rate for which a hotel offers any of its available rooms to a group.

Scheduled Transportation Service Operated in accordance with a published timetable.

Seasonal Rates A pricing structure that allows prices to vary depending on the time of year or consumer demand.

Segment A leg, or group of legs, of essentially continuous travel.

Service Charge A fee added to a bill, usually in a hotel or restaurant, to cover the cost of certain services as substitute for tipping. Also, an advertised fee that agencies may elect to charge clients for services.

Shell A brochure provided by a supplier, complete with artwork and graphics, but with space for a travel agency or tour operator to imprint an itinerary, price, and booking information.

Shore Excursions Land tours of ports of call sold by the cruise lines or tour operators to cruise passengers.

Shuttle Continuous bus transportation between airport terminals or a no-reservation, guaranteed air service on heavily traveled routes.

Single Accommodations designed for one person, or in Europe, a one-way journey or ticket.

Single Supplement The additional amount charged the single traveler for a private hotel room or cruise cabin.

Space Available Confirmation of a reservation, subject to availability at the last moment.

Standby A passenger on a waitlist, or one prepared to travel if space becomes available at the last moment.

Starboard The right side of a ship when you are facing the bow.

Stateroom A cabin on a ship.

Stern The very rear of a ship.

Stopover An international interruption of a journey. In the US, a stopover occurs when a passenger arrives at a transfer point and fails to depart within 4 hours.

Studio A hotel room with couches that convert into beds.

Supplement An additional charge for special needs. The price of most tours are based on double occupancy, and single passengers pay a supplement.

Supplier A source of travel arrangements: an airline, cruise line, tour operator, etc.

Surcharge An additional payment imposed by the supplier, either at certain times of the year, or to meet exceptional circumstances (rising fuel costs), or to provide special arrangements for a client.

Surface Segment Referring to a section of trip itinerary traveled on land in combination with airline flights.

Tariff A published fare or rate. Tariff is also used to describe the supplier's official publication containing fares, rates, and rules that govern their applicability.

Tender A boat used when docking is not possible to transport passengers from ship to shore and back.

TBA To be assigned, or advised. When specific arrangements are pending confirmation or cannot be confirmed in advance.

TGV Tres Grande Vitesse: high-speed French trains.

Theme Park A man-made tourist attraction, such as Disneyland, Disney World, Knott's Berry Farm.

Through Fare A fare between two cities that is constructed over intermediate connecting and/or stopover cities.

Throwaway An item in a tour or land package that the passenger pays for but does not intend to use. Usually included to qualify the passenger for a lower airfare.

Ticket When completed and validated correctly, the ticket is a contract of carriage between a carrier and the customer.

Ticketing Deadline The date by which a person must pay for a ticket or lose the reservation.

Time Sharing A condominium concept whereby clients purchase the use of accommodations for a certain period each year. Other people own the space during the rest of the year.

Tour-Basing Fare An airfare available to passengers who purchase tours.

Tour Escort The individual who accompanies a tour throughout and is responsible for its smooth operation. Also called tour manager, or courier.

Tour Guide The individual with a special knowledge of a destination who joins the tour only while it visits that one area. Also called a local, or step-on, guide.

Tourist Card A kind of visa issued to travelers before they enter certain countries. This card may or may not be required in addition to a passport or other proof of citizenship.

Tour Leader Strictly speaking, an expert lecturer or specialist, whose reputation attracts tour participants. Loosely used as an equivalent of a tour escort.

Tour Operator The company that organizes the travel components into prepackaged, inclusive arrangements, and then sells these tours through travel agencies. Often used interchangeably with tour wholesaler.

Tour Organizer An individual who organizes a group tour. The organizer can be a professional travel agent or outside salesperson, or an officer or member of a group who has no professional ties to the travel industry.

Tour Wholesaler A company that packages tour components for later sale through retail outlets. Often used interchangeably with tour operator.

Transfer Transportation between airports, docks, railroad stations, and hotels.

Travel Agent An individual working in the travel industry, serving as a counselor to the traveling public and as a salesperson of the travel product for industry suppliers.

Upgrade To move to a better class of airline service, cruise cabin, or hotel room.

Upper A berth on a ship or train above another berth.

VAT Value-Added Tax. Government-imposed tax.

Visa A permit to enter a foreign country, issued by the government of that country. Recorded in a person's passport.

