

Travel Edge Network Call

January 2023



TRAVEL EDGE
NETWORK

Agenda

PARTNER OF THE MONTH
Maxine Gundermann, Seabourn

ADVISOR UPDATE
Mark Stubbert

ENGAGEMENT UPDATE
Michelle Leal

OPERATIONS UPDATE
Kate Richardson

PARTNER UPDATE | HOTEL
Mary Kleen

PARTNER UPDATES | AIR + INSURANCE
Kristina Barrett

PARTNER UPDATE | CRUISE
Larry Garnett





Nadiya Makarenko
SVP, Travel Edge Network





SEABOURN®

TE

PARTNER
of the
MONTH





Maxine Gundermann

Senior Manager, National & Strategic Accounts



SEABOURN®

Maxine has been in the industry for over 15 years, currently managing the relationships of key consortiums who support the travel advisor community across North America as well as key strategic agency networks; developing programs, incentives and supporting marketing efforts.

Prior to joining Seabourn, Maxine gained industry experience working with luxury hotels brands such as Fairmont and Hyatt and entered the cruise industry working as an independent contractor for Holland America Line, Norwegian Cruise Line, Carnival, and Disney later transitioning shoreside to the sales organization at Celebrity Cruises.

Email: mgundermann@seabourn.com

Phone: (647) 552-3104

Consumer Website: www.seabourn.com

Trade Website: www.goseabourn.com

Seabourn: Partner of the Month

Cruising on a Seabourn ship is unlike any other form of travel. The experience is luxurious, yet relaxed — elegant, yet casual — sumptuous, yet understated. Our intimate ships visit the most desirable destinations worldwide, sailing to the heart of landmark cities, as well as to hidden gems where larger vessels cannot follow. Our ships attract interesting people, who seek to share experiences beyond the expected in places beyond the ordinary. Our acclaimed staff offers a unique style of heartfelt hospitality that is sincere, thoughtful and personal. Seabourn has now evolved our expedition experience which started in 2013 with the introduction of its first, purpose-built expedition ship, Seabourn Venture. It is an uncompromised expedition experience.

January is Seabourn Month! [Join us for a webinar on January 18th at 1pm ET | 10am PT](#)

Your clients will receive bonus \$300 OBC per booking made in January, plus have access to the richest offer of the year:

The Suite Life for 15% - 25% savings, and reduced deposit of 15%.

And better yet, YOU will have the chance to win a Seabourn cruise for two with every new booking you make.

[Check out the Intranet to learn more.](#)



Advisor Services Update



Mark Stubbert
VP, Advisor Services



Split Review Update

- We maintained your current commission split from Jan. 1, 2021 - December 31, 2022 (2 years)
- Split calculations will be based on a review of your collected commissions:
 - ✓ Collected commissions for the last 6 months, pro-rated to a year (e.g. July 1 – Dec. 31, 2022, your collected commissions were \$55,000 you would be at a 75% split ($\$55,000 \times 2 = \$110,000$))
 - ✓ Collected commissions for the 2022 calendar year (Jan. 1, 2022 – Dec. 31, 2022)
- Your split will be determined by using the higher commission total for either option above to ensure you have the best outcome
- If you have exceeded your current threshold, you will be adjusted up to the appropriate commission split level
- If you have achieved your current threshold, your split will be maintained
- If you have not reached your current threshold, split decrease is capped at 5%
- All TEN advisors will receive a personalized letter starting Jan. 11

Experience Enhancement Survey

- ✓ The Travel Edge Network survey has closed
- ✓ Thank you to those that participated
- ✓ We are currently reviewing ALL the feedback provided
- ✓ The results will be used to determine what we should focus on in 2023
- ✓ We will provide an update and next steps on the February Network call



[Complete the Experience Enhancement Survey](#) **completed**

Members Engagement Update



Michelle Leal
VP, Member Engagement



A savanna landscape at sunset. The sky is filled with soft, orange and yellow clouds. In the foreground, there are two acacia trees with silhouetted branches. An elephant is visible in the lower left, standing in a shallow pool of water or mud. The overall mood is serene and majestic.

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

Registration for our first virtual *Limitless* event of 2023 is well underway, and we hope you join us as we take a deep dive into the experiences, destinations, and trends that your clients will be asking about in 2023. Set yourself up for success by meeting 1:1 with your choice of our fantastic luxury partners, hear from tourism boards, learn exclusive updates from Travel Edge leadership, and foster meaningful connections with our community of industry-leading travel experts.

We hope you join us for our first event of 2023, as we come together to discover a World of Difference.

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



Edge Advantage - Compass

What is Compass?

