

# TRAVEL EDGE NETWORK

# Travel Edge Network Call

January 15, 2025



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# Update from Andy



# Standing together for Southern California

World Central Kitchen has mobilized in Los Angeles and **Navigatr Group will match all donations 1:1 to double your impact!** World Central Kitchen has 25+ food truck partners that have served more than 42,000 meals to first responders and impacted families in more than 20 Southern California locations. World Central Kitchen [Donate Now](#)

If you are interested in donating funds to the California relief effort, we have also set up a support page California Community Foundation's Wildlife Recovery Fund on our company giving platform, **Spark** [Giving Platform](#)

## TRAVEL EDGE

Standing together for Southern  
California ❤️

Our hearts go out to everyone affected by the devastating LA fires, including our valued Travel Edge advisors, clients & supplier partners in the area.

This regional crisis impacts us all deeply, and we want to share ways to support and help.



# We'll miss you!

It is with both gratitude and sadness that we announce the retirement of Mary Kleen, a trusted and experienced travel professional after 16 years of exceptional service with Travel Edge and over 37 years in the travel industry.

Over the years, Mary has been an asset to our team, bringing unparalleled expertise, passion, and dedication to TEN's success, known to many as the "Queen of the Hotel," her expertise and leadership have helped shape our success and set a standard of excellence that will continue to influence our hotel program.



Mary Kleen, Relationship  
Director, Hotel & Ground

# Update: Travel Edge Network



Gail Banack, SVP, Travel  
Edge Network

# Update: Member Engagement



Michelle Leal, VP Member  
Engagement



# Limitless

## Connecting through Culture

January 21 - 22, 2025



With just one week to go until **Limitless: Connecting through Culture**, we're excited to remind you that appointments are open! Please take a moment to review and respond to your appointment requests to ensure you make the most of this incredible opportunity to connect with partners and industry leaders.

We can't wait to see you next week as we dive into a day of insights, connections, and cultural exploration!

**Log into the platform [HERE](#)**

**Register [HERE](#)**



# Limitless



## Regional Events

Thursday, January 23rd, 2025

### Toronto

5:00pm – 8:00pm

My Place For Dinner  
Cooking School  
St Lawrence Market  
(between Jarvis and  
Market Street)



WORLD OF  
HYATT Inclusive COLLECTION

### New York

5:00pm – 8:00pm

My Cooking Party  
130 West 29th Street



ONEALDWYCH

### Atlanta

12:00pm – 2:30pm

Team Building with Taste  
6035 Peachtree Road,  
Suite A202



UJV

### Southern California

1:00pm – 3:00pm

Sur la Table Carlsbad  
1915 Calle Barcelona Suite  
#130



UJV

### San Francisco

5:00pm – 7:00pm

Culinary Artistas  
851 Beach Street



UJV

### Vancouver

5:00pm – 7:30pm

Tall Order Cooking Class  
Miele, 69 Smithe Street



AIR NEW ZEALAND

### Montreal

6:00pm – 8:00pm

Dinner at Ritz Carlton  
Montreal  
1228 Sherbrooke St W



RITZ-CARLTON  
Montreal

We're so excited to invite you to our **Limitless Regional Event Series** happening on Thursday, January 23, 2025. Join us for an unforgettable evening of **food, fun, and connection**. We can't wait to see you there!

# Limitless

TRAVEL EDGE

Registration is OPEN for our exclusive in-person  
**Limitless Luxury: Crafting the extraordinary.**

**March 16-19, 2025**  
**The Kimpton Santo, San Antonio**

Spots are limited so we recommend registering  
soon

Plus, join us for a special Mary Kleen send off

We look forward to seeing you there!