Voucher Documents issued to confirm arrangements. Vouchers may be used to introduce clients, confirm a deposit, or indicate full prepayment.

Waitlist A list of people seeking a travel service that is sold out. As other clients cancel, waitlisted clients are confirmed in the order in which their reservations were received.

Windjammer A sailboat with multiple sails.

Windward Toward the wind, to the direction from which the wind blows.

WTO World Tourism Organization. With headquarters in Madrid, Spain, the WTO is a member organization of national tourism organizations.

Yacht A boat specifically used for private pleasure excursions.

CHAPTER 9

INSTANT TRAVEL SITE™

Introduction	9-2
Administration	9-3
Changing and Updating Your Password	9-3
What if I Forget My Password	9-3
Updating Your Personal Information	9-4
Personal Information	9-4
Displaying Your Personal Information	9-4
What if I Want to Change My Name	9-5
Updating Your Site Options	9-5
Show Default Specials	9-5
Custom Text	9-6
Managing Your Custom Travel Specials	9-6
Managing Your Cruises	9-6
Adding a Cruise Special	9-6
Editing a Cruise Special	9-7
Deleting a Cruise Special	9-8
Previewing a Cruise Special	9-8
Managing Your Vacations	9-8
Adding a Vacation Special	9-8
Editing a Vacation Special	9-10
Deleting a Vacation Special	9-10
Previewing a Vacation Special	9-10
Your Customer Website	9-11
Operating Your Own Internet Travel Business	9-12
How Travel is Fulfilled on Your Site	9-12
What Happens When a Customer Makes a Reservation	9-12
Commission	9-13
Hotels	9-13
Online Sales – Hot Rate/Save Rate Inventory	9-13
Last Minute Deals	9-14
Online Sales	9-14
Custom Trip	9-14
Online Sales	9-14
Car Rentals	9-14
Online Sales	9-14
Cruise Vacations (Booked Online)	9-14
Airline Reservations (Online Sales with E-Tickets)	9-14
Tickets & Attractions	9-14
Marking Up Your Condos	9-14
Your Role	9-14
Legal Information	9-15

INTRODUCTION

Welcome to Pulaski Ticket & Tours' Instant Travel Site™. As your Host Travel Agency, Pulaski Tickets & Tours wants to keep you competitive in the business of travel. Our industry is on the fast track of change, brought on by the Internet and the companies positioned to gain from its acceptance. Travel is a billion dollar industry and the World Wide Web is now the place travelers go to research and book their getaways. You can take advantage of this explosive and lucrative growth by subscribing to the Instant Travel Site™. The Instant Travel Site™ is a comprehensive travel-booking portal that lets your customer's book travel and you earn commissions.

As a subscriber to the Instant Travel Site™, you can provide your friends and clients with your own personal Internet site so they can book all their travel needs and get some of the same great benefits you have enjoyed as a member.

Your website pulaskitravel.com/(your name or the name of your choice) is reserved for you to give out to whomever wants to use your travel services. Your customers can book hotels, cars, airfare, cruises, vacations and condominiums as well as view some powerful trip planning services with a simple point and click. You can also display and advertise your own cruises and vacations.

Start earning commissions immediately from any travel booked on your site. No booking forms to fill out and no follow up to take care of. The Instant Travel Site™ does all the work along with the travel suppliers we have contracted to take care of your customers.

Enjoy the monetary benefits of having your very own travel website and provide a great service to your customers through the Instant Travel Site™.

ADMINISTRATION

Setting up and managing your Instant Travel Site™

Changing and Updating Your Password

The first thing you will want to do when you login to your administrative control panel is to change your password. By default, you were provided a password that is the same as your user name. For security purposes, follow the directions below to change your password.

1. Click on the “Change Your Password” button.
2. Enter your existing password.
3. Enter the new password you would like to use. (*Tip: For the best security, it is always a good rule to use a password that combines letters (lower and/or uppercase), numbers, and even special characters. Passwords are case-sensitive.*)
4. Confirm the new password by re-typing it in the space provided.
5. Click on the “Submit Changes” Button

Taking the steps above will change your password immediately and assure that your website is protected. You can change your password at any time by logging into your administrative control panel and following these steps.

What if I forget my password?

If you forget your password, click on the “Forgot your password?” link on the login screen. You will be prompted to enter your user name (the name you chose when you signed up for the account) and your e-mail address. Once you enter this information, a new password will be e-mailed to you.