Compass is our **customized training** curriculum that is available to all our current advisors. Whether you are starting your business, or want to grow your existing business, we have resources to help you **meet you're your goals!**

Our program covers:

- TEN Resources & Training (including Intranet demo)
- Building your Business (launching your website, social media presence and lead generation)
- Sales Enablement training
- Customer Service
- ADX Resources, Bootcamp Sessions
- New Cruise Specialization course

If you are interested in accessing these resources, use the link below, and our team will enroll you!

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

Now LIVE!!

CRUISE SPECIALIZATION

AIR SPECIALIZATION –
coming in January!

Become a TEN Champion

Take your networking to the next level, all while gaining exposure for your brand and attending exclusive events.

Don't miss your chance to receive:

- Media training
- Exclusive industry access
- Your name in media outlets
- *Limitless* sneak peeks

[Click here](#) to learn more about TEN Champions and [click here](#) to apply.



Building a brand

Conde Nast Traveler Specialist Application:

Did you see the Conde Nast application email? Deadline to submit your application is January 9th

Industry Luxury Events:

TEN Intranet > My Resources > Events > Industry Luxury Events
Expression of Interest for 2023 now open

Host Agency Review:

Help us build our brand - Share a review and win: Spread the love with a review on the Travel Edge Network Host Agency Review page. Advisors who write a review before January 31, 2023 will be entered to win a \$50 Starbucks gift card. [Click here](#) for the Travel Edge Network page.



Operations Update



Kate Richardson
Director, Operations



Updates to our Support Network

December

- ✓ Expansion of support team to meet demand
- ✓ Adding another 4 dedicated agents in Jan/Feb

January Soft Launch

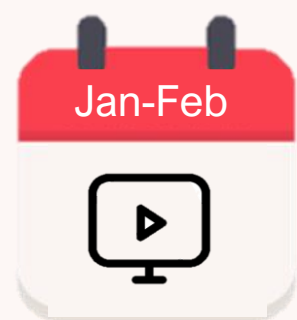
- ✓ Expanding ADX Support coverage to Saturdays
- ✓ Extending ADX Support hours during the week

Spring

- ✓ Introduction of ADX Chat Support
- ✓ Introduction of Screen View/Sharing to Assist with Support

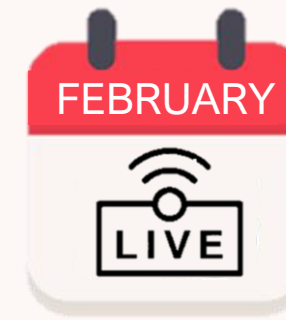
Upcoming ADX Training

On Demand



Developing updated [On Demand ADX Training](#)

Live Training



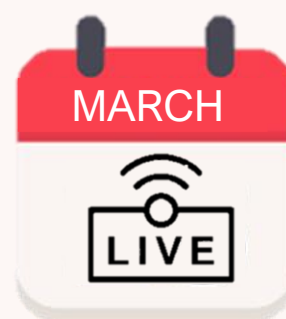
Office Hours with Beth: Branch ADX Q&A

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

West: [Feb 13th, 2:00pm EST](#)

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

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



ADX vs Sabre: Reasons to Make the Switch

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

- If you missed a Live Training, no problem! Click [here](#) to view all past webinars

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

Partner Update Hotel



Mary Kleen
Relationship Director and Hotel Sales



Congratulations to the Travel Edge Exclusive Advisor Belmond Incentive Winners!

These 2 advisors made the highest number of new bookings in Belmond hotels and resorts between August 5th & December 15th for travel by December 31st, 2022, to win one of two Grand Prizes:

- First Place Winner **Tiffany Figueiredo (Cartology Travel)** won a Complimentary 2-night stay at Cap Juluca in Anguilla
- Second Place Winner **Megan Marut (Butterfield & Robinson)** won a Complimentary 2-night stay at La Samanna in St Martin
- And congratulations to **Lisa O'Gara (Travel Edge New York)** who won the Belmond Bookings Raffle for a \$250 Gift Card!



2023 Preferred Hotel Program: The News to Date

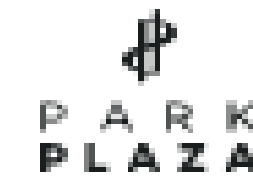
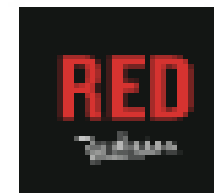
Trip-Arc has already signed 1,400+ properties for the 2023 Hotel Program with many more additions coming this quarter:

- These hotels are IN ADDITION to those properties in the major individual hotel programs such as Hyatt Prive, Belmond Bellini Club, etc: as TEN advisors you are members of 21 hotel chain programs
- The new rate title for all Preferred Partner hotel rates will be "Ensemble Preferred Hotel Program"
- Trip-Arc's January focus is ensuring the loading of Preferred Partner rates into the GDS and ADX

The word "ensemble" in a lowercase, orange, serif font, underlined with a thin orange line.

