

Travel Edge Network Call

February 2023



TRAVEL EDGE
NETWORK

Agenda

PARTNER OF THE MONTH
Laura Di Nardo, Celebrity Cruises

DESTINATION OF THE MONTH
Juana Ortiz Basso, Visit Los Cabos

PARTNER UPDATE | CRUISE & TOUR
Larry Garnett

PARTNER UPDATE | HOTEL + AIR
Mary Kleen

NPS SCORE RESULTS OVERVIEW
Nadiya Makarenko

ENGAGEMENT UPDATE
Michelle Leal

OPERATIONS UPDATE
Kate Richardson



Celebrity X Cruises

TE
PARTNER
of the
MONTH





Laura Di Nardo

Field Sales Manager

Celebrity **X** Cruises

Laura is a passionate traveler and travel professional. She loves to share the message of Celebrity Cruises with her Travel Partners, and is excited that Celebrity Cruises is Travel Edge Network's partner of the month. Laura is here to share information including 3 weeks of giveaways to win a free cruise!

ldinardo@celebrity.com
www.celebritycruises.com
www.thecelebritycommitment.com

LOS



CABOS

TE

Destination of the Month





Juana Ortiz Basso

Tour & Travel Manager **LOS**  **CABOS**

Since June 2019, Juana has been part of the Los Cabos Tourism Board team as Tour & Travel Manager in the Promotion area. She is in charge of coordinating promotional actions for leisure travelers in the industry in the main markets, the United States, Mexico and Canada, as well as Emerging Markets such as Australia, Europe and Latin America. 15 years ago she began her professional career in hospitality and most recently, completed her Master's degree in Tourism Destination Management at the Universidad Anáhuac México.

jortiz@visitloscabos.travel
www.visitloscabos.travel
www.loscabosspecialist.com

Partner Update: Cruise & Tour



Larry Garnett
Director Advisor Services Relationships



Luxury Partners Wave Promotions

Regent Seven Seas - Upgrade Your Horizon

FREE 2-Category Suite Upgrade Across All Regions

PLUS 20% Savings WITH Reduced Deposits

Jan 9, 2023 – March 31, 2023

[Click Here for details, terms & conditions](#)

NEW, Advisor Incentive with Regent!

\$250 Gift Card for all New Bookings made in February

You MUST register for your Gift Card at RSSC.com/TAGiftCard

Seabourn – The Suite Life

Up to 15% on Ocean Voyages, up to 25% on Expedition Voyages with 15% deposit.

Booking Dec. 28, 2022, to Feb. 28, 2023

Applicable on all 2023 and 2024 sailings in all Suite Categories!

Exclusive Travel Edge POM Client Offers:

Bonus \$300 SBC per suite, all sailings, all new bookings Jan 1 – 31, 2023

Silversea Cruises - Up to 20% off Port-To-Port pre-paid.

Bookings Now to Feb 28, 2023, Port-To-port All Inclusive Packages! Exclusive offer is available across a wide selection of **Classic ocean voyages** and **Expedition cruises**.

[Details on Ocean Voyages](#) [Details on Expedition Voyages](#)

Oceania Cruises – 20th Anniversary & O’Life Choice

Up to \$800 Shipboard Credit on a select sailings. Combinable with O’Life Choice.

Booking January 16 to February 28, 2023 [Click Here for Details](#)



TE
TRAVEL EDGE
NETWORK

Here are some tips to save you time, help yourself and better serve your clients:

Princess Answers (available 24/7): Access the same database our call center uses with countless resource articles and the latest updates. [Flyer > Princess Answers >](#)

POLAR Online Chat (open 6am – 6pm, every day): Cabin changes, changes to FCCs, deposit due date extensions, promotional information, revenue & credit information, name changes, reinstating a booking and more. Remember, our chat is manned by human beings NOT bots. **Almost everything you can do by calling in, you can get done more quickly using our chat services.**† [Chat Flyer > Polar Online Chat >](#)

OneSource Chat (open 8am – 5pm, Mon-Fri): Agency registration, agency profile transfers, log on issues and web page navigation or functionality issues. [OneSource Chat >](#)

Self-Service forms (available 24/7 on OneSource): Why not use our self-service request forms before you decide to call in. There are forms for FCC refunds and extensions, itinerary deviations, onboard folio refunds, upgrade adjustments and more. Requests will be actioned promptly and you'll know the projected processing time. You'll also receive an email confirmation upon completion. [Self-Service Forms >](#)

Time-Saving Tips for Travel Advisors: Here you'll find step-by-step video instructions on upgrading a booking, re-faring and more. [Time-saving Tips >](#)

Your go-to resource for the latest news on Princess.