For additional assistance, contact tech@pulaskitravel.com.

Updating Your Personal Information

With Instant Travel Site™ you have the ability to customize the personal information on your consumer website.

Personal Information

The following personal (or professional) information can be updated in your administrative control panel:

- E-Mail Address
- Phone Number
- Fax Number (secondary number) – TBD
- Address
- City
- State
- Postal Code

Displaying Your Personal Information

As a Pulaski Tickets & Tours ITA, you may choose to personalize your Instant Travel Site™ with your own personal or company information. However, this is optional.

Some agents choose to personalize their website to maintain a high level of direct involvement with their customers. Some agents prefer to remain more anonymous, offering their website strictly as an online travel site for the general public.

By default, the personal information that is displayed in your profile will automatically display on your customer website. If you choose not to display some or all of your personal information on your customer website, you can easily prevent your web visitors from seeing it by unchecking the boxes next to the specific information you do not want visible on your customer website.

Name:	John Doe	Show your name on the site?	<input checked="" type="checkbox"/>
Email Address:	johndoe@johndoe.com	Show your Email on the site?	<input checked="" type="checkbox"/>
Primary Phone:	123-456-7890	Show your Primary Phone # on the site?	<input checked="" type="checkbox"/>
Secondary Phone:	987-654-3210		
Address Line 1:	123 Main Street	Show your Address on the site?	<input checked="" type="checkbox"/>
Address Line 2:			
City:	Anywhere		
State:	NY		
Zip Code:	12345		
<input type="button" value="Reset"/>	<input type="button" value="Submit Changes"/>		

What if I want to change my name?

Currently, you are unable to change your name from the administrative control panel. If you need to change your name for any reason, please contact us at tech@pulaskitravel.com.

Updating Your Site Options

There are a few very important site options that you may want to consider updating.

Show Default Specials

In addition to the powerful online booking system that Pulaski Tickets & Tours provides your site, you also have the ability to add your own custom Cruise and Vacation Specials (see section: Managing Your Custom Travel Specials).

However, you do not have to add your own specials to start using your Instant Travel Site™ right away. Pulaski Tickets & Tours has a listing of Cruise and Vacation Specials that it continuously updates.

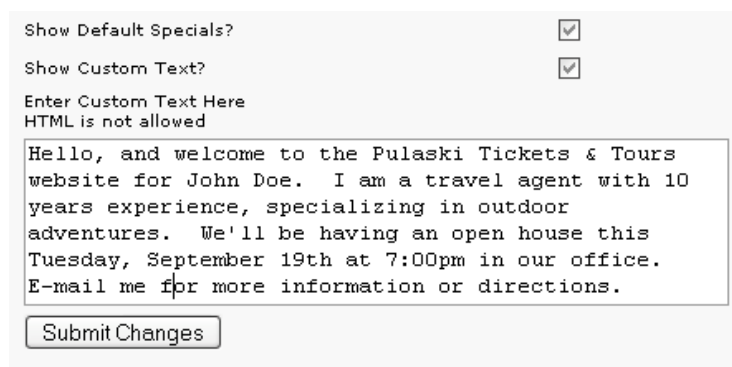
If you choose to “show the default specials” in your site options, Cruise and Vacation Specials will automatically show up on your front page. When you first activate your site, the default specials are automatically turned on.

Once you begin adding your own Cruise and Vacation Specials, you can choose to turn off the “show default specials” by unchecking the box, or you can continue to offer them in addition to your own custom specials by leaving the box checked.

Custom Text

Another optional way you may want to personalize your site and keep it fresh is by using the Custom Text feature in the Site Options. By default, the Custom Text feature is not activated.

With Custom Text, you can add a personalized message to the front page of your customer website. Simply check the box that says “Show Custom Text” and type your message in the space provided.



Form fields and content:

- Show Default Specials?
- Show Custom Text?
- Enter Custom Text Here
HTML is not allowed
- Text area content: Hello, and welcome to the Pulaski Tickets & Tours website for John Doe. I am a travel agent with 10 years experience, specializing in outdoor adventures. We'll be having an open house this Tuesday, September 19th at 7:00pm in our office. E-mail me for more information or directions.
- Submit Changes

This message will display right on your front page. It can be turned on and off at any time by checking the “Show Custom Text” box, and the text can be updated any time you want.

