

Travel Edge Network Call

May 2023



TRAVEL EDGE
NETWORK

Agenda

PARTNER OF THE MONTH

AMA Waterways

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





Nadiya Makarenko
SVP, Travel Edge Network





Greg Baxter

Business Development Manager, Southern California



Greg is happy to come back to small ship cruising as AMAWaterways' BDM for South Orange County, San Diego County, Inland Empire, Coachella Valley & Hawaii.

Greg started his travel industry career as BDM for SuperClubs Resorts; representing all-inclusive resorts. He then spent five years with Star Clippers, followed by working with a small ship adventure company called UnCruise Adventures.

greg@amawaterways.com | amawaterways.com



Greg Baxter

Business Development Manager, Southern California



Partner of the Month Exclusive Offer:

- Advisor receives a ballot for every client booked to be entered into a drawing for a cruise for 2 (*conditions apply*).
 - Double Occupancy booking is two ballots! Solo booking gets one ballot!
- Guests receive prepaid gratuities on all Europe (Excluding Portugal) for 2023 Sailing.

greg@amawaterways.com | amawaterways.com

Partner of the Month

Why book with AMAWaterways?

- Free land package when you reserve select Europe or Egypt sailings before June 30, 2023.
- Travel Edge 2023 amenity program: receive up to \$300 OBC per stateroom on select sailings.
- [Click here to see promo PDF](#)
- [Air Plus Program](#)
- [Balcony Upgrades](#)

Exclusive Travel Edge client offer:

- Pre-paid gratuities on bookings made during the month of May.

Check out the Intranet landing page to learn more details on how to qualify for all of these incentives.



Finance Update



Grace Chang
SVP, Finance



We are here to support!!

- 13 FTE in total supporting Network community
 - Vendor AP/AR/Reconciliations/QC - 7
 - Commission – 3
 - BSP/ARC Reconciliation - 2
 - Month-end activities - 1
- Help Spot KPIs
 - First touch: 5 vs 8 hours target
 - Days to close: 1.1 vs 3.0 days target
- Key contacts
 - SVP of Finance – Grace Chang
 - VP of Finance – Jeff Kwan
 - Director of Finance – Mark Ferguson
 - Managers – Patricia Alzate/Liudmila Graciova

Members Engagement Update



Michelle Leal
VP, Member Engagement



Limitless

Save the Date: August 22 – 24, 2023

- Special guest, documentary photographer and global advocate for persons with disabilities, Giles Duley
- Special guest from the Navigatr Group to share company update
- Networking, more sessions, more in-person

Tuesday, August 22, 2023 – educational & showcase sessions (half-day)

Wednesday, August 23, 2023 – 1:1 networking (half-day)

Thursday, August 24, 2023 – in-person evening events in various cities (evening event)

Registration opens end of May!

Upcoming Partner Webinars

Final Countdown on Amazing Savings with Riviera River Cruises, register [here](#)

Thursday, May 9, 2023 at 1:00pm ET / 10:00am PT

Classic Vacations – A Work of Enduring Excellence, register [here](#)

Thursday, May 11, 2023 at 1:00pm ET / 10:00am PT

Blue Roads Touring – Get to Know the Small Group Touring Experts, register [here](#)

Thursday, May 18, 2023 at 1:00pm ET / 10:00am PT

Travel Edge Webinar with Ponant, register [here](#)

Thursday, May 23, 2023 at 1:00pm ET / 10:00am PT

Partner Update: Cruise & Tour



Larry Garnett
Director Advisor Services Relationships



Win a FREE Cruise with AMA!