PRINCESS
PARTNERS



Carmen Roig, Vice President of Sales

Contact Center: If these options can't help you, **the best times to call our contact center are between Wednesday and Friday from 6am to 10am PT and after 2pm PT**, when call volume is typically lighter.

Contact Center update: Hear how we're working to improve our support operations and tips from Jen Wright, VP, Contact Center & Guest Operations. [Watch >](#)



TRAVEL EDGE
NETWORK

Reminder:


Please HELP US HELP YOU!!

Please help us forward important notifications from our cruise and tour partners:

When making Cruise or Tour bookings using the supplier's booking engine or through the Reservations call center, PLEASE include your **Full first and Last Name**, if possible.

If the field will not allow, Please use your First Name, Last Initial or Last Name, First Initial.

Thank you for your help!

		Booking Confirmation - Agent Copy Issue Date: 25 JAN 2023 Confirmation Copy #: 4	
General Information			
TRAVEL EDGE NEW YORK Attn: JANET 2122658420 230 PARK AVENUE 3RD FLOOR NEW YORK, NY 10169 UNITED STATES	Reservation ID: Ship: Departure Date: Itinerary: Stateroom: Stateroom Obstructed View Percentage Sailing Date: Promo Restrictions:	7362070 (Group ID Not Applicable) RADIANCE OF THE SEAS 05 JUL 2024 7 NT SOUTHBOUND ALASKA & HUBBARD GLACIER 2H-8132 Ocean View Balcony OK 05 JUL 2024 Discount	Booking Date: 23 JAN 2023 Booking Status: Offer

- **Number One destination specialist to Ireland, Scotland, England and Wales with expansion into Iceland and Italy in 2018**
- Irish Owned Company celebrating 91 years in business
- Offices in Morristown Nj, Dublin & London for boots on ground
- Private Driver in Ireland, Britain & Iceland fully customizable 1-9 passengers.
- 3 ways to do Groups including Custom Private Groups min of 10 passengers
- All In-Inclusive Advantage No Hidden fees
- Local Guides & Drivers: Born, bread and butter in the destination
- High quality hotels 4 star and above in central locations
- Independent Adventures in Ireland ONLY includes car, GPS navigation and collision damage waiver and B& B vouchers can also book Castles & Manor Homes. Other companies charge extra for GPS & Collision Damage waiver.

ABOUT CIE TOURS



**When your vacation includes
ALL YOU NEED, you can focus on
ALL THAT MATTERS**

CIE Tours

CIE Tours' Focus

Destination	CIE Tours	Brendan	Trafalgar	Globus	Insight	Collette
Ireland	17	10*	10*	6	5	5
Scotland/Ireland	5	2*	2*	1	1	1
Scotland	4	3*	3*	6	1	3
Britain/Ireland	1	4*	4*	3	4	1
Britain	7	0	6	4	5	4
Total Itineraries	34	19	25	20	16	14