The Custom Text feature is a great way to inform your customers of special events, company information, or to add an extra personal touch.

Managing Your Custom Travel Specials

If you have special pricing or areas of expertise, unique travel offerings or just great travel ideas...this is your chance to show them off.

By adding your own custom Cruises and Vacation Specials, you can provide visitors to your website unique offerings they can't get anywhere else. Because these are your specials, you manage them, you mark them up, and you make all the commission. This is a great way to increase your earnings by generating the highest commission possible.

Managing Your Cruises

If you choose to add your own Cruise Specials to your customer website, login to your administrative control panel and click on the "Manage Cruises" button: **Manage Cruises**

Here, you can view and manage all the Cruise Specials that will be displayed on your customer website.

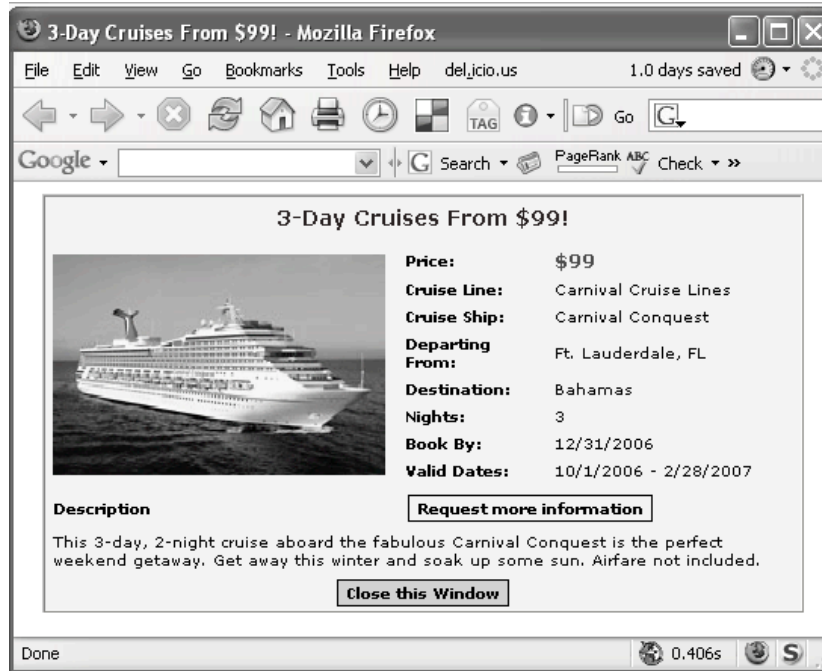
Adding a Cruise Special

To add a new Cruise Special, click on the "Add a New Cruise!" button: **Add a new cruise!**

You will be presented with a list of cruise lines to choose from. Click on one of the cruise lines and fill out the following information:

Cruise Line	Carnival Cruise Lines	Click the Back button to change
Ship:	<input type="text" value="Carnival Conquest"/>	
Special Title	<input text"="" type="text" value="12/31/2006"/>	
Departure City:	<input type="text" value="Ft. Lauderdale, FL"/>	
Destination:	<input type="text" value="Bahamas"/>	
Length (# of Nights):	<input type="text" value="3"/>	
Valid Sail Dates:	<input type="text" value="10/1/2006 - 2/28/2007"/>	
Sale Price:	<input type="text" value="from \$99 per person"/>	
Description	<input type="text" value="This 3-day, 2-night cruise aboard the fabulous Carnival Conquest is the perfect weekend getaway. Get away this winter and soak up some sun. Airfare not included."/>	
	<input type="button" value="Reset"/>	<input type="button" value="Submit Changes"/>

Here is how the sample special above will look:



By default, the picture will be the stock photo of the cruise ship or cruise line. If you wish to change this picture, you may do so by uploading a new image.

