

# Travel Edge Network Call

April 2023



TRAVEL EDGE  
NETWORK

# Agenda

**PARTNER OF THE MONTH**  
Silversea

**NETWORK UPDATES**  
Nadiya Makarenko

**MEMBER ENGAGEMENT UPDATE &  
TEN PROGRAM UPDATES**

Michelle Leal

**PARTNER UPDATE | CRUISE & TOUR**  
Larry Garnett

**PARTNER UPDATE | HOTEL + GROUND**  
Mary Kleen

**PARTNER UPDATE | AIR + INSURANCE**  
Kristina Barrett

**OPERATIONS UPDATE**  
Kate Richardson



# Partner Update: Cruise & Tour



Larry Garnett  
Director Advisor Services Relationships



 SILVERSEA®





# Jason Douglas-Harris

## Senior Director, Strategic Accounts



Since joining the RCG organization in 2006, Jason has advanced through variety of roles within the Sales/National Accounts organization, primarily at Celebrity Cruises, and transitioned to Silversea in Dec 2022 as Senior Director, Strategic Accounts

For the month of April, \$500 Suite Savings on any 2023 or 2024 sailing. Also, for the month of April, an advisor incentive, \$200 gift card on 2024 Expedition Sailings.

**[Jdouglas@silversea.com](mailto:Jdouglas@silversea.com) | [Silversea.com](https://Silversea.com)**



**Exclusive Travel Edge sales incentive:**

Book any 2024 expedition sailing and earn a \$200 gift card

[See promo PDF here](#)

**Exclusive Travel Edge client offer:**

Your clients will enjoy \$500 in suite savings  
or \$250 savings for solo travelers on 2023 or 2024 sailings  
that include Door-to-Door All Inclusive package  
(Port-to-Port does not apply)

[See promo PDF here](#)

Your clients can enjoy up to a \$600 in onboard  
spending per suite on select voyages

 **SILVERSEA®**



# Oceania Cruises Extraordinary Savings; Limited Time Offer

Over 50 2023 sailings with Savings up to 45% off. Introducing new guests to Oceania Cruises has never been easier with these prices

- Sale Dates April 3 to 30, 2023
- New bookings only
- Promo code for USD bookings NVF320
- Promo Code for CAD bookings NCNVF320
- Can be booked cruise only or with air and OLife Choice.
- Not combinable with other promotions.



EXTRAORDINARY SAVINGS  
LIMITED-TIME OFFER

FARES FROM C\$1,219  
PER PERSON  
BOOK BY APRIL 30, 2023



# Regent Seven Seas April Offers

- Flexible Air – Save up to 40% when flying Premium Economy Air over Business Class. Sales & Marketing Toolkit Landing Page - <https://www.rssc.com/flexible-air-tool-kit>
- Luxury in Alaska – save up to 20% on 12 select Alaska sailings. Toolkit landing Page - <https://www.rssc.com/luxury-in-alaska-tool-kit>
- Sell 3 Sail Free – Book 3 suites on select Alaska sailings to earn a Free Cruise in Alaska .Redemption Page - <https://www.rssc.com/2023-sell-and-sail> - please note on the marketing materials we have RSSC.com/SellandSail both work, the URL on the marketing materials redirects to 2023-sell-and-sail redemption page.
- Kids Sail Free – same offer, has been extended to May 31, 2023.
- Single Supplement – same offer, has been extended to April 30, 2023.



# Princess Cruises Offer

- Up to \$600 onboard spending money per stateroom. Offer combines with March – May, Limited Time Offer: Up to 40% off cruise fares+ \$100 reduced deposit.
- Tuesday, April 4, 2023 – Friday, April 14, 2023, Available for select cruises and cruise tours between 13-55 days (excluding Alaska) sailing in Fall 2023 – Spring 2024; subject to availability.
- Sneak Peak, Coming soon! April 25-27, 2023, 60 cruises under \$60.