Website for more information, [click here](#)  
Register **HERE!**



## TEN Gallery



Reminder, we have **relocated all Member Engagement** to our new website – **Luxury Events, Knowledge Trips, Mini Fams and Top Performer Trips**. Our new site also includes our Community Regional Offices, Marketing, Blogs and Member Center with more updates happening daily! Please take a look and bookmark for future use [www.marketing.traveledge.com](http://www.marketing.traveledge.com)



# Luxury Events, sign up now!

Advisors can express interest for Industry Luxury Events in 2025 [Click here to visit the page.](#)

## Industry Events

EMOTIONS

REMOTE  
LATIN  
AMERICA

TFEST

further  
east

DUCO  
FRANCE

Do Not Disturb

ILTM  
CANNES

DUCO  
ITALY

EMOTIONS

L.E./MIAMI

PROUD  
EXPERIENCES

ILTM  
NORTH AMERICA

WE ARE  
AFRICA

PURE  
LIFE EXPERIENCES

DUCO  
SPAIN & PORTUGAL

**Coming to a  
city near you!**

**Registration  
opens  
next week**

**Winnipeg**

**April 7-8**

*Hilton Winnipeg Airport Suites*

**Chicago**

**April 10-11**

*InterContinental Chicago  
Magnificent Mile*

**Atlantic City**

**April 23-24**

*Ocean Casino Resort*

**Fort Lauderdale**

**April 28-29**

*Pier Sixty-Six*

**Montréal**

**May 1-2**

*Humaniti Hotel Montréal  
Autograph Collection*

**Toronto**

**May 5-6**

*Hilton Toronto Airport  
Hotel & Suites*

**Edmonton**

**May 8-9**

*DoubleTree by Hilton Hotel  
West Edmonton*

**Vancouver**

**May 12-13**

*Coming Soon!*

**Newport Beach**

**May 15-16**

*Hyatt Regency  
Newport Beach*



# Upcoming Webinars

Date	Time	Event	Link to Register
Wed Jan 15th and Thursday Jan 30th	1pm ET   10am PT	<i>TEN Air Connect</i>	<a href="#">Register</a>
Thu Jan 16th	1pm ET   10am PT	<i>Discover How to Reach Stunning Destinations with Fiji Airways</i>	<a href="#">Register</a>
Thu Jan 30th	1pm ET   10am PT	<i>All things Wave at Princess!</i>	<a href="#">Register</a>

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



# Update: Operations

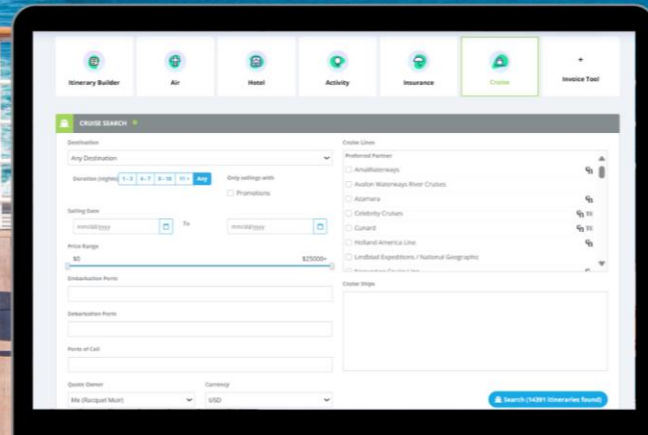


Rebecca Thompson, Director,  
Operations

# Cruise Booking is coming soon to ADX

Effortless bookings and trip management!

More info to come in the coming weeks.  
Stay tuned and get ready to set sail on a new opportunity.



# Update: Finance



Jamie Sullivan, VP Finance  
& Strategy

# Finance Updates

- Improved speed and quality of HelpSpot responses are required
- Steps to address this moving forward
  - Additional resources in finance team
  - New ticketing system
  - Proactive communication to ICs for regular issues
  - Reviewing commission process with TE operations team
  - Highlight suppliers who are late on commission payments



# Update: Service Operations



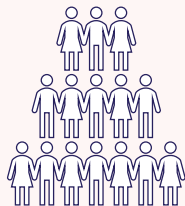
Kate Richardson, Sr Director,  
Service Operations

# TEN AIR CONNECT



Thank you for your continued trust!

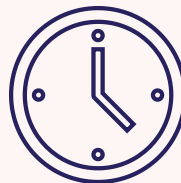
**150** Advisors  
onboarded to date



**+200** Tickets  
Booked



**+150hrs** worked on  
behalf of Advisor



**75%** Close Rate



- ✓ Tune in to the opening remarks of Limitless next week to hear a special sales incentive with TEN Air Connect
- ✓ Make an appointment with us at Limitless

- ✓ Attend a Webinar: Sign up [HERE](#)
- ✓ Can't wait? Send an email to [kate.richardson@travelege.com](mailto:kate.richardson@travelege.com)



# Update: Cruise & Tour



Larry Garnett, Relationship  
Director, Cruise & Tour

# Wave Season

## Your Insight and Feedback is Extremely Valuable!

Wave Season is a very exciting and fast paced time!