Editing a Cruise Special

Once a Cruise Special has been added, you may edit it at any time. From the Manage Cruises screen, you can see all the Cruise Specials you have entered:

Add a new cruise!												
View	Cruise Line	Title	Book by date	Departure City	Destination	Ship	# of Nights	Valid Sail Dates	Sale Price	Edit	Delete	Picture
<input type="checkbox"/>	Carnival Cruise Lines	3-Day Cruises from \$99!	12/31/2006	Ft. Lauderdale, FL	Bahamas	Carnival Conquest	3	10/1/2006 - 2/28/2007	99	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	<input type="button" value="Upload"/>

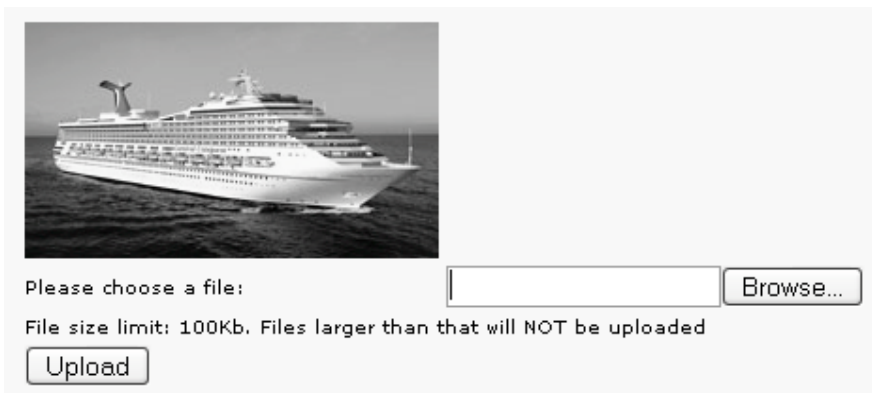
To edit the content of the Cruise Special, click on the "Edit" button next to the cruise listing. Change any necessary information and click the "Submit Changes" button.

To change the image, click on the "Upload" button next to the cruise listing. If there is already a picture, it will be shown on the screen.

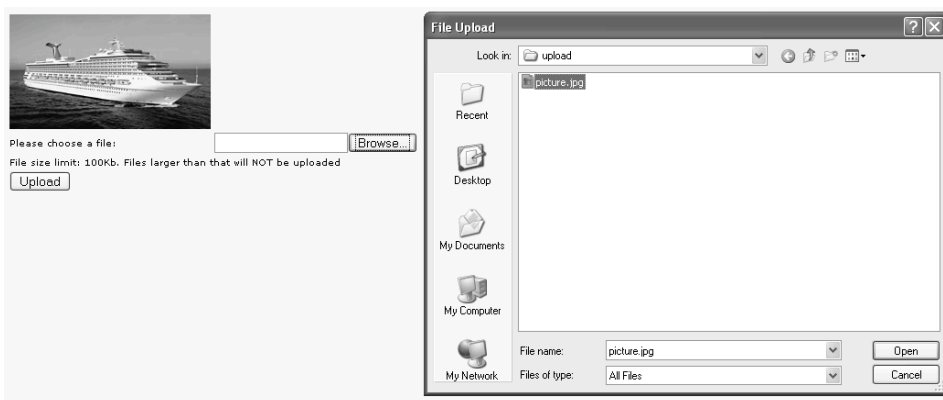
See example below:

Next, choose a file to upload by clicking on the "Browse" button:

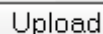




Find the location on your computer or network where the file is stored and double click the file you want to upload.



Once the file has been selected, click on the “Upload” button:



Deleting a Cruise Special

To delete a cruise special, all you have to do is click on the “Delete” button next to the cruise listing. You will be asked to confirm. Once you confirm the deletion, the cruise special is removed from your site. *Note: It is a good practice to delete all of the specials that are no longer valid. However, expired packages will not be displayed on your website.*

Previewing a Cruise Special

Any time you add or update a Cruise Special, you may preview what it will look like on your customer website by clicking the “View” button next to the cruise listing.

Managing Your Vacations

If you choose to add your own Vacation Specials to your customer website, login to your administrative control panel and click on the “Manage Vacations” button.

Here, you can view and manage all the Vacation Specials that will be displayed on your customer website.

Adding a Vacation Special

To add a new Cruise Special, click on the “Add a New Cruise!” button:

Add a new Vacation!

Enter the following information and click the “Add Package” button.

Special Title:	<input type="text" value="Extreme Golf Getaway!"/>
Resort:	<input type="text" value="Hilton Torrey Pines"/>
# of bedrooms / sleeps	<input type="text" value="1"/>
Departure City:	<input type="text"/>
Destination:	<input type="text" value="Torrey Pines, CA"/>
Length (# of Nights):	<input type="text" value="2"/>
Sale Price:	<input type="text" value="499"/>
Book By:	<input type="text" value="10/31/2006"/>
Valid Travel Dates:	<input type="text" value="9/15/2006 - 10/31/2006"/>
Description	<input type="text" value="Be inspired by one of the most exceptional settings in Southern California. Atop the bluffs of La Jolla, California, overlooking the legendary"/>
<input type="button" value="Reset"/>	<input type="button" value="Add Package"/>

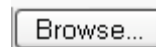
Note: You can leave some of the information blank (e.g. departure city) if there is no information, or if there are multiple options.