***Both companies sell into the same tours**

© 2023 CIE TOURS INTERNATIONAL

Partner Update Hotel & Air



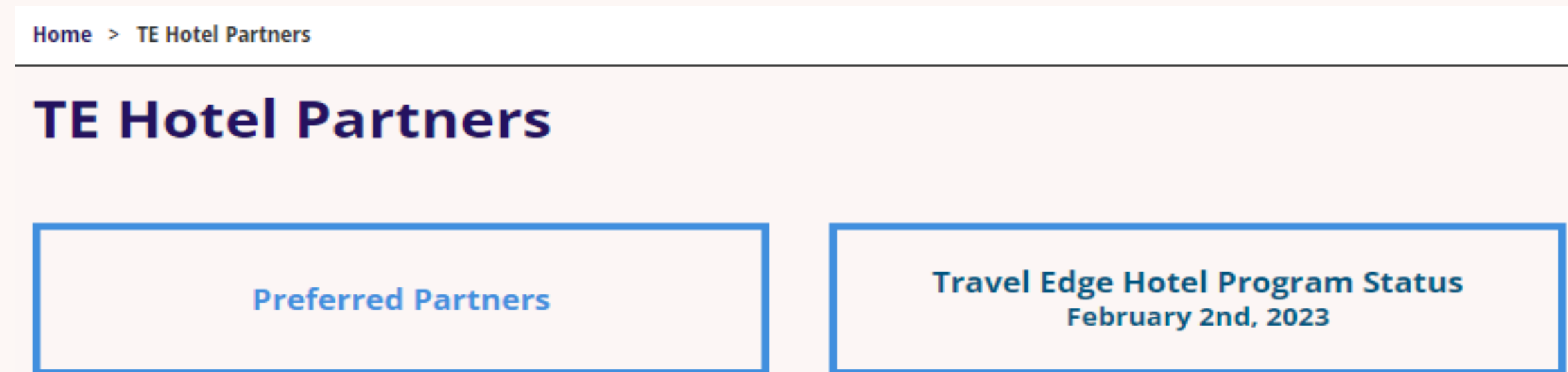
Mary Kleen
Relationship Director and Hotel Sales



2023 Preferred Hotel Program: The News to Date

Trip-Arc has already signed 1,608+ properties for the 2023 Preferred Partner Hotel Program with more additions coming in every day:

- A Preferred Partner Hotel program update listing all of the currently signed hotel chains and individual hotels as of February 2nd, 2023 has been uploaded on the TEN Intranet. This list is sortable by hotel name, chain, etc.



- Please check Sabre or ADX to see if a specific hotel is LIVE with Preferred Partner rates and amenities as the rate loading process is ongoing by the individual hotels
- If a hotel isn't LIVE on ADX yet, please reach out to the hotel contact or to Advisor Services to get amenities added to your booking
- The static Hotel Program update will be replaced by a live directory in the TEN Intranet on ADX



TRAVEL EDGE
NETWORK

Preferred Partner Hotels by Brand to Date

Preferred Partner Hotel Brand	Preferred Properties
ACCOR	31
Best Western Hotels & Resorts	67
Cheval Blanc	3
Como Hotels	7
Conrad Hotels	1
CoralTree Hospitality	7
Corinthia Hotels	3
Davidson Hospitality	11
Denihan Hospitality	1
Design Hotels	2
Greotel Hotels & Resorts	5
Grupo Xcaret	3
Hilton	8
Ian Schrager	1
Independent	108
Leading Hotels of the World	63
Marriott	1
Meritage Collection	4

Preferred Partner Hotel Brand	Preferred Properties
Minor Hotels	494
Outrigger Hotels & Resorts	9
Palace Resorts	3
Pan Pacific Hotels	1
Peninsula Hotels	1
Preferred Hotels & Resorts	33
Prince Resorts Hawaii	3
Radisson Hotel Group	669
Red Carnation	5
Rocco Forte	13
Sixty Hotels	2
Small Luxury Hotels	8
The Set Hotels	6
The SOL Group (Melia)	15
Velas Resorts	2
Viceroy Hotels & Resorts	4
Virgin Hotels	5
Wyndham Hotels	1

Coming Soon: ADX Hotel Rate Changes



Ensemble Exclusive Partner Amenity Program

- ✓ Amenities at 3- to 5-Star Properties
- ✓ Commissionable Rates When Applicable

Ensemble Consortia Program

- ✓ Room Only Rates at 5% - 15% Off BAR
- ✓ No Extra Amenities
- ✓ Commissionable Rates When Applicable

Hotel Preferred Partner Program

- ✓ Chains' Own Programs: e.g., Hilton Impresario, Hyatt Prive
- ✓ Majority Include Amenities

ADX Only Rates from Hotelbeds / Travco / bedsonline

- ✓ Prepaid USD Only
- ✓ No Amenities
- ✓ Guaranteed 10% Commission + Markup Opportunity

New Agreement with HotelREZ Hotels & Resorts

- Coming Soon: Trip-Arc Procurement has just signed an agreement with HotelREZ. TEN advisors will be able to book all of the HotelREZ properties at a 5% OFF BAR basis. As is the case with Hotel Edge rates, these bookings won't have any available amenities for clients.
- HotelREZ Hotels & Resorts offers an incredible mix of 1,140 independent and unique hotels, from sleek boutique city gems to country-house retreats full of charm and history. These hotels are independently owned and managed and are located in over 27 countries around the world. **Over 600 of these hotels are in the UK.**
- These rates will be available in the updated TE2 rate category in Sabre and in ADX as part of the Ensemble Consortia Program.