# CV Classic Vacations: Our Newest Tour Preferred Partner

- 15% commissions
- To make a booking: Call 404-815-1242 x 555  
or email: [classic@travelkeys.com](mailto:classic@travelkeys.com)
- [Classic Vacation Suites](#)
- [Classic Vacations Family Collection](#)
- [Classic Vacations Groups](#)
- [Classic Vacations Inspiring Stays](#)
- [Sales Team US and Canada Contacts](#)
- [Addendum A for full list of commission levels](#)

# UJV REWARDS PROGRAM

- You have full access to track, monitor, and redeem your points directly from your dashboard
- Access your points through your UJV dashboard- you have access to track, monitor & redeem from there.
- Earn points on every booking. Redeem points towards Gift Cards or Hotel Stays
- Points are credited to your account on the date of travel for your booking.
- Points will be retroactive from February 1, 2022- as our previous rewards program ended on 1/31/2022. Sign up link
- New Contact for United Jet Vacations



**Nicholas Adolph**  
Business Development Manager  
**Business Development**  
*Ultimate Jet Vacations*

Business Development Manager

**Direct:** +1 800 231 4095 ext. 4123  
**Emergency Line:** 305-830-0200 ext. 3  
**24/7 Support:** +1 305 830 0200  
[nicholas@ultimatejetvacations.com](mailto:nicholas@ultimatejetvacations.com)  
**Groups/**1568132410094943

# Members Engagement Update



**Michelle Leal**  
VP, Member Engagement



# Thank you for joining us!



South Florida



Southern California



New York City

# Looking forward to seeing you again, soon!



Atlanta



Palm Desert



Northern California



Toronto

## Upcoming Webinars:

Trends & Product Updates with **Travelex Insurance**, register [here](#)  
Thursday, April 13, 2023 at 1:00pm ET / 10:00am PT

Travel Edge Webinar with **Lindblad Expeditions**, register [here](#)  
Tuesday, April 18, 2023 at 1:00pm ET / 10:00am PT

**Aqua Expeditions:** Luxury River and Yacht Cruising, register [here](#)  
Thursday, April 20, 2023 at 1:00pm ET / 10:00am PT

Travel Edge Webinar with **Crystal Cruises**, register [here](#)  
Thursday, April 27, 2023 at 1:00pm ET / 10:00am PT

Travel Edge Webinar with **Hilton Worldwide Brands**, register [here](#)  
Tuesday, May 2, 2023 at 1:00pm ET / 10:00am PT

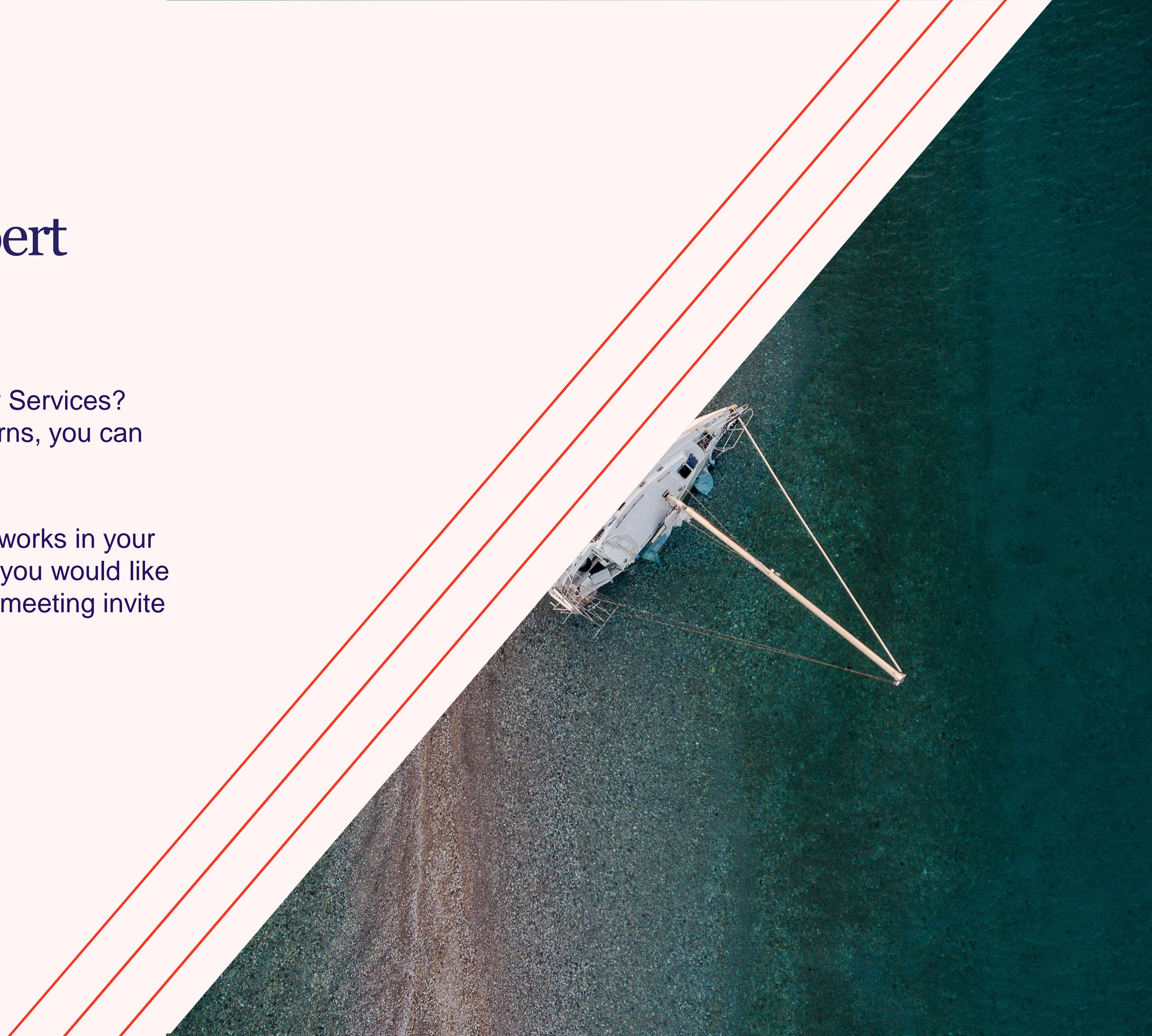
Travel Edge Webinar with **Classic Vacations**, register [here](#)  
Thursday, May 11, 2023 at 1:00pm ET / 10:00am PT

