

TRAVEL EDGE
NETWORK

Travel Edge Network Call

September 5, 2024



- 1 Update from our SVP
- 2 Update: Member Engagement
- 3 Update: Operations
- 4 Update: Service Operations
- 5 Partner Update: Cruise & Tour
- 6 Partner Update: Hotel & Ground
- 7 Partner Update: Air & Insurance

Update: Travel Edge Network



Kevin O'Brien, SVP Travel
Edge Network

Update: Member Engagement



Michelle Leal, VP Member
Engagement

Finance Team Update

Re-organization & Re-Focus

The finance team has recently lost two knowledgeable team members. While they have also recently hired a new team member, they are training and working on re-allocating job duties within the team. Please be aware that response times from the team may be slower than expected. We appreciate your patience during this transitional period






Community Coming to Life

TRAVEL EDGE Marketing • Members Center • Blog • [Send in marketing](#)

New York

Welcome to the New York Community Page! Here you will find information on networking with your peers, in addition to in-office presentations by a variety of suppliers. You will also be advised of exclusive TEN hotel site inspections, general industry events such as hotel roadshows, and other exciting opportunities for advisors. There will be access to photos from events (and we encourage you to take your own photos and send them all, details of past events and information on utilizing the Park Avenue office space. We are always available to answer any questions you may have about this and look forward to welcoming you to our group.









TEN Community Space Meet the Team Spaces New York

TRAVEL EDGE Marketing • Members Center • Blog • [Send in marketing](#)

TEN Mini FAM

Travel Edge Mini FAMs provide advisors the opportunity to experience our luxury preferred hotel partners for a few nights with a small group of their peers. Living the experience allows you to then book with confidence. And spending time with fellow advisors provides new friends to support you on your travel journey. We look forward to each of you being able to experience on of our Mini FAMs.

NYbourne, world's 1st Primland, Arkansas Dancote Meadowood Napa Valley & San Francisco The Breakers, Palm Beach




TRAVEL EDGE Marketing • Members Center • Blog • [Send in marketing](#)

Bermuda

Welcome to the Bermuda Community Page -

Here you'll find features on the Bermuda team, information on upcoming supplier and social events that are exclusive to the Travel Edge Bermuda team. You'll also have access to photos and details of past events. Check out the details below.

Your travel is better when curated by an expert, meet our team of advisors!

Joe Amaral Rebecca Francis Pam Maybury

TRAVEL EDGE Marketing • Members Center • Blog • [Send in marketing](#)

Knowledge Trips

As part of its commitment to empower independent travel advisors with increased expertise and first-hand knowledge, Travel Edge Network launched a series of dedicated Advisor Knowledge Trips for our community of advisors. Knowledge Trips are intended to provide you with both personal and professional growth and development. We aim to provide unique insights into up-and-coming bucket list destinations as well as bridge the gap between luxury travel advisors and local partners. Travel Edge Network will host up to four Advisor Knowledge Trips per year to desirable destinations.

Past Knowledge Trips







TRAVEL EDGE Marketing • Members Center • Blog • [Send in marketing](#)

Luxury Events

As part of its commitment to empower independent travel advisors with increased expertise, exposure to worldwide partners and continuing education we have developed partnerships with a collection of the top industry luxury events. Continual learning is paramount in our industry, and we believe in providing our advisors with the opportunity to expand their knowledge and experiences. We also offer our Limitless events which will be a combination of virtual and live events for 2023 and Network is hosted by Ensemble offering additional partners to our program. We hope you take advantage of these fantastic opportunities.

Travel Edge Network Events




Search [Go](#)

TRAVEL EDGE Marketing • Members Center • Blog • [Send in marketing](#)

Top Performers

Andrew Pilkington, President of Travel Edge, expressed his pride in the achievements of the top advisors, stating, "At Travel Edge Network, we pride ourselves on acknowledging and celebrating the outstanding accomplishments of our advisors and well-deserved recognition to those who achieved top performer status. In 2023 we curated a selection of rewards tailored to our advisors' varied interests and travel preferences. The success of these exclusive trips highlights our dedication to delivering exceptional experiences for our amazing advisors and ensure they know how much we value and appreciate their contributions to making Travel Edge Network the premier luxury host agency."