- Best offers of the Year!
- New ships, new amenities, and new itineraries

Early booking in 2025 and even 2026 is huge! **Book now!**

- Lux ships are smaller with fewer staterooms available
- Higher category Verandahs, suites, and penthouses, are limited.

Build your strategy, marketing, and business for a successful New Year!

How has Wave Season started for you? I realize it's early, but let's assume WAVE started Dec 1, 24. I'm doing a quick temperature check.

1. How is Wave Season progressing in 2025 vs 2024

A = Better

B= Same

C = Worse

D = Too early to tell!

2. What are the top 3 Cruise Lines you are Booking right now?

3.What Cruise destination are you being asked about the most right now.

A = Europe

B = Asia

C = Alaska

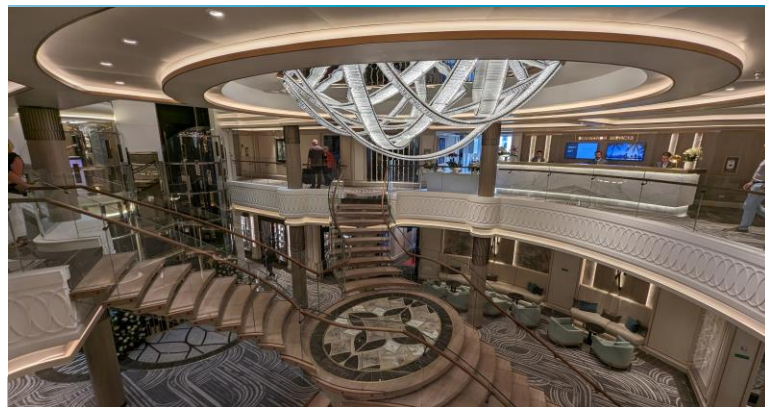
D = Caribbean/Bahamas

E = All the above!

# Industry News

## Guests Directly Impacted by the CA Wildfires!

- **NCLH** is waiving cancellation penalties for Jan and Feb cruises and provide a 100% FCC for anyone unable to sail due to the Wildfires in LA.
- Please contact the Reservations Department (phone number: 800-327-7030) ask for the Resolution Desk for assistance.
- **Princess Cruises** is also offering FCC options for guests who may need to cancel due to the wildfires in CA.
- Agents are standing to help refund or provide FCCs to anyone impacted. Contact reservations for assistance



### Additional Industry News

**Oceania Cruises** - Nikki F. Upshaw, SVP of Global Sales, is stepping down. No successor has been named, Sales leaders will report to Frank A. Del Rio for the interim period.

**Regent** - Andrea DeMarco, president of Regent is stepping down, Jason Montague has been appointed as Chief Luxury Officer responsible for Oceania Cruises and Regent.

# Silversea

## January Flash Sale

Two Weeks ONLY!


Combine savings up to \$5,000 per suite, up to a two-category suite upgrade on more than 100 global voyages in early 2025 through 2027.

Book your suite with our best All-Inclusive fares by Jan. 31, 2025.

[Click Here for Details and Terms \(USD\)](#)

[Click Here for Details & Terms \(CAD\)](#)

[Applicable Voyages](#)

A promotional advertisement for Silversea featuring a luxurious Veranda Suite. The background image shows a modern, well-lit suite with a large bed, a sofa, a desk, and a balcony with a view of the ocean. The text is overlaid on the image, starting with the Silversea logo at the top. Below the logo, it says 'TWO WEEKS ONLY' in a smaller font. The main headline is 'UP TO \$5,000 SAVINGS' in large, bold, white letters. Below this, a white box contains the text '+ SUITE UPGRADE' in bold black letters. At the bottom of the image, there is a blue link 'Silversea Expedition Presentation' and a small caption 'Veranda Suite aboard Silver Sea' in the bottom right corner.