Qatar Airways Sales Incentive for the Month of February

Sell Qatar Airways anywhere they fly between February 1 –28 2023
and you may be the winner of a great cash prize!



TE TRAVEL EDGE
NETWORK

QATAR
AIRWAYS القطرية

Book flights anywhere Qatar Airways
flies this February, and you could
win*

1st prize: \$2,500
2nd prize: \$1,500
3rd prize: \$1,000

*Prizes awarded to top sales in February
2023. Cash prize subject to taxes.

Delta Air Lines Introduces Fast, Free Onboard Wifi

- Delta is offering fast, free Wi-Fi to all customers on board most domestic mainline flights beginning Feb. 1, making Delta the first major U.S. airline to offer free Wi-Fi as a core element of their customer experience.
- Delta will offer the service on more than 700 Viasat-equipped aircraft by the end of 2023 and have announced plans to bring free Wi-Fi on international and regional aircraft by the end of 2024.





Nadiya Makarenko
SVP, Travel Edge Network



Experience Satisfaction Survey identified three main improvement areas

TAKEAWAYS	ACTION	OWNER/DATE
The quality of support across our teams has significantly improved, but response times still need improvement	Ensure that existing SLAs are reviewed with central services, and a communication of the changes and SLA wins is shared with the network	Operations/March
Advisors are not clear on the benefits of some of the new ADX features (24/7 VIP bundles, MOR, etc.), which prevents them from being fully utilized	Redesign the existing training, and provide clear communication on the features, benefits, and earnings potential	L&D/March
Getting together in person, and attending live events are extremely important.	Develop and share the upcoming live event schedule with the network	Michelle and AS team/February

Members Engagement Update



Michelle Leal
VP, Member Engagement



A World of Difference

Fresh new places and perspectives from around the world

Wednesday, February 22, 2023

Limitless

Limitless

A World of Difference:

Fresh new places and perspectives from around the world

Wednesday, February 22, 2023

This is your last chance to register for *Limitless*, where you have the incredible opportunity to meet 1:1 with global industry leaders from tourism boards, DMCs, cruise lines, airlines, and fabulous hotel brands. Refresh your entire contact list in one afternoon, meet with the brands that will bring your clients' travel dreams to life, and give your business the competitive edge it deserves. Our appointment scheduling begins on **Tuesday, February 7**, so what are you waiting for? Join us at *Limitless* by registering today!

We look forward to hosting you at February's event as we turn the spotlight to the global partners and destinations paving the way for tomorrow's luxury traveler.