When you add a Vacation Special, you also have to add a picture. If you do not add a picture, a stock “No Photo is Available” image will display on your customer website. Pictures help sell vacations, so it is always best to be able to use a picture when possible.

To upload a picture, click on the “Upload” button in your Vacation Specials listing:

Add a new Vacation!												
View	Resort Name	Title	Book by date	Departure City	Destination	Bedrooms	Valid Dates	Nights	Price	Edit	Delete	Picture
<input type="button" value="View"/>	Hilton Torrey Pines	Extreme Golf Getaway!	10/31/2006		Torrey Pines, CA	1	9/15/2006 - 10/31/2006	2	\$499	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	<input type="button" value="Upload"/>

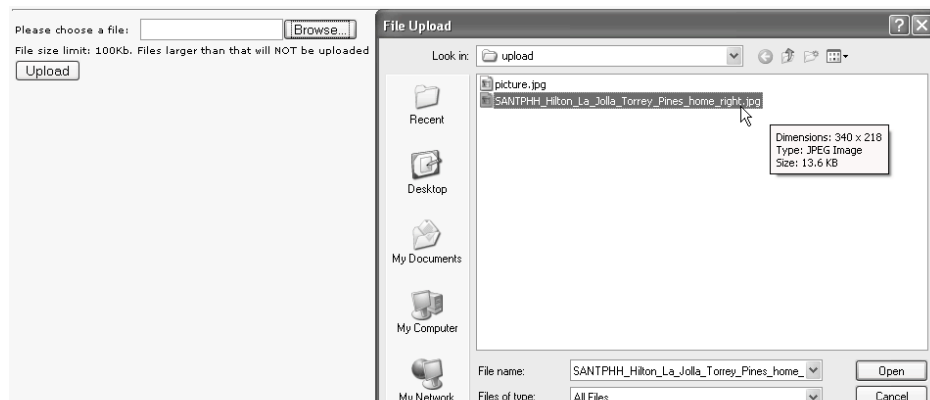
Next, choose a file to upload by clicking on the “Browse” button:



Please choose a file:

File size limit: 100Kb. Files larger than that will NOT be uploaded

Find the location on your computer or network where the file is stored and double click the file you want to upload.



Once the file has been selected, click on the “Upload” button:

Upload

You have now successfully entered all the information you need to offer an exceptional vacation package to your web customers. To preview what the package will look like on your customer website, see the section below: “Previewing a Vacation Special.”

Editing a Vacation Special

To edit the content of the Vacation Special, click on the “Edit” button next to the vacation listing. Change any necessary information and click the “Submit Changes” button.

To change the image, click on the “Upload” button next to the vacation listing. If there is already a picture, it will be shown on the screen. Follow the directions above under “Adding a Vacation Special.”

Deleting a Vacation Special

To delete a vacation special, all you have to do is click on the “Delete” button next to the cruise listing. You will be asked to confirm. Once you confirm the deletion, the cruise special is removed from your site. *Note: It is a good practice to delete all of the specials that are no longer valid. However, expired packages will not be displayed on your customer website.*

Previewing a Vacation Special

Any time you add or update a Vacation Special, you may preview what it will look like on your customer website by clicking the “View” button next to the cruise listing.

Here is what the sample Vacation Special from above looks like:



The screenshot shows a Mozilla Firefox browser window with the title "Extreme Golf Getaway! - Mozilla Firefox". The address bar contains "del.icio.us" and "1.0 days saved". The search bar shows "Google" and "Search". The main content area displays a vacation special listing for "Extreme Golf Getaway!".

Extreme Golf Getaway!	
	Price: \$499
	Resort: Hilton Torrey Pines
	Bedrooms: 1
	Departing From:
	Destination: Torrey Pines, CA
	Nights: 2
	Book By: 10/31/2006
	Valid Travel Dates: 9/15/2006 - 10/31/2006

Description [Request more information](#)

Be inspired by one of the most exceptional settings in Southern California. Atop the bluffs of La Jolla, California, overlooking the legendary Torrey Pines golf course and the majestic Pacific Ocean sits the Four Diamond Hilton La Jolla Torrey Pines hotel. Includes two nights accommodations and two rounds of golf.