SILVERSEA

TWO WEEKS ONLY

UP TO \$5,000  
SAVINGS

+ SUITE UPGRADE

[Silversea Expedition Presentation](#)

Veranda Suite aboard Silver Sea

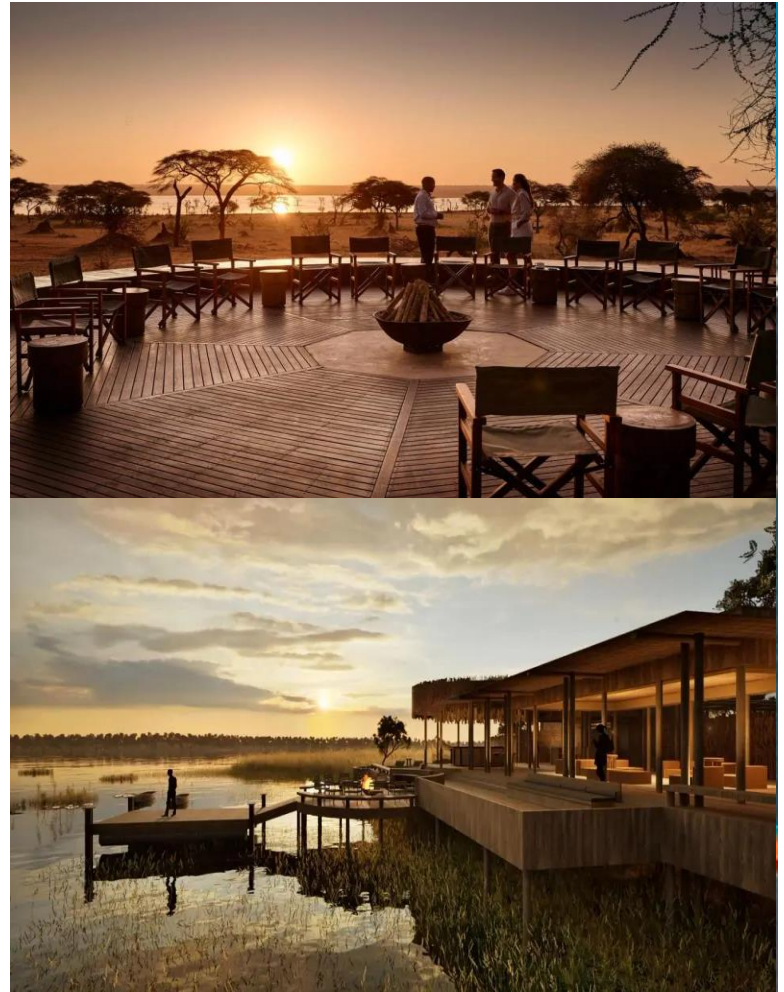
# A&K

## NEW Branding with A&K Sanctuary

A&K Sanctuary is their own collection of chic retreats in some of the most sensational, soul-stirring locations on earth.

13 safari lodges and luxury camps in Africa's greatest national parks, and five sophisticated riverboats voyaging the Nile and the Amazon.

Click Her for more: [A&K Sanctuary](#)



# Kensington

## Kensington Gift Card, Extended!

### Agent Bonus Offer

Each new booking made between now and December 31, 2025 with travel through December 31, 2026 gets agents bonus cash on a prepaid VISA card.

*\*Bonus paid out after deposit on prepaid VISA gift cards.*

### Kensington FIT - Agent Rewards Program



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+ or Group Bookings of 10+ Travelers	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 \$7,500, within the current calendar year.

\*\*Some restrictions may apply. Offer may be withdrawn without notice.



# Preferred DMCs

## New Signed Preferred Partners since Sept 2024

### Announced

Costa Rica Sun Tours  
Journey Costa Rica  
SIT Travel Italy  
Eastbound

### NEW

#### Madrid & Beyond

Spain and Portugal (main focus is Spain). Well established in Spain for over 20 years offering to those who are seeking authentic, personalized travel in the region.