Register here: <https://cvent.me/OYqPAg>



Ensemble Print Marketing



Print Publications

Range

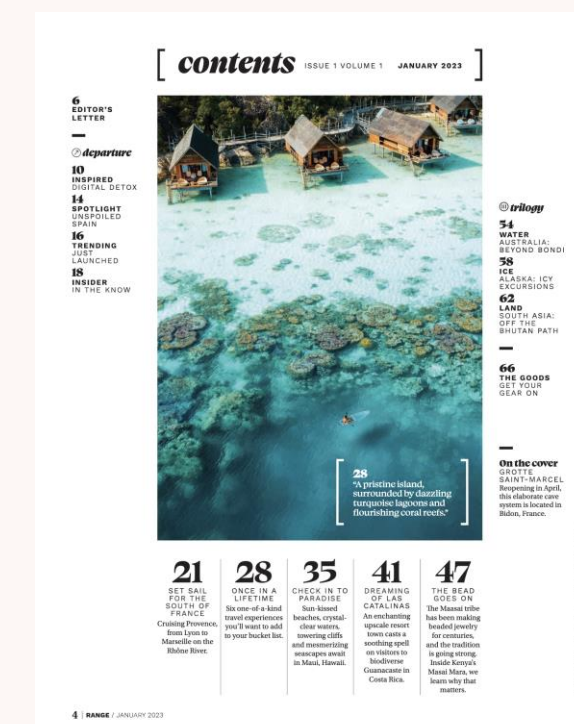
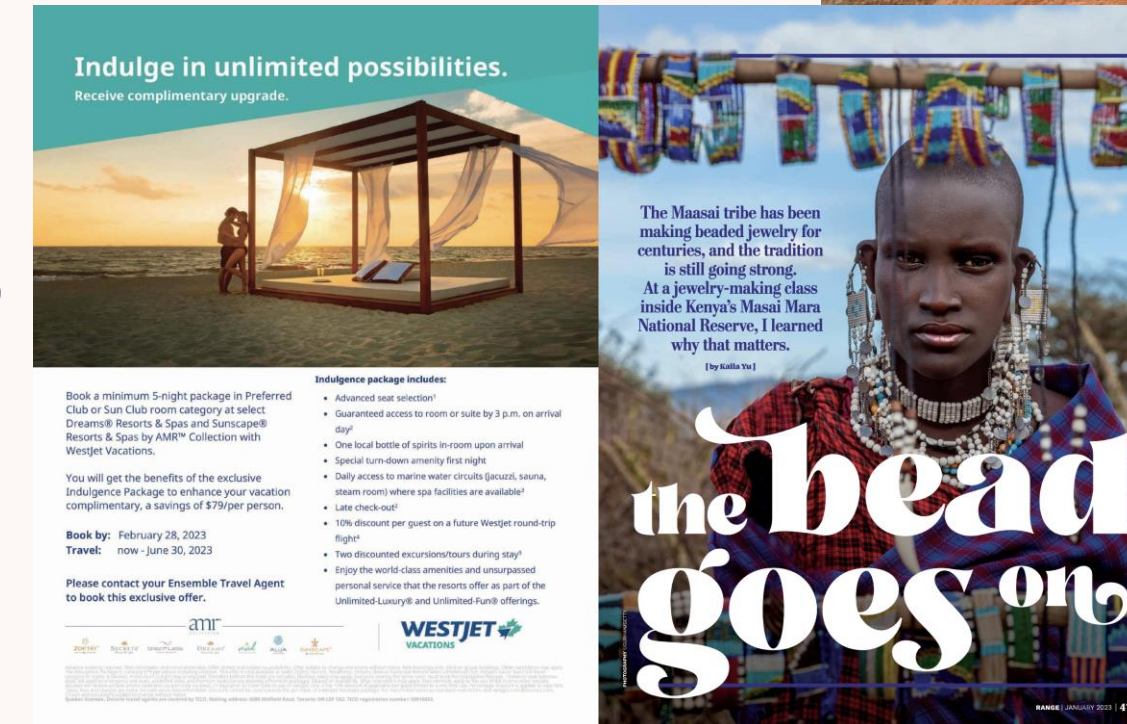
A new quarterly lifestyle magazine debuting in January featuring inspiring editorial to ignite travelers' wanderlust. Each magazine will also feature a special section to promote specific travel themes.

- Winter: Europe Insert
- Spring: Food & Wine Insert
- Summer: Lux Insert
- Fall: Sun & Sand Insert

Range Best

Designed to convert prospects into travelers, these "Best" editions of Range Magazine offer strong retail possibilities, with a focus on timely themes and preferred partner offerings and promotions.

- Feb: Family
- Mar: Celebrations
- May: Cruise
- Jun: Bucket List
- Aug: Adventure & Wellness
- Sep: Suites
- Nov: Europe
- Dec: Cruise