Travel Edge Top Performers receive exclusive invitations for these trips and have the opportunity to explore more of the world, our partners, and their industry with other Top Performers and Travel Edge executives.

TRAVEL EDGE

Mix & Mingle Educate & Elevate Spritz & Celebrate

Upcoming Webinars

Date	Time	Event	Link to Register
Thu Sept 12	1:00 PM EDT / 10:00 AM PDT	<i>Flexibility is the ultimate luxury with Regent</i>	Register
Thu Sept 26	1:00 PM EDT / 10:00 AM PDT	<i>Celebrating a century of travel with Tauck</i>	Register
Mon Sept 30	1:00 PM EDT / 10:00 AM PDT	<i>What's new with MSC Cruises & all about yacht club</i>	Register

<https://adx.traveledge.com/resources/calendar>

Team Update

Welcome Tanya Johnson, Director
Business Development

Tanya has joined the business development team working with Robert, David & Denise to help continue to grow the network. She brings experience from Uplift, Bedsonline, Royal Irish Tours, and Travepack.



Team Update

Farewell to Beth Curran

After 6 years with the Travel Edge Network family, Beth is taking all that she has learned and joining the Ensemble family. Her new role will be Manager Member Engagement, and she'll be working closely with Ensemble Member Agencies to help increase their ADX use and knowledge.

Let's congratulate Beth!



Beth Curran, Operations
Manager

Update: Operations



Rebecca Thompson, Director,
Operations

New Commission Chasing Service

We heard chasing commission is a real pain point – let our team help!

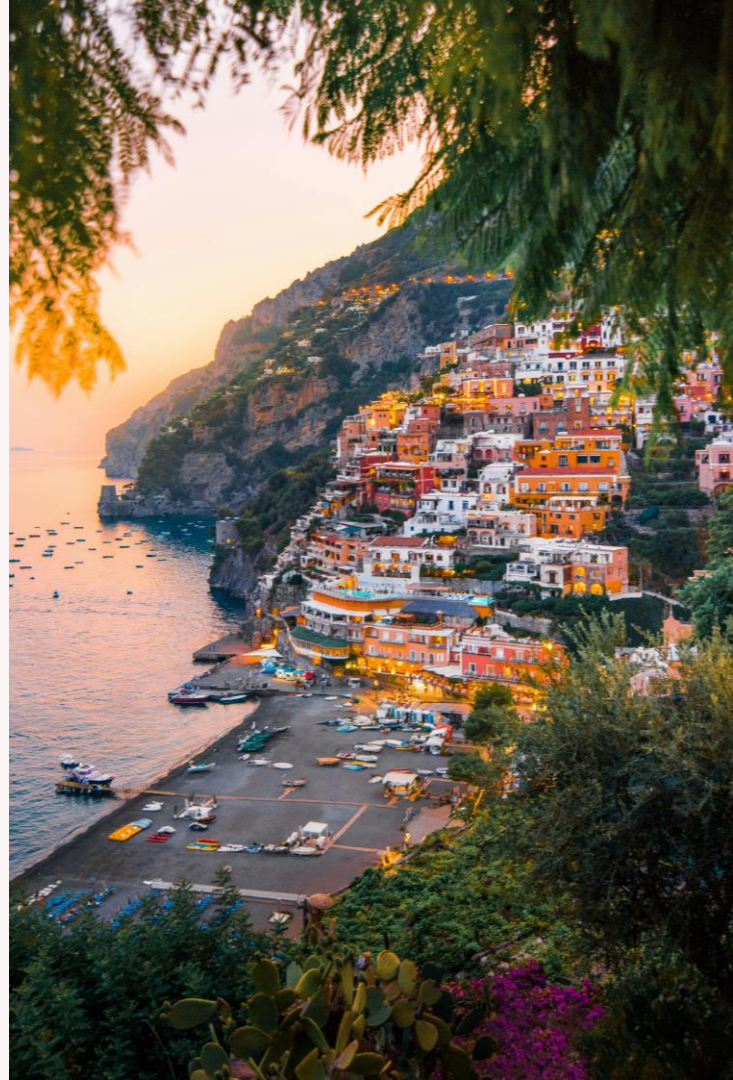
Following the completion of a successful pilot, we will now extend the service to all Travel Edge Network advisors!