# Connect with Mark Stubbert

Need to chat with Mark Stubbert, VP of Advisor Services?  
Launching today, if you have questions or concerns, you can  
schedule a 1:1 virtual appointment.

Click the link below to select a date and time that works in your  
calendar, and be sure to include the details of why you would like  
to connect. When you select "Schedule event" the meeting invite  
will arrive in your inbox

[Connect with Mark today.](#)



# Partner Update Hotel & Ground

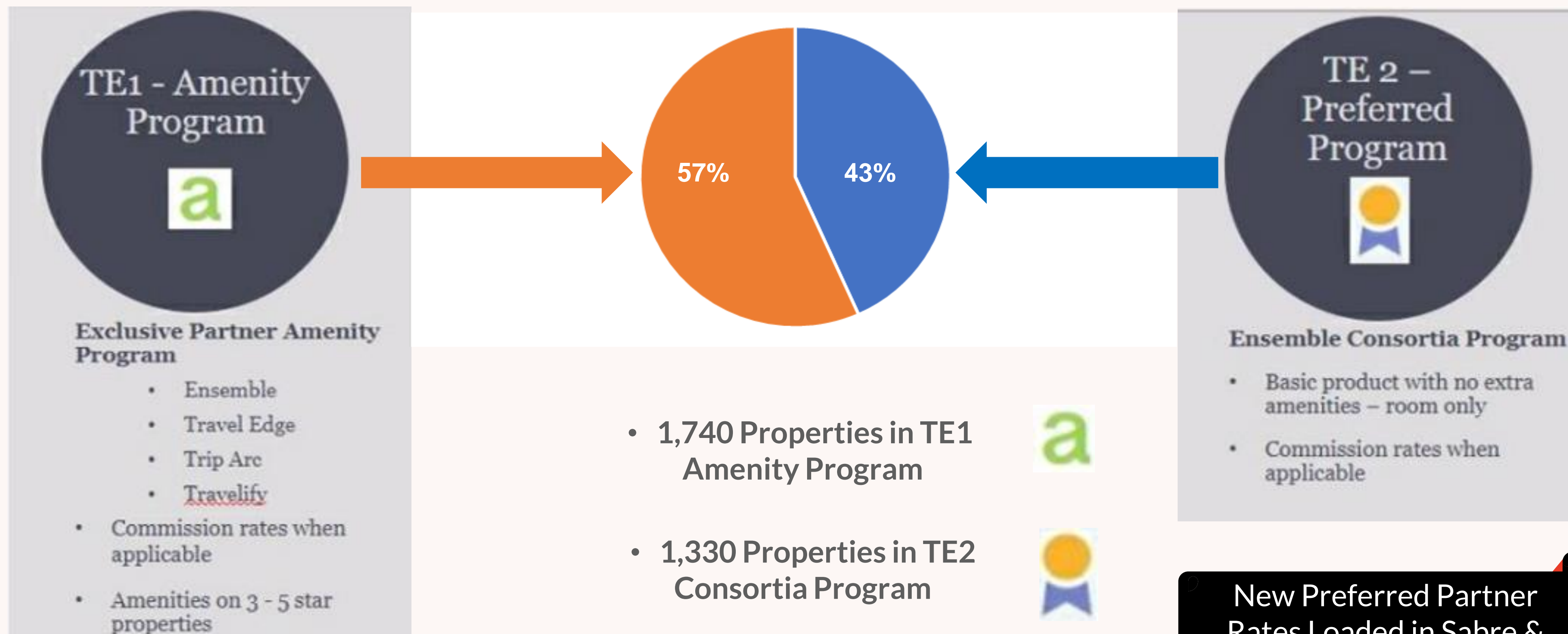


**Mary Kleen**  
Relationship Director and Hotel Sales



# Hotel Program Update

3,070 Properties now Contracted in Ensemble Hotel Program as Preferred Partners:



New Preferred Partner Rates Loaded in Sabre & ADX Daily!

# TE3 Hotel Luxury Program Rates

- These rates are separate from and in addition to the Ensemble Amenity and Consortia Rates
- The Travel Edge Network is a member of 22 Hotel Programs
- Kempinski Club 1897 Program now live in TE3 & ADX  
Includes 49 Kempinski Hotels worldwide
- Couture by Langham Program now live in TE3 & ADX  
Includes 16 Langham Hotels worldwide

## Coming Soon:

- Michel Reybier Hospitality (Zurich, Bern, Interlaken, Zermatt)
  - Maybourne Hotel Group
  - Warwick Hotels (Global)
  - Acqualina Resort & Spa (Sunny Isles Beach, FL)
  - Lotte New York Palace & The Towers (NYC)
- ✓ Many Individual hotels have TE1, TE2 & TE3 Rates!

## TE3 - Luxury Program



## Hotel Preferred Partner Program

- Such as: Four Seasons, Hilton Impresario, Hyatt Prive
- Majority include amenities
- Commission rates when applicable

# New TE1 Rate Additions of Note

*Fouquet's*  
Paris

  
BURJ AL ARAB®  
Jumeirah

ME  
BY MELIÀ






TIVOLI  
HOTELS & RESORTS

  
The Goring

Please let me know if amenities are  
missing from the TE1 or TE3 Rate  
Descriptions



Car Rental Reminder: Please Always Enter the Discount Code!

Car Rental Company	Discount Code (CDP)	Agent Commission	Client Discount
	2221713	10%	Up to 10% in Canada & USA Up to 15% Internationally
	3072346		
	3072345		
	XZBZ144	5%	5% in USA
	XZBZ144	10%	10% in USA