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Two Global Brands in Ensemble Preferred Hotel Program



- ✓ 668 Radisson Hotel Group Properties Worldwide in Preferred Hotel Program



- ✓ 493 Minor Hotels Properties Worldwide in Preferred Hotel Program



Partner Update Air, Insurance & Transportation



Kristina Barrett
Director Advisor Services Relationships



Air France & KLM Hub News

- Air France & KLM are doing their utmost best to make sure travelers' journey go as smooth as possible. Airport operations continue to improve; however, irregularities may still occur.
- AF & KLM updated their airport measures for Paris, CDG and Amsterdam, AMS airports to reduce potential inconvenience.
- Please, check out the full article by clicking on the link below. Stay informed so you can keep your clients informed.

[AF/KLM Updated Hub News](#)



LOT Polish Airlines

- Passengers can now enjoy a simple one-stop connection from Toronto to Tel Aviv with LOT Polish Airlines.

Business or pleasure, travelers may fly in comfort on board our Boeing 787 Dreamliner and Boeing 737 Max, with a guarantee to unwind in the hands of an expert cabin crew.

For full details; Flight numbers and schedules, click the link below
[Toronto to Tel Aviv with LOT](#)





REDPOINT

We are happy to announce that an agreement with

Redpoint Travel Protection

has been finalized for Travel Edge

**Lots of great details to come
Stay tuned**

PRESENTATION DATE



TRAVEL EDGE
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Partner Update: Cruise



Larry Garnett
Director Advisor Services Relationships



Preferred Tour Partner Updates

We are currently in negotiations with several tour companies we expect to sign new Preferred Partner Agreements with Travel Edge for 2023.

As these Agreements are signed and confirmed I will communicate the details you all of you and update the intranet to reflect the details of Websites, Booking Portals, Product Offerings, Commission Levels, Support Levels, Sales Contact information etc.

As of today, I would like to welcome

Collette Vacations

As out newest Preferred Partner!

The Collette logo features the word "collette" in a dark teal, lowercase, sans-serif font. The letter "o" is replaced by a white silhouette of a globe showing the Americas.The Travel Edge Network logo consists of a stylized "TE" monogram in orange, with a diagonal line through the "E". Below the monogram, the words "TRAVEL EDGE" and "NETWORK" are stacked in a smaller, orange, sans-serif font.

A word of Caution about booking VRBO

We recently had a very challenging situation with a VRBO booking made through Classic Vacations.

Two days prior to travel our advisor found out through his own investigation, (he was not notified by Classic or VRBO) the property he booked for a family of 4, had been sold and the new owners were occupying the property.

The advisor and I both reached out to Classic multiple times, when they finally responded, they would only refer us to VRBO. VRBO did not response for several days and when they did it was a generic “we are looking into the situation”!

Meanwhile, our advisor had to scramble to reaccommodate the clients with every component of their vacation.

CLASSIC & VRBO UNDERSTANDING

Attention Travel Advisors

IMPORTANT INFORMATION ABOUT BOOKING THE VRBO VACATION RENTAL INVENTORY. PLEASE CONTACT VRBOSUPPORT@CLASSICVACATIONS.COM WITH VRBO QUESTIONS. FOR ADDITIONAL INFORMATION, PLEASE READ OUR [VRBO FAQs](#).



TRAVEL EDGE
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Ensemble Exclusive Cruise Host Program Training for Travel Edge Advisors!

Cruise Host Training
with Prerequisites for qualification.

Block your calendar to join the Cruise Host Training Session
exclusive to Travel Edge Network on
Friday, January 13th at 2pm EST / 11am PST.

[Click Here to Register](#)

Additional Registration and The webinar will be posted
on the Ensemble Portal in U of E.

****Please read carefully - this training is ONLY for agents that have previous experience
escorting groups in particular Cruise Groups and are taking part in an active Marketing Plan
with Ensemble
(Please Note: Travel Edge Network is currently part of an active Marketing Plan with
Ensemble).**





How to Reach Us

Advisor Services

Advisor.services@traveledge.com

Operations

Leisure.operations@traveledge.com

Learning & Development

Learning@traveledge.com

Thank you and
Happy New Year!