To participate in the program, the below must be true:

- Service is booked or invoiced as an external service in ADX*
- Commission is more than 2 months overdue, but less than 1 year
- Outstanding Commission is not on the unclaimed list
- Your total outstanding commission is more than \$100

To utilize the service, submit an: [Outstanding Commission Collection Form](#)

*\$20 service charge will be deducted from any successfully chased commission for services booked and invoiced outside of ADX.

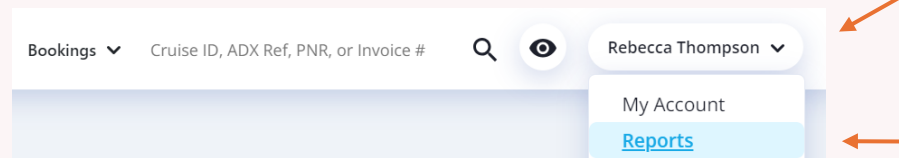


ART Flight Manifest

Become proactive with your clients and the upcoming potential Air Canada Strike.

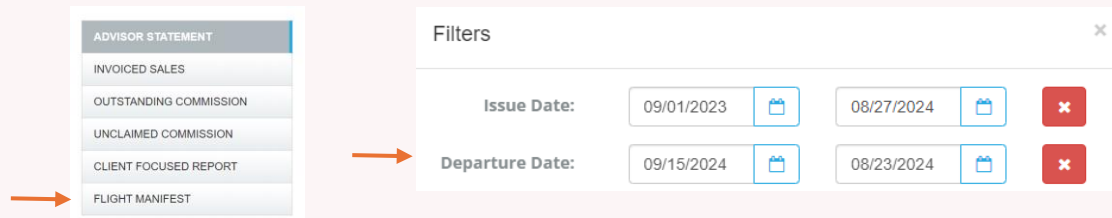
To access your personal Flight Manifest in ADX:

1. Click to your profile and into your reports



2. Click on 'Flight Manifest'

3. Click on blue 'Filters' at the top right of the screen and select the issue date to be on/before August 27, and departure date to be September 15-23 to align with current Air Canada Rebooking Goodwill Policy.