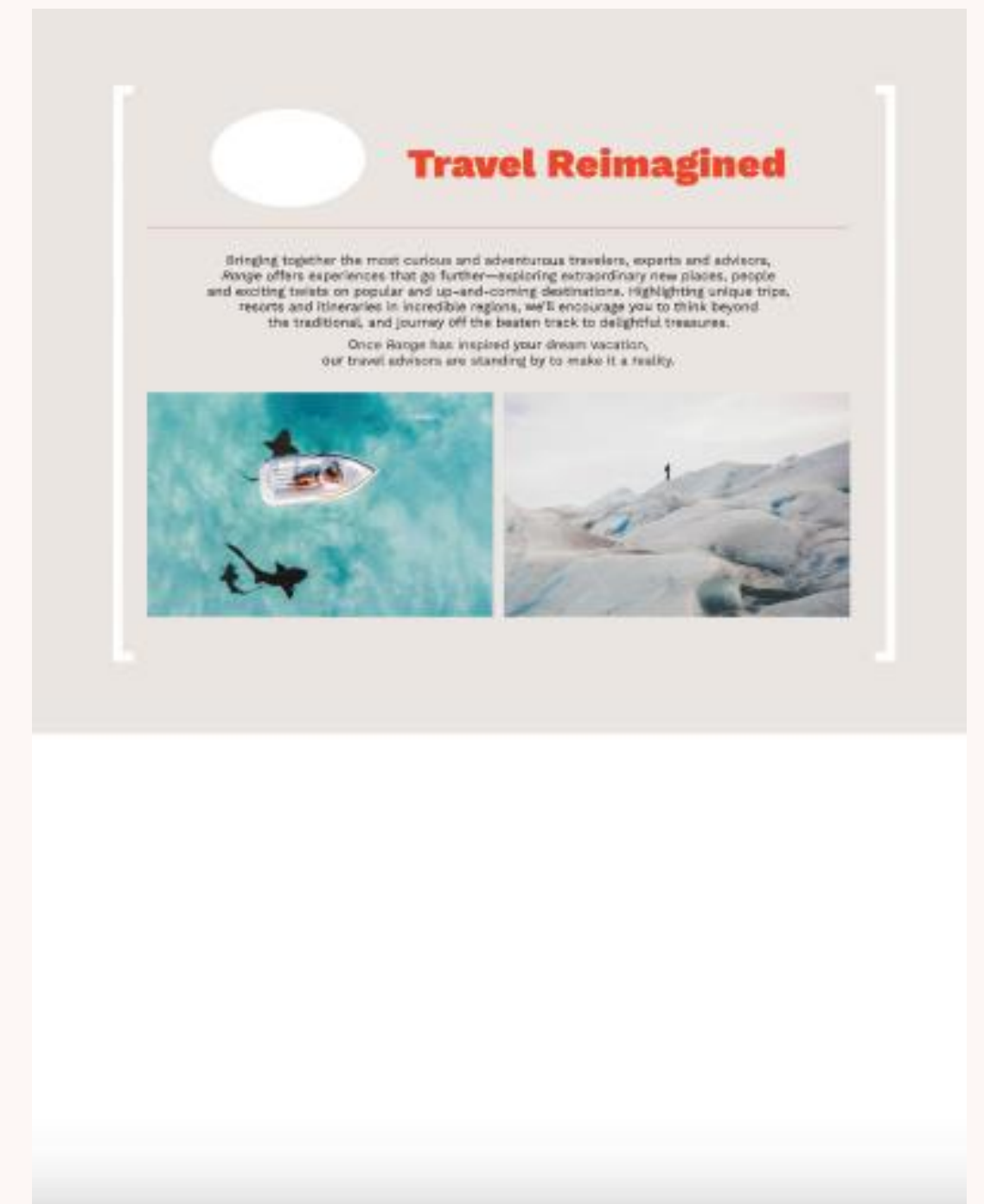


How do I register?

- There are a limited number of free issues allocated to Travel Edge Network, and will be offered on a first-come, first-served basis. Confirmed advisors will receive 6 issues per year sent to 25 clients (additional names can be purchased for \$19.50 to receive 6 issues).
- Selected advisors will need to submit exactly 25 addresses to participate
- If you are interested please [fill out this form by February 3](#).

How does it work?

- Confirmed advisors will be asked to submit a form with 25 client names and addresses by February 24.
- Prior to publication, advisors will be sent a link to customize the back page of the issue
- Publications will be mailed directly to clients
- Before subsequent issues are deployed, advisors will be asked to review their client list and provide any needed updates.



All publications will be available in digital format to share with your clients.

These will not be sent directly. Giving you control to email your whole list, a select few, **or sharing on your websites and social channels.**

Direct Mail

Printed executions highlighting offers, itineraries, and destinations as chosen by the host partner.

Submitted clients will be organized into groups by a third party, allowing for partners to select specific ‘cohorts’ that they would like to target.

Clients may receive up to 1 piece of mail per week, based on cohort selection. (This is not promised).



Untouched wilderness,
uncompromised luxury.