# Partner Update: Air & Insurance



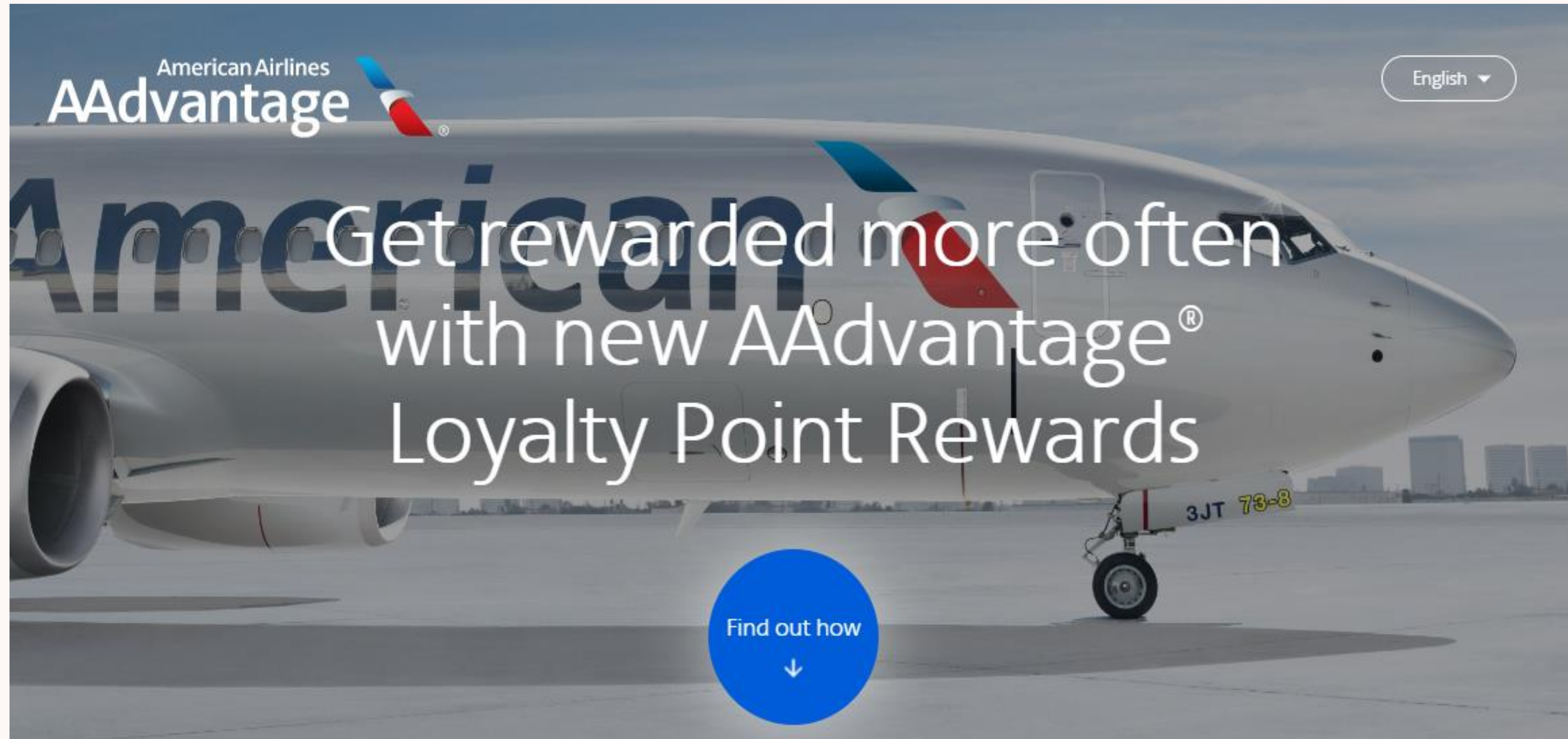
**Kristina Barrett**  
Relationship Director, Air & Insurance



# New Distribution Capability (NDC) launched on April 3

- A detailed 'why', 'what', 'when' email was distributed on the 30th March 2023
- We encourage you to review the Sabre Support Information on NDC in Sabre Central:  
<https://central.sabre.com/s/supportadtlresources>
- A "NDC" section on the Travel Edge Intranet has also been created –reference material <https://adx.traveledge.com/resources/my-resources/partner-information/air>

# American Airlines



[Click here for full article and details](#)

Experience more with the AAdvantage 'Loyalty Point Rewards'  
Earn when you fly and when you buy \* Level up Faster \* so much more



Delta leans into summer with expanded service to popular European destinations

**Delta Air Lines European Expansion**  
**Click above link for full details**

- Geneva beginning on April 10 (flying for the first time since 1993)
- London-Gatwick beginning on April 10
- Resumption of daily service to Berlin on May 25
- Delta will add a third seasonal flight to Rome beginning May 25, operating daily



TRAVEL EDGE

# Medjet

TE | **LEARN & EARN**

You have 2 chances to win  
with Medjet in April and May

Here's how to participate:

1. View the Medjet training presentation and take the mini quiz located on the Travel Edge Network Facebook Group page.
2. Sell a minimum of 3 memberships in April and May 2023 to be entered to win a \$100 gift card each month.