Update: Service Operations



Kate Richardson, Sr Director,
Service Operations

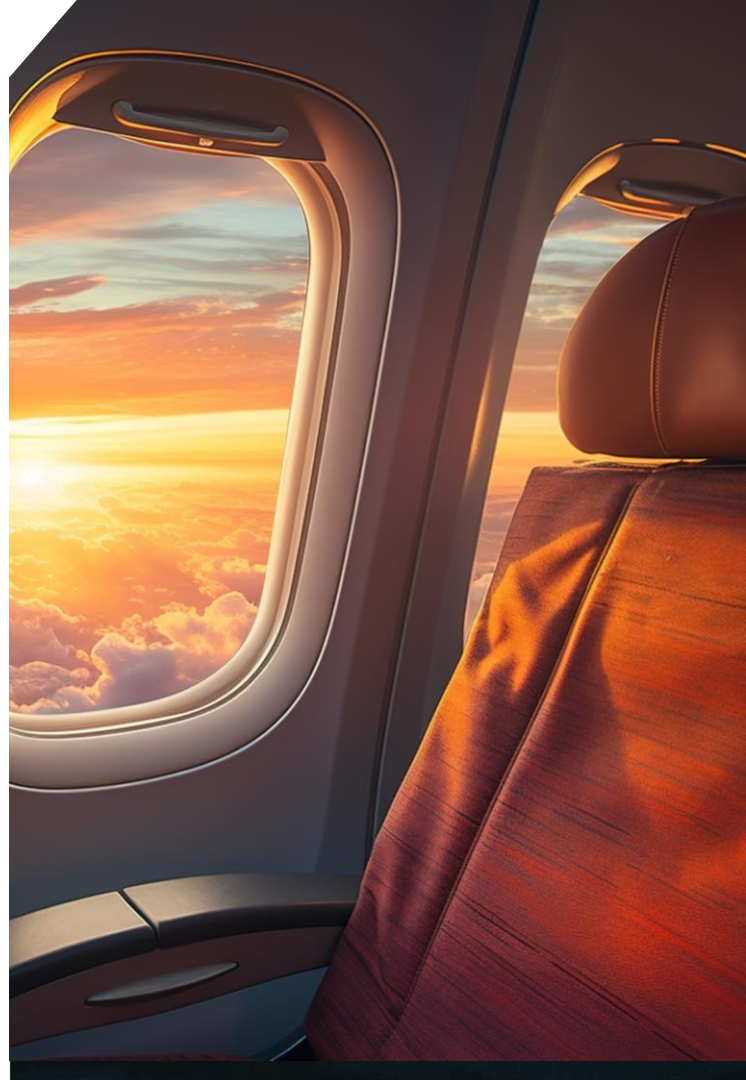
TEN Air Connect

Let our team do the work & still earn a referral commission

The TEN Air Connect Team is a white glove Air Concierge Service including shopping, booking, ticketing and management team that provides services to TEN ICs, Affiliates and their clients.

- ✓ The TEN Air Connect team will work directly with the client or via the Travel Agent
- ✓ No debit memo guarantee
- ✓ 24/7 support included with every booking & applies to all ADX booked services in the same ADX reference.
- ✓ A seamless client/advisor experience with all services booked in one itinerary directly in your ADX Account.
- ✓ Pick and choose how & when you want to work with the TEN Air Connect Team

To learn more, sign up for an information session [HERE](#). You can also contact me directly at kate.richardson@traveledge.com



Update: Cruise & Tour



Larry Garnett, Relationship
Director, Cruise & Tour

DMC Intranet Listings

Consolidated Searchable DMC List

One consolidated DMC list. Log into the Intranet > Click Partner Information. Click DMC > DMC Partner Information.

Two tabs at the bottom “TE Preferred DMCs” and “Other DMCs” Click on the Preferred List use the chevrons in the header to search.

We are working to provide the same format listing for our Preferred Tour Partners as well.

		Travel Edge Network Preferred DMC List		
DMC	Countries	Corp Office Address	Corp Office Phone #	
Beyond Times Square	USA	Avenue, New York, New York 10022	(212) 564-1001	IATA
Bucher Travel Inc.	Switzerland	Pilatusstrasse 27, Dierikon, Luzern 6036, Switzerland	+41 41 418 55 55	IATA
Calvados Club	Croatia	Gunduliceva 4, Split, Croatia, HR-21000	+385 21 494 949	
Canada Excursionist	Canada	4262 Rue Sainte-Catherine Est, Bureau 200. Montreal, QC, H1V 1X6	1-514-312-6612	Age onli
Delta of Scandinavia	Europe	Borupvang 2B, 2750 Ballerup, D	+45 70 70 73 24	Ema delt avia
Essence of Sicily	Italy	Contrada Piatta forma 47, Agrigento, Italy, 92100	+39 328 371 7527	
Essenza Escapes	Italy	19 Thornton Hill, London SW19 4HU, United Kingdom	+44 7543 648271	
Family Twist	Austria	31 avenue de l'Opéra Paris, Île-de-France 75002 France	33184608414	

Industry News

Updates and Changes

Explora II Starts Her inaugural Voyage Sept 16

[Ritz Carlton Yachts Ilma Made her Debut Sept 2, 2024](#)

Windstar “Star Seeker” Inaugural Season

[Small Cruise Ships | Fewer Than 350 Guests | Windstar Cruises](#)

Royal Caribbean Releases New Details on 2nd Icon-Class

“Star of the Seas” [Review Full Article](#)

Viking Takes Delivery of Newest River Ship on the Nile

[Review Full Article](#)

[Princess General Policy Change \(Gratuities\)](#) effective with NEW standard fare bookings made on or after 8/15/2024.