Have
it all.
Our best amenities
included in your fare

UP TO **30% OFF** + **FREE BALCONY UPGRADE**

SHORE EXCURSIONS
SPECIALTY DINING
SIGNATURE BEVERAGE PACKAGE
WI-FI
50% REDUCED DEPOSIT
FREE KIDS FARES

LIMITED TIME: UP TO \$400 ONBOARD CREDIT PER STATEROOM


Holland
America Line®

Take a walk on the wild side

Answer Alaska's call of the wild with Holland America Line and explore an untamed land in complete luxury. Pristine landscapes and vast open spaces give way to intimate wildlife encounters and award-winning shore excursions led by experts who know and love Alaska.

Enjoy privileged access to hard-to-reach locations like **Glacier Bay National Park**.

Rest in a 60-acre chalet resort at **Denali National Park's** front door, exclusive to Holland America Line's guests.

Experience intimate **encounters with wildlife** with dedicated experts by your side.

Get closer than ever to some of earth's most **magnificent sights**.

Indulge in **culinary delights**, with the only cruise line to receive "certified sustainable" status.

The McDonald-Cartier Global Travel Agency invites you to explore Alaska with the cruise line that knows it best. Immerse yourself in a 360-degree experience you won't find anywhere else.



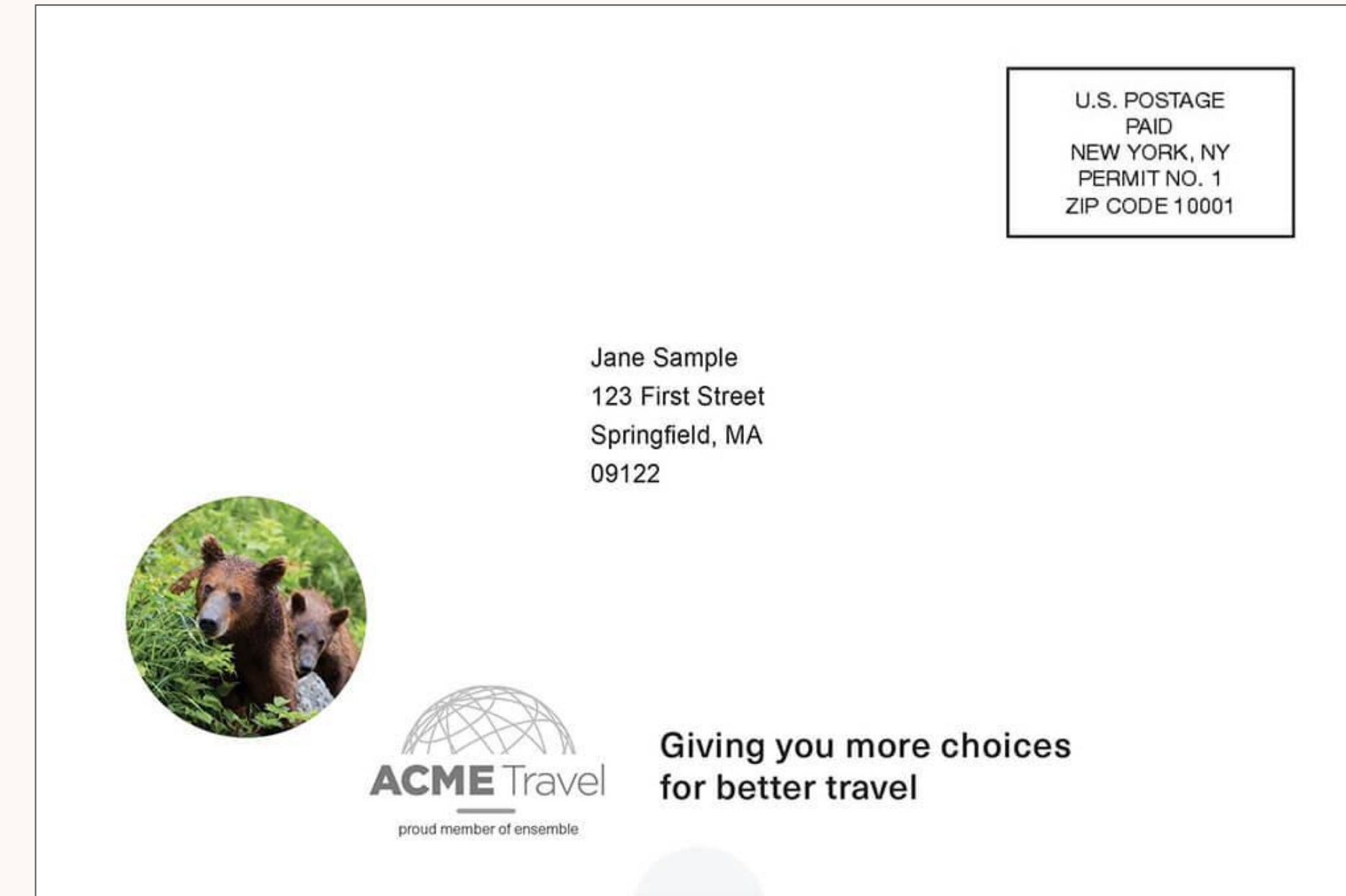
Authorized
Concessioner
Glacier Bay
National Park