 **Medjet**  
Authorized Reseller

TE

**TRAVEL EDGE**  
NETWORK

# Operations Update



**Kate Richardson**  
Director, Operations



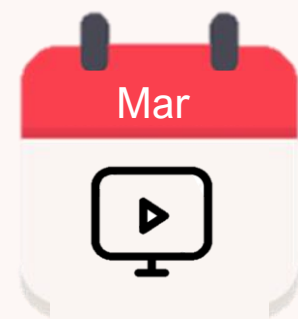
# Air Support & 24/7 Calls

- The 24/7 team fee charge per ADX Reference Exclusions:
  - Purchased VIP Support Package and call is made during travel
  - ADX References are traveling together, and all require changes
- Remember calls for Air Support to the 24/7 Team incur a \$35 fee and follow the [Air support fee schedule](#)
- If your clients tend to change plans often, consider offering the VIP Support Service package or purchasing as a gift for your clients

Category	FY 23 USD/CA	Definition
<b>Air Support Fees: GDS Booking</b>		
Air Support – Booking Request	35	Create booking (per PNR)
Air Support – Shopping & Booking Request	35	Shopping request (per PNR) Request air desk to provide multiple quotes for an itinerary
Air Support – Exchange	25	Process an exchange/re-issue of an existing ticket (per ticket) – “No ADM Guarantee”
Air Support – Refund	25	Process a refund of an existing ticket – “No ADM Guarantee”
Air Support – Issue Ticket	25	Issue a ticket in an existing PNR (per Ticket) – “No ADM Guarantee”
Air Support – ARC – Ticket/Commission Update (in IAR)	25	Request Pre-ticketing commission verification (per ticket) – Advisor responsible for ADM
Air Support – Provide GDS Formats (including ticketing formats)	25	Request GDS Format (per request) – Advisor responsible for any ADM
Air Support – Airline Message	10	Request AIRDESK to action airline messages (per request)
Air Support – Cancel Booking	10	Cancel booking (per PNR)
Air Support – Contract Commission Verification and GDS Ticketing formats	25	Request AIRDESK to provide further interpretation of a TE Air Agreement (per request)
Air Support – Debit Memo Assistance	35	Request AIRDESK to research an advisor ticketed ADM (per ticket)
Air Support – Exchange Quote (quote only)	25	Request AIRDESK to quote and price an exchange but NOT process the exchange (per quote)
Air Support – Favors Waivers or Soft Dollar	35	Request AIRDESK to process and supply a waiver/favor that an advisor can access through airline or airline portal (per request)
Air Support – Information Request	25	General information request when information is correctly housed in the Travel Edge Intranet
Air Support – Name Change Ticket Reissue	35	Process a name change (per ticket) plus any airline fees
Air Support – Seat Selection Purchase	10	Assign seats (per passenger)
Air Support – Special Instruction	25	Interpret airline special instructions (OSI and OTHS messages)
Air Support – Void Tickets	10	Void a ticket within voiding window (per ticket)
<b>Air Desk Phone Fees</b>		
Phone Call to Air Desk during normal business hours – URGENT	35	Advisor calls Air Desk with URGENT request (same-day or next business day) no additional fees – per ADX Reference*/GDS PNR
Phone Call to Air Desk during normal business hours – NON-URGENT	35	Advisor calls Air Desk with NON-Urgent request (second business day or later) plus other applicable fees – per ADX Reference*/GDS PNR
<b>Air Support Fess – ADX Bookings</b>		
Air Support – ADX Schedule Change EXCH (manual)	25	Advisor ignores schedule change notifications and AIRDESK must intervene if available
Air Support – ADX Name Change Ticket Reissue	35	Advisor needs to make a name change plus any airline fee
Air Support – ADX Waiver/Soft Dollar	35	Advisor needs to access a waiver/favor for an ADX issue ticket

# Upcoming/New Training

## On Demand Modules



- Updated On Demand ADX Training now LIVE
- Broken down into short, mini lesson formats
- [One location](#) for all ADX training within ADX/Intranet

- |                    |                       |
|--------------------|-----------------------|
| 1. Intro to ADX    | 6. ADX Activities     |
| 2. Navigating ADX  | 7. ADX Insurance      |
| 3. Advisor Profile | 8. ADX Invoicing      |
| 4. ADX Air         | 9. Small Enhancements |
| 5. ADX Hotel       | & Updates             |

✓ Enhancements: [Updates to the Advisor Statement](#)

## Live Training



Office Hours with Beth: Branch ADX Q&A

Atlanta: [May 2](#); 10:30am-11:30 am EST

West: [May 8](#); 11am-12pm PST

North: [May 15](#); 11:30am-12:30pm EST

East: [May 22](#); 11am-12pm

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

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

Thank you!