Effective immediately, Princess is upgrading the Princess Premier Bundle, It will now cost \$90pp/day.



Update: Hotel & Ground



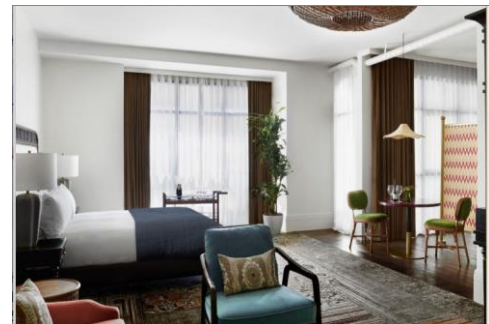
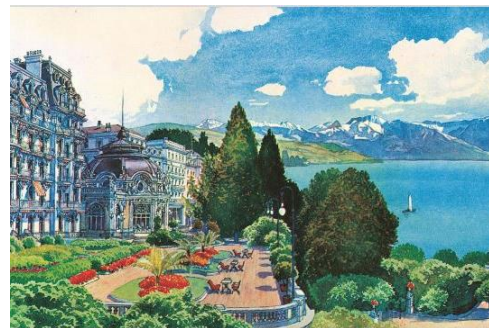
Mary Kleen, Relationship
Director, Hotel & Ground

Recent TEN Luxury Hotel Program Additions

- Grand Hotel Stockholm
- The Aster (Los Angeles)
- Sandoz Hotels (Beau-Rivage Palace, Lausanne & Lausanne Palace)
- Southall Farm & Inn (Franklin, Tennessee)
- Broadwick Hotel Soho (London)
- Malliouhana (Anguilla)

Coming Soon:

- 1 Hotels
- Como Hotels



TEN Luxury Hotel Program Coverage

of Preferred Partner Properties in
Major Cities Worldwide:

London: 55

New York City: 33

Chicago: 30

Los Angeles: 29

Rome: 28

Miami: 26

Paris: 25

Tokyo: 23

Sydney: 17

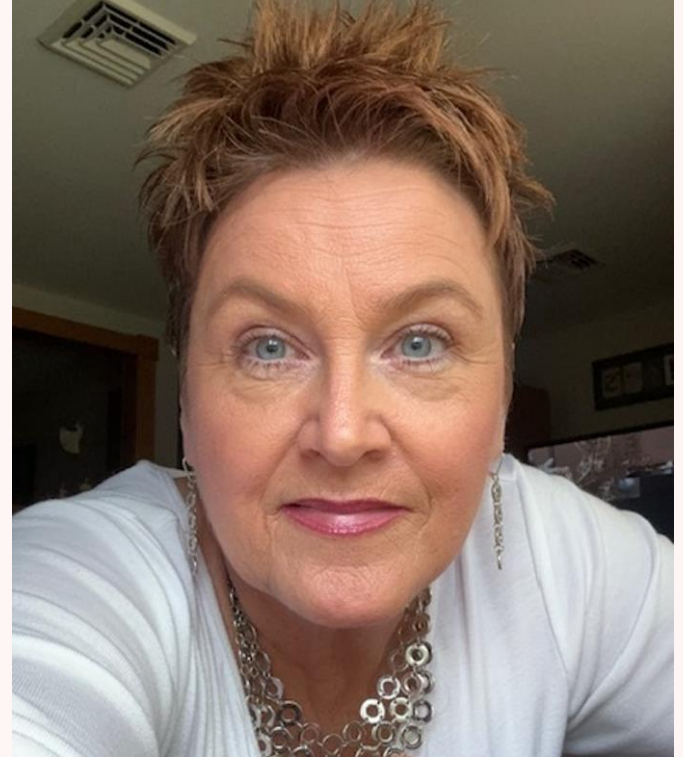
Shanghai: 17

Madrid: 14

Toronto: 13



Update: Air & Insurance



Kristina Barrett , Relationship
Director, Air & Insurance

Turkish Airlines & Sabre



Effective September 1st, 2024, Turkish Airlines will no longer be available in the Sabre GDS.