[Close this Window](#)

YOUR CUSTOMER WEBSITE

Now that you've set up your customer website, let's take a look at what your customer will see.

PULASKI
Tickets & Tours

John Doe
Independent Agent
123 Main Street
Anywhere, NY 12345
Phone: 123-456-7890
Email: johndoe@johndoe.com

Your Information

Hotels Air Cars Cruises Vacations Condos Hot Deals

+ Exclusive Cruises + Exclusive Vacations + Condo Vacations

Your Message

Hello, and welcome to the Pulaski Tickets & Tours website for John Doe. I am a travel agent with 10 years experience, specializing in outdoor adventures. We'll be having an open house this Tuesday, September 19th at 7:00pm in our office. E-mail me for more information or directions.

Your Specials

Get Away to Puerto Rico!
Price: \$1349.00
Departure: Hartford
Destination: Puerto Rico
Valid Dates: 07/27/06 - 12/14/06
Plush accommodations and private butler service help make this cliff-top duster of secluded villas the destination of choice for discerning travelers. Take a boat to the beaches of private Palomino ... [\[More \]](#)

Fly away to Aruba!
Price: \$1059.00
Departure: Atlanta
Destination: Aruba
Valid Dates: 09/05/06 - 12/21/06
Right on Palm Beach, this hotel boasts Aruba's largest casino plus an invigorating health spa offering body treatments, massages, and even massage lessons. Waterfalls and fountains surround the free... [\[More \]](#)

NEED IDEAS???

From City: New York City

- Sun & Beach
- Great Outdoors
- Vegas/Casino
- Top Sellers
- Romance
- Luxury
- All-Inclusive Resorts
- Offbeat Retreats
- Under \$250
- International
- Food & Wine

Customer Support
[Help](#)
[Privacy Policy](#)

Tools & Guides
[City Guide](#)
[Family Guide](#)
[Currency Converter](#)
[Flight Tracker](#)

Hotels Airfare Car Rentals Cruises Vacations Condos Hot Deals Home

The above example is for agent John Doe. Notice the areas marked “Your Information,” “Your Message,” and “Your Specials.” Each of these can be customized. The personal information and message can be omitted entirely.

OPERATING YOUR INTERNET TRAVEL BUSINESS

I have my own travel website, now what do I do? Plus, other things you should know.

How Travel is Fulfilled on Your Site

The majority of travel booked on your website is fulfilled by a 24-hour a day, 7-day a week call center of expert reservation specialists. Therefore, the Instant Travel Site™ not only guarantees your website customers will receive experienced and courteous help whenever they need it, it also helps you increase your sales by alleviating the administrative burden of fulfilling every reservation.

Any travel booked through your automated online booking engine is fulfilled by the call center. This includes Air, Car, Hotel, Cruises, Vacations (Custom Trip), and Hot Deals (Last Minute Deals).

The only exception to the above is for Condominium reservations. Condominium reservations are fulfilled by Condominium Travel Club, Inc. (the parent company of Pulaski Tickets & Tours).

For the “Exclusive Vacations” and “Exclusive Cruises,” the fulfillment will be managed in one of two ways. If you are entering your own custom travel specials on your website, you will receive requests for more information about these specials. It will be up to you to contact the customer, make the reservation, and fulfill the requirements necessary for the customer to travel. If you are using the default cruise and vacation packages, Pulaski Tickets & Tours will manage the entire process.

What Happens When a Customer Makes a Reservation?

When a customer makes a reservation directly on your website, they will receive a printable confirmation as well as an e-mail confirmation. Pulaski Tickets & Tours will also receive confirmation of this booking.

The booking will be fulfilled by our call center or directly by a Pulaski Tickets & Tours or Condominium Travel Club reservation agent. For cancellations, changes, and other issues, most bookings can be cancelled directly through your website. You will most likely not have to be involved.

If any changes or issues occur with your customer’s reservation, they will be contacted via e-Your website also comes equipped with a comprehensive “Help” section, which provides your customers a wealth of information as well as all the contact numbers and help requests they will need.