Exclusive Travel Edge sales incentive:

- You can win a free cruise!
- Travel experts will get a point for every booking in May, and at the end of the month, a winner will be selected by random draw. The more you book, the better your chances of winning!
- [Bookings must be logged in this form for them to be valid.](#)



Seabourn Grand Africa

- Seabourn has announced its first-ever “[Grand Africa Voyage](#)” departing November 30, 2024, aboard *Seabourn Sojourn*.
- 90-day roundtrip adventure from Barcelona. 44 ports and cities, 26 countries, with 6 overnight stays on the itinerary. **Now open for bookings.**
- Gala Bon Voyage dinner & overnight hotel stay at Hotel Majestic
- An exclusive Grand Cruise event in Cape Town
- Special Grand Cruise pillow gifts
- Roundtrip **Business-Class Air**



Seabourn Grand Africa

- **\$2,000 SBC per stateroom** Oceanview and veranda suite
- **\$3,000 SBC per Suite** Penthouse and premium suite
- **Private car transfers** door-to-door between home and airport
- Personal **Valet luggage** shipping service between home and ship in Barcelona
- Unlimited laundry, dry cleaning and pressing on board
- **Visa package** (U.S. citizens only)
- Guests who pay in full by July 26, 2023, will receive an additional 10% discount on the cruise-only fare.



Kensington Tours Bonus Offer

Agent Bonus Offer

- New bookings made from now to December 31st, 2023 with travel through Dec 31, 2024 gets agents bonus cash on a prepaid VISA card.
- **Bonus paid out after deposit on prepaid VISA gift cards. Further restrictions apply; details below. Offer may be withdrawn without notice*

[Kensington FIT - Agent Rewards](#)

BOOKING AMOUNT	PREPAID CARD VALUE
\$7,500 - \$9,999	\$50
\$10,000 - \$19,999	\$100
\$20,000 - \$49,999	\$200
\$50,000 - \$99,999	\$250
\$100,000+	Please contact your Director of Sales for an exclusive offer
For every 5 bookings*	Additional \$500.00

*Bonus valid for all five bookings made, each exceeding \$7500, within the current calendar year.

**Same restrictions may apply. Offer may be withdeawn without notice.

How to find Ensemble Cruise Amenity Dates

1. Log into the Travel Edge Intranet
2. "Under My Resources", Click the Ensemble link
3. Once on the Ensemble Portal, Click "Partner Search" in the lefthand boarder
4. Click the Canadian or US Flag in the top Right corner of the site to set your location and currency.
5. Click Download Amenity Program Dates
6. A spreadsheet opens with all Cruise Amenity dates
7. Use the Data filter chevrons to see if the date you are looking for is listed.

The screenshot shows the Travel Edge Intranet interface. At the top, there are links for 'ADN', 'Clients', and 'Resources'. A search bar is in the top right corner. Below the navigation bar, the 'Intranet > My Resources' section is visible. Under 'My Resources', there is a list of links: 'Advisor Tools', 'Advisor Programs', 'Travel Tools', 'Partner Information', 'Ensemble', and 'Network Engagement'. A yellow arrow points to the 'Ensemble' link. Below this, the Ensemble portal is shown. On the left sidebar of the Ensemble portal, there is a list of links: 'Dashboard', 'Partner Search', 'Book Travel', 'Marketing', 'Events', 'Programs', 'Products', 'Resources', 'Training', and 'Service Desk'. A yellow arrow points to the 'Partner Search' link. The main content area of the Ensemble portal shows a banner for 'Further Your World Exclusive Educational Trips' and a section for 'Partner Search'. Under 'Partner Search', there is a section for 'Cruise & River Cruise Search' with a message about search results being under construction. Two buttons are visible: 'DOWNLOAD AMENITY PROGRAM DATES' and 'DOWNLOAD HOSTED PROGRAM DATES'. A yellow arrow points to the 'DOWNLOAD AMENITY PROGRAM DATES' button.

Advisor Appreciation Day!

Happy Advisor Appreciation Day/Week! Thank you for your unwavering support, hard work and sometimes challenging Clients you endure.

Many of our Cruise and Tour partners are offering T/A Rates and benefits, you can find many of these programs on the intranet under “Advisor Programs” >”Advisor Incentives/TA Rates”

[Azamara](#)
[Celebrity](#)
[Cunard & Princess](#)
[Holland America](#)
[Norwegian](#)
[Oceania Cruises](#)
[Royal Caribbean](#)

[Regent](#)
[Riviera River Cruises](#)
[Seabourn](#)
[Silversea](#)
[Viking Ocean](#)
[Viking River](#)
And More...