How do I register?

- [Download this template](#), and fill in the details of all clients you would like included in the direct mail program. There is no restriction, and you may submit as many clients as you like.
- Submit this form to advisormarketing@traveledge.com by Friday, February 10.
- Please note that any submissions later than this date cannot be included in the direct mail program this year.

How does it work?

- Addresses will be submitted to Ensemble and included in their cohort initiative
- Advisors will be sent a link to customize the direct mail sent to the clients, including their logo
- When partners host a direct mail piece, they will select their target audience, and your clients may be included in this program.
- Up to one direct mail piece will be deployed weekly



Ensemble may submit lists in future for additional cohorts. If there is another opportunity to submit clients, we will keep you informed.

Operations Update



Kate Richardson
Director, Operations



Updates to our Support Network & Resources

As of Jan 23 **ADX Technical Support** and **IT Support** is excited to announce the *full launch of their extended hours*.

- ✓ Monday through Friday - 8:30am to 8:30pm EST / 5:30am to 5:30pm PST
- ✓ Saturday: 10am - 6:30pm EST / 7:00am to 3:30pm PST

Advisors requiring immediate support can continue to use the True 24/7 phone number

*See all Support contacts [here](#)

Late Feb The Intranet and its resources are getting a refresh!

- ✓ The intranet is moving to a dedicated section in ADX
- ✓ Accessible via ADX with a single sign on
- ✓ Sign in will still be available via the current intranet portal with your existing credentials*
- ✓ All your booking tools and resources in one place
- ✓ Content is being updated
- ✓ Stay tuned for more details

*ADX credentials will be required, please reach out to your manager if you need access

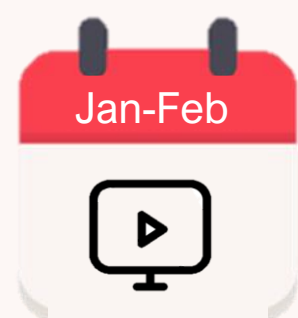
Upcoming Training

On Demand Modules

Now LIVE on Compass

- ✓ Cruise
- ✓ Air
- ✓ Hotel
- ✓ Insurance

Register for Compass and the Edge Advantage training [here](#)



- ✓ Small Updates to the ADX header & Advisor Menu, Improved Integration with Sherpa, Access to eVisas and new links to traveler resources – See Video [here](#)
- ✓ Developing updated On Demand ADX Training
- ✓ Developing updated On Demand Intranet Training

Live Training



Office Hours with Beth: Branch ADX Q&A

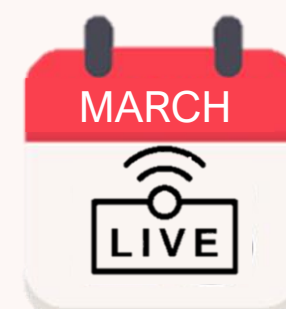
East: [Feb 6th, 11am EST](#)
West: [Feb 13th, 11am PST](#)

South: [Feb 21, 10:30am EST](#)
North: [Feb 27, 11:30am EST](#)



Bootcamp: Marketing Edition

[Feb 15th, 3pm EST / 12pm PST](#)



ADX vs Sabre: Reasons to Make the Switch

[March 15th 2:30pm ET/11:30am PT](#)



Cruise in ADX: What's New!

[April 2023](#)

For a complete list of our upcoming training sessions view the Live Training Calendar [here](#)



How to Reach Us

Advisor Services

Advisor.services@traveledge.com

Operations

Leisure.operations@traveledge.com

Learning & Development

Learning@traveledge.com

Thank you!