Commission

Online Sales:

Earn up to 5% of the net gross sales on completed online transactions. Last Minute Deal purchases typically average \$540, which equates to \$27 per sale to the affiliate.

Offline Sales (phone bookings):

Earn up to 3% of the net gross sales.

Hotels

Online Sales - Hot Rate/Save Rate Inventory:

Earn up to 10% commission for online Hot Rate/Save Rate bookings. The average commission payment follows 30 days after checkout date.

Online Sales - Preferred Rate Hotel Inventory:

Earn up to 7% commission for online Preferred Rate bookings. The average commission payment follows 30 days after checkout date.

Online Sales - Published Rate Hotel Inventory:

Earn 50% of the total gross commissions paid to Pulaski Tickets & Tours. Gross commission means the total commission amount received by Pulaski Tickets & Tours from the travel suppliers and its hotel reservation suppliers less refunds, cancellation and collection fees. Commissions are paid in U.S. dollars no sooner than 30 days after checkout date from the hotel. The average commission payment follows 30 to 90 days after checkout date.

Customer Call Center Sales - Hot Rate/Save Rate Inventory:

Earn a 5% commission amounting to 5% of the total net sales, less refunds and cancellations. The average commission payment follows 30 days after checkout date.

Customer Call Center Sales - Preferred Rate Hotel Inventory:

Earn a 4% commission amounting to 4% of the total net sales, less refunds and cancellations. The average commission payment follows 30 days after checkout date.

Customer Call Center Sales - Published Rate Hotel Inventory:

Earn 30% of the total gross commissions paid to Pulaski Tickets & Tours. Gross commission means the total commission amount received by Pulaski Tickets & Tours from the travel suppliers and its hotel reservation suppliers less refunds, cancellation and collection fees. Commissions are paid in U.S. dollars no sooner than 30 days after checkout date from hotel. The average commission payment follows 30 to 90 days after checkout date.

Last Minute Deals

Online Sales:

Earn up to 5% of the net gross sales on completed online transactions. Last Minute Deal purchases typically average \$540, which equates to \$27 per sale to the affiliate.

Offline Sales (phone bookings):

Earn up to 3% of the net gross sales.

Custom Trip

Online Sales:

Earn up to 5% of the net gross sales on completed online transactions.

Offline Sales (phone bookings):

Earn up to 3% of the net gross sales.

Car Rentals

Online Sales:

The travel affiliate receives 50% of net commission received by Pulaski Tickets & Tours. The average payout amounts to 5% of the net sale to the affiliate.

Cruise Vacations (Booked Online)

Earn up to 5% on cruises booked directly through Pulaski Tickets & Tours online booking engine.

Airline Reservations (Online Sales with E-Tickets)

Earn \$5.00 per transaction on air tickets.

Tickets & Attractions

Earn 40% of the commission collected on each ticket sale.

Online Reservation Rewards

Earn \$5 commission for each signup for the Reservation Rewards customer loyalty program.

Marking Up Your Condos

You have the ability to mark up the retail price of the condo inventory on your travel website. The default markup is \$100 per reservation. Of this markup, you will receive \$50 for every condominium booked through your website. If you want to increase this markup, please contact affiliates@pulaskitravel.com.

Your Role

By providing you with a ready-made travel website and managing the fulfillment process, Pulaski Tickets & Tours Instant Travel Site™ makes selling travel on the Internet is easy.

Your main role is to market your site. Tell your friends, family, and customers. Put your new website address on your business cards, letterhead, and e-mails. There are countless ways to promote your new web business and promote your custom specials.

Your other role is just as important – to represent Pulaski Tickets & Tours ethically and professionally as an Independent Travel Agent. If you choose to personalize your website and add your own travel specials, please use accurate and professional language and pricing.

LEGAL INFORMATION

What you should know

By subscribing to our website ("Instant Travel Site™") and using or making available to the end user the online Booking Engines contained on our website, you and/or the end user are agreeing to the terms and conditions and user agreements without modification or revision from the travel suppliers providing the services displayed. All terms and conditions and/or user agreements are available online at the time service is requested. It is important that you understand that the travel suppliers may amend, revise or update the terms and conditions or user agreements at any time and without prior notice to you and/or the end user. Therefore, you and/or the end user should carefully review the terms and conditions and user agreements each time you use our website or Booking Engines. If the terms and conditions and/or user agreements are not acceptable to you and/or the end user you should not subscribe or use our website or Booking Engines.



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