ADX has been updated to pull TK content from Amadeus for all new bookings

Existing ticketed bookings for any second touches or PNR management need to be handled by TK directly.

For Sabre GDS Users who choose not to use ADX for new Turkish Airlines bookings, or to ticket any outstanding un-ticketed Sabre bookings, there are three options available:

1. Book through ADX | TK content is available via Amadeus
2. Use the Air Support Team
3. Use the 'new' TEN Air Connect team



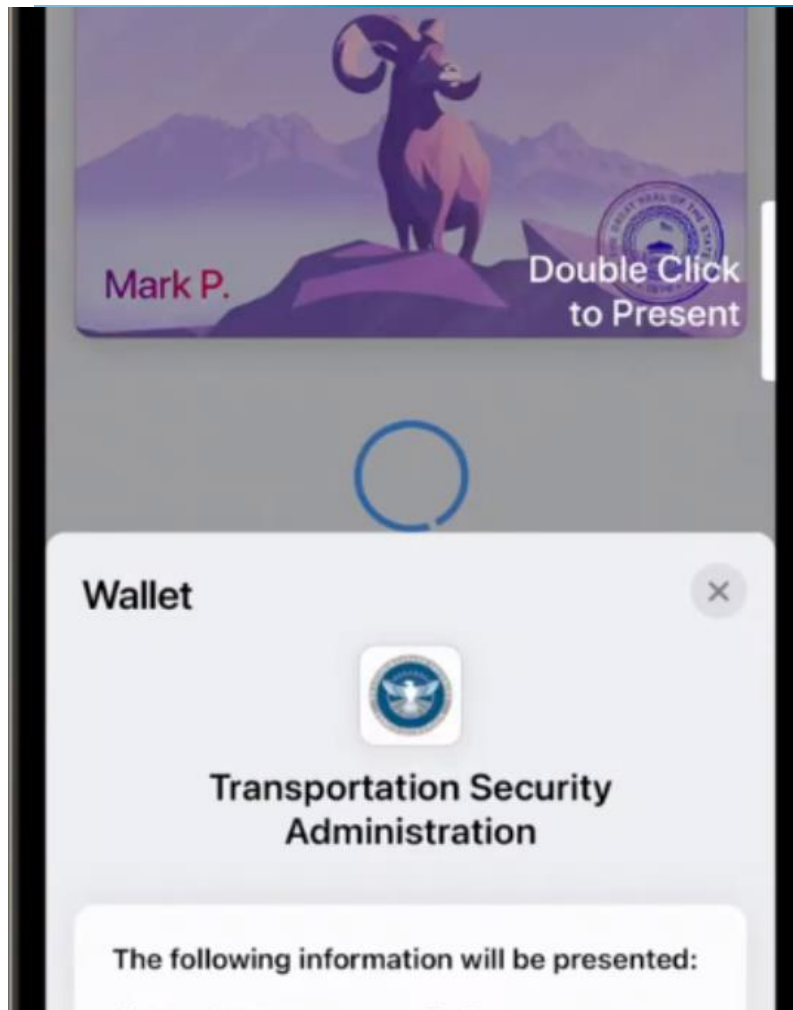
Apple's TSA-Digital ID

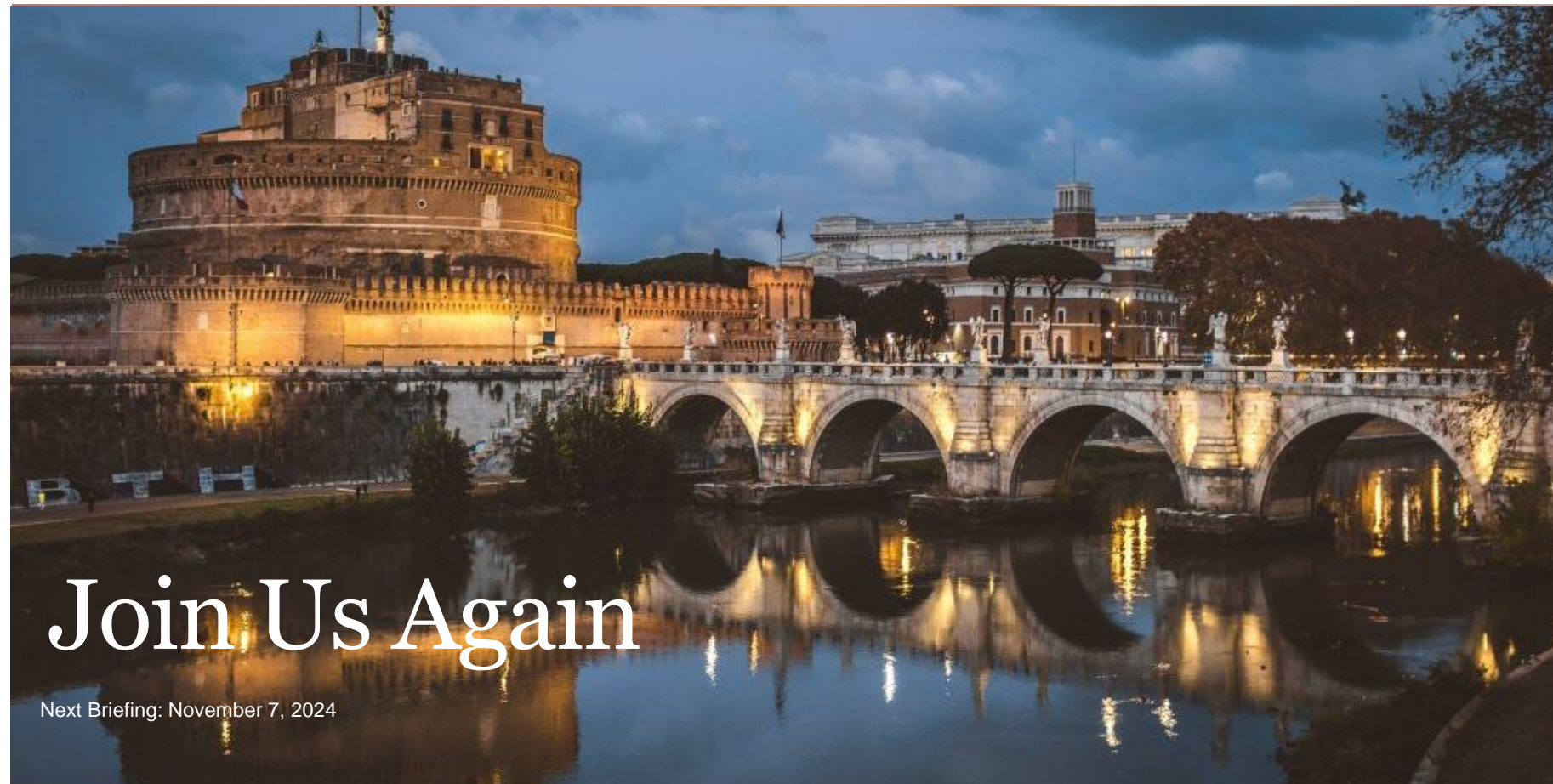
Apple's TSA-approved digital ID is now live in 5 states, coming soon to many more

The days of fumbling around for your driver's license at the security checkpoint are slowly coming to an end.

It's great to see Apple's new digital IDs take off and now begin expanding.

[LEARN MORE](#)





Join Us Again

Next Briefing: November 7, 2024