Partner Update Hotel & Ground



Mary Kleen
Relationship Director and Hotel Sales



Ensemble Hotel Program Update

Total Preferred Partners Now at 5,931

- TE1 Hotels: 1,219
 - TE2 Hotels: 1,748
 - TE3 Hotels: 2,964
- 71% of Preferred Properties Have Amenities
 - New Properties Continually Added



AMENITY RATE





PREFERRED PARTNER



LUXURY PROGRAM




Ensemble & TEN Hotel Directories Location

**Partner Information**

[← Partner Information](#)[Copy link](#)

Hotel



Client Promotions
[Ensemble 2023 Hotel Directory](#)
[Travel Edge Hotel Program Rate Icons](#)

Hotel Partner Contacts
[Ensemble Hotel Program Directory\(Excel File\) - May 2023](#)

Advisor Only Promotions
[2023 Travel Edge TE3-Luxury Hotel Programs](#)

Travel Edge Hotel Program Rate Icons in ADX



Exclusive Partner Amenity Program

- Ensemble
- Travel Edge
- Trip Arc
- Travelify
- Commission rates when applicable
- Amenities on 3-5 star properties



Ensemble Consortia Program

- Basic product with no extra amenities - room only
- Commission rates when applicable



Hotel Preferred Partner Program

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



ADX Rates that come from Hotel Beds, Travco and Bedsonline

- Prepaid US only
- Guaranteed commission + markup opportunity
- Not combinable with any other program
- Does not accrue points

2023 Travel Edge Luxury Hotel Program Directory

Brands	Program Name	Code(s)	Code	Wide?	Properties	Full Program Details	Client Benefits	Agent Benefits	Commission	Contact	Title	Email
21c / 25Hours / Angsana / Banyan Tree / Delano / Faena / Fairmont / Hyde / MGallery / Mondrian / Movenpick / Pullman / Raffles / Rixos / SLS / SO / Sofitel / Swissotels / TH10	STEP	RT	STP	No	311	STEP Program	<ul style="list-style-type: none"> • Daily Complimentary Breakfast for 2 per room • \$50 or \$100 credit to be spent on property • Early Check-In & Late Check-Out upon availability <ul style="list-style-type: none"> • Upgrade at time of booking • Welcome Amenities & Welcome Note 	<ul style="list-style-type: none"> • Dedicated STEP Preferential Code on TravelPros.accor.com: LXSTEP • Direct Hotel Bookings Via a STEP Champion on Property <ul style="list-style-type: none"> • VIP Phone Number: (+1) 888-268-2611 • Open Hours: 8 am to 3 am AST • Dedicated Email: stepinfo.ww@accor.com • For Some Hotels, to Book a STEP Rate, a Minimum of 2 Nights is Needed 	10%	Leslie Dodson	Senior Director Global Luxury Sales, North America	leslie.dodson@accor.com
Acqualina Resort & Residences on the Beach	Acqualina Amenities	LW	TE3	Yes	1	Acqualina Resort	tba	tba	10%	Mauro Pinho	VP of Sales & Marketing	mauro.pinho@acqualina.com
Aman	Aman Amenities	AM	TE3	Yes	34	Aman Hotels & Resorts	tba	tba	10%	Jenna O'Neill	Sales - Eastern US & Canada	joneill@aman.com
B Signature	Diamond Club	WV (WB for Hotel Bel Ami)	CG6	Yes	7	B Signature Diamond Club Program	<ul style="list-style-type: none"> • \$100 F&B Credit (Except at the Edouard 7 & Domaine de la Bretesche Golf & Spa, Where It's an \$80 F&B Credit) <ul style="list-style-type: none"> • Breakfast Included • Early Check-In & Late Check-Out Upon Availability <ul style="list-style-type: none"> • Upgrade upon availability 	<ul style="list-style-type: none"> • Invitations to Exclusive B Signature Sales Events; • Exclusive Industry Rates for Travel Advisor Personal Stays on Request (Based on Availability) 	<ul style="list-style-type: none"> • 12% on Rooms in All Properties • 16% on Suites, Apartments & Signature Products in All Properties 	Agathe Jousse	Sales Director	agathe.jousse@bsignaturehotels.com

Congratulations to the Winners of the Minor Hotels and IHG Sales Incentives

Minor Hotels Sales Winner:

- Heather Solish, Worlds Away Travel



IHG Sales Winner:

- Wei Pang, Travel Edge New York



IHG® Hotels
& Resorts

KIMPTON
HOTELS & RESTAURANTS

Regent
HOTELS & RESORTS

ANANTARA
HOTELS-RESORTS-SPAs

AVANI

elewana
HOTEL COLLECTION

OAKS
HOTELS & RESORTS

INTERCONTINENTAL

**HOTEL
INDIGO**

MINOR
HOTELS

nh
HOTELS

nh COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

Partner Update: Air & Insurance



Kristina Barrett
Relationship Director, Air & Insurance



ICELANDAIR

New year. New gateway. New destinations.

New gateway: Detroit (DTW)

Seasonal service from Detroit Metropolitan Wayne County

Airport (DTW) begins May 18, 2023, with four non-stop flights a week to Reykjavik, Iceland (KEF) through October 30, 2023. Flights operate on Mondays, Tuesdays, Thursdays and Fridays utilizing a 160-seat Boeing 737MAX.



ICELANDAIR

New year. New gateway. New destinations.

New destinations: Barcelona, Crete, Prague and Tel Aviv

Icelandair introduces four exciting seasonal destinations in 2023!

We're thrilled to announce the return of Barcelona, to complement our existing Spanish service to Madrid, plus three brand new cities of Chania, in Crete, Greece, plus Prague and Tel Aviv!

Detroit (DTW)				
May 18 th – October 30 th , 2023	Flight	DOW	Depart	Arrive
Detroit - Keflavik	FI872	1245	8:30 PM	6:30 AM + 1
Keflavik - Detroit	FI873	1245	4:55 PM	7:20 PM
Barcelona, Spain (BCN)				
April 1 st – October 28 th , 2023	Flight	DOW	Depart	Arrive
Keflavik – Barcelona	FI596	24*6	8:30 PM	2:45 PM
Barcelona – Keflavik	FI597	24*6	3:45 PM	6:20 PM
<i>*Day 4 operates May 31st, 2023 – September 6th, 2023</i>				
Crete, Greece (CHQ)				
May 26 th – September 29 th , 2023	Flight	DOW	Depart	Arrive
Keflavik - Chania	FI572	5	9:00 AM	5:45 PM
Chania - Keflavik	FI573	5	6:45 PM	10:15 PM
Prague, Czech Republic (PRG)				
June 1 st – October 27 th , 2023	Flight	DOW	Depart	Arrive
Keflavik - Prague	FI536	457	7:30 AM	1:15 PM
Prague - Keflavik	FI537	457	2:05 PM	4:00 PM
Tel Aviv, Israel (TLV)				
May 10 th – 23 rd , 2023	Flight	DOW	Depart	Arrive
Keflavik – Tel Aviv	FI550	357	8:20 AM	6:20 PM
Tel Aviv – Keflavik	FI551	146	11:10 AM	3:35 PM
May 24 th – September 12 th , 2023	Flight	DOW	Depart	Arrive
Keflavik – Tel Aviv	FI 552	357	11:55 PM	9:55 AM + 1
Tel Aviv - Keflavik	FI 551	146	11:10 AM	3:35 PM

American Airlines

American Airlines Family Seating Policy

Here's what must happen to ensure that family seating is possible:

- Everyone must be booked on the same reservation
- Adjacent seats must be available in the same class of service at the time of booking
- You must either choose seats or skip seats for the entire reservation
- You don't make a change to seat assignments
- The plane's seat layout must allow for the number of children under 14 in your reservation
- There are no equipment swaps to an aircraft with a different seat configuration

Even if the above conditions aren't met, American Airlines will still try its best to seat families together.

[american-airlines-family-seating](#)



QATAR

New Destinations, Resumed Flights & Increased Flight Frequency

7 New Destinations:

- Chittagong, Juba, Kinshasa, Lyon, Medan, Toulouse, and Trabzon

11 Resumptions:

- Beijing, Birmingham, Buenos Aires, Casablanca, Davao, Marrakesh, Nice, Osaka, Phnom Penh, Ras Al-Khaimah, and Tokyo Haneda

35 Frequency Increases to:

- Abuja, Cairo, Denpasar, Hanoi, Hong Kong, Khartoum, Manila, Mogadishu, Nagpur, Phuket, Saigon, Taif and Yerevan

[Learn More](#)



KLM

Summer with Air France and KLM is on its way

In the summer 2023, two new destinations are introduced:
Ottawa, Canada and Rennes in the Brittany region of France.