**Lusanova Tours-** Portugal Luxury DMC Offers single service and full package trips throughout Portugal.



# Update: Air & Insurance



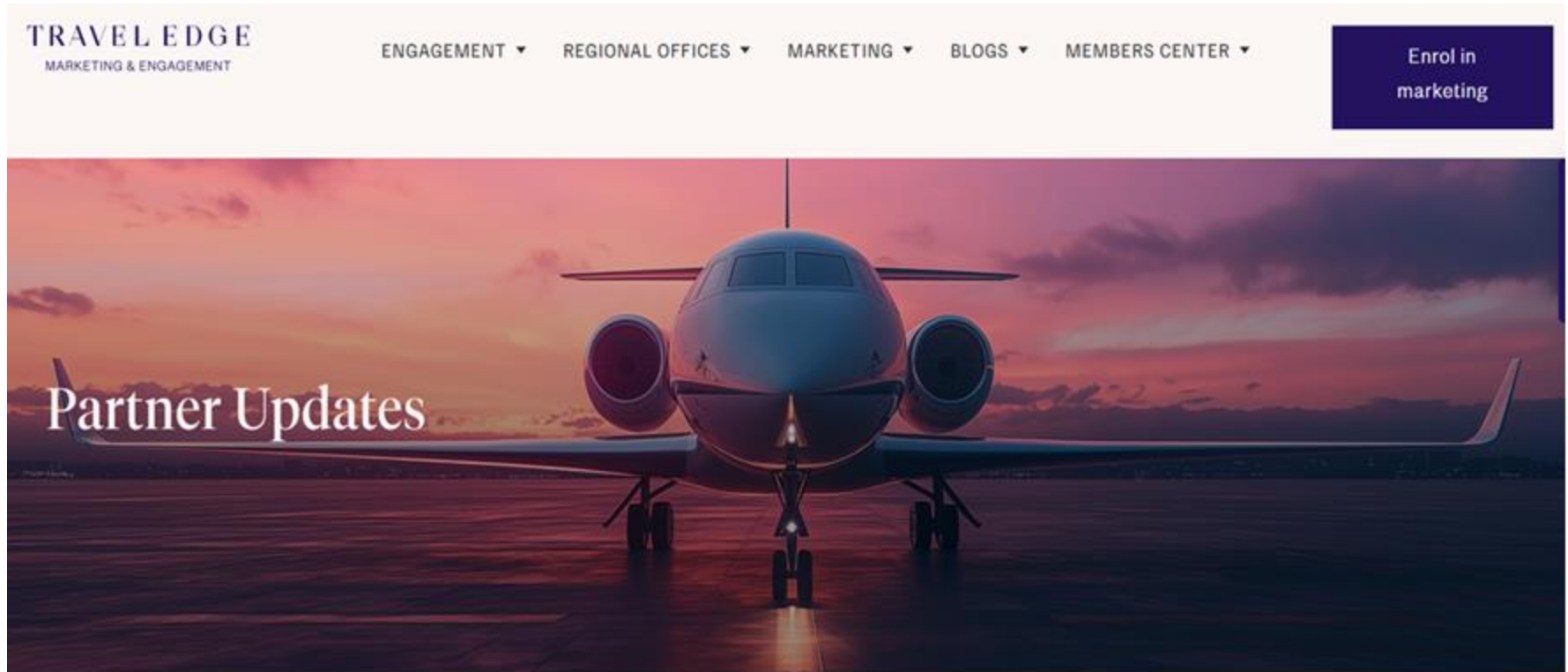
Kristina Barrett , Relationship  
Director, Air & Insurance

“**Supplier/Industry news**’ is now available to you via this link below

<https://marketing.traveledge.com/partner-updates>

Password is **Marketing**

(Be sure to save this link to your favorites too, for easy access and reference)



# Airline Agreements

## Travel Edge Air Contracts for 2025

65+ airline agreements for POS US & POS CA have been added, or updated:

- Contract extensions
- Commissions (Tactical, or change)
- Routes/destinations/markets
- Carriers/Partners and more to come.





# Travelex

## New Plans in effect

Travel Edge recently took on three new Travelex plans:

- Ultimate (bookable in ADX)
- Advantage (bookable in ADX)
- TravelMed Go (bookable via Travelex direct)

Full details located on the new and update Travel Edge Intranet page

[Travelex Decicated Intranet Page](#)



Questions?  
Need Help?







# Join Us Again

March 6, 2025



Thank you!