Air France will launch 5 weekly flights between Paris-Charles de Gaulle (CDG) and Ottawa, and KLM is introducing a daily nonstop from Amsterdam Airport Schiphol to Rennes supplementing current Air France flights.

[More Information](#)



ITA Airways

ITA Airways' intercontinental network will grow again in 2023 with the opening of new direct connections with United States: San Francisco and Washington.

Route	Time
Rome – San Francisco and vv.	From FCO: 09:35 – 13:15 From SFO: 15:15 – 12:15 +1

Route	Time
Rome – Washington and vv.	From FCO: 10:20 – 14:20 From IAD: 16:20 – 07:05 +1

Operations Update



Kate Richardson
Director, Operations



What's New in ADX

Promotions now visible in ADX Cruise Search

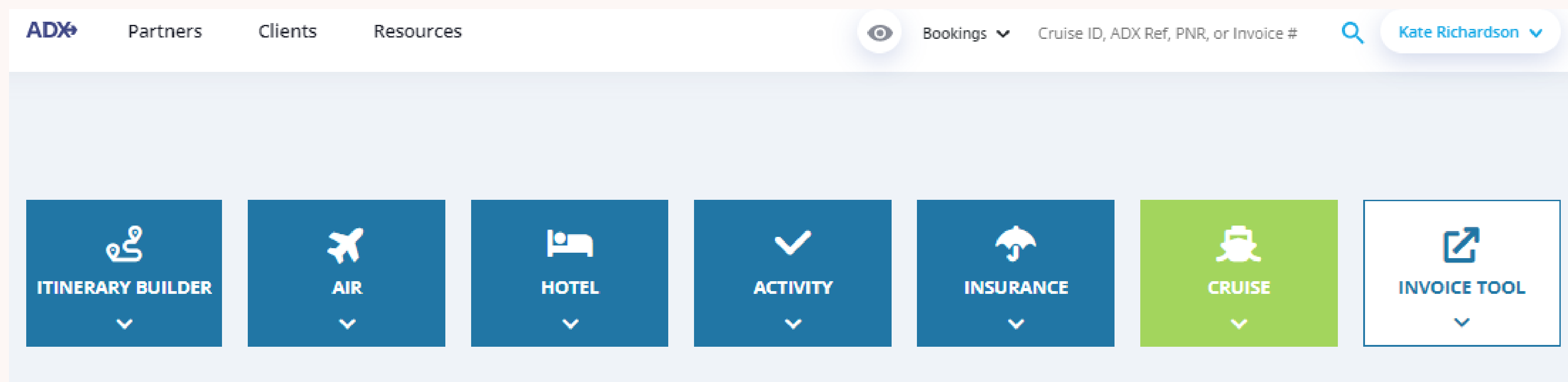
Advisors can now search and view promotions directly within the Cruise Search Feature in ADX

- Filter for Promotion only sailings
- Both Travel Edge & Ensemble Promotions
- See the short training [here](#)
- Pilot Phase for booking Cruise in ADX set to begin this summer. If you want to participate please reach out to your Regional Manager

Focus Group – CRM within ADX

The Development Team will begin work on a CRM & Client portal within ADX.

- Focus groups are underway
- Stay tuned for more information on this feature in upcoming months



Upcoming Training

On Demand

- Updated [Advisor Handbook](#) now available in Compass
 - [Support Services](#): who, when, how to contact

Don't have a login for our Online Learning Platform?: Register for Compass [here](#)

Live

ADX Office Hours with Beth

- [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
- [NTB](#): [May 16](#); 1:00pm – 2:00 PM EST



New Operations Team Member!

The Operations team has brought on Davie Zhang to fill the Operations Coordinator position. Davie will be working closely with the Advisor Services team to improve processes and procedures, as well as lend a hand with upcoming projects and advisor onboarding.

Please join us in welcoming Davie!



Thank you!

