

Welcome to EMT 2023

Welcome to **Enchanted Memories Travel**! We know that you are passionate about vacation planning and you now have the opportunity to share that passion with others by becoming a Memory Maker®.

Along with the details regarding compensation, expectations and certifications, this training manual includes the tools to help you become a successful Memory Maker.

This manual is updated in real time so the best way to make sure you have the most current information is to **bookmark the link** and consult it frequently. New additions or changes will be in red.

All Memory Makers are required to read the manual and sign this document annually. Signatures for the 2023 Manual are required no later than February 1, 2023 (scroll to last page to sign).

Please note the contact information at the end of the manual. We are here to help you become a success and if there are questions not answered in this manual, please do not hesitate to contact us.

We look forward to working with you and we wish you great success!

*The information contained in this manual is for the express use of active Memory Makers in good standing with Enchanted Memories Travel. The information provided herein may not be shared, copied or disseminated to other parties. Failure to adhere to this policy will result in immediate dismissal and/or forfeiture of outstanding commission.

Memory Maker® Compensation

Memory Makers® are independent contractors. As such, either party can terminate the relationship at any time, for any reason. Enchanted Memories Travel is not required to provide a reason for termination. Memory Makers® may not be affiliated with any other travel agency or host agency while working as an independent contractor with Enchanted Memories Travel.

Commission levels are based on lifetime commissions received by the Memory Maker from EMT. It is not based on commissions booked or due.

New commission structure effective August 15, 2023*

SILVER \$0-\$5000 = 50%

GOLD \$5001-\$15,000 - 60% - CLIA eligible

PLATINUM \$15,001-\$30,000- 65%

DIAMOND \$30,001-\$50,000 - 75%

ELITE \$50,000+ - 80%

***Commission rates for all active Memory Makers will be automatically adjusted to the new commission tiers (if applicable) in TESS before August 15, 2023.**

It is the Memory Maker's responsibility to notify Amy when a new commission tier has been achieved. Amy will confirm the commissions received and adjust the commission rate to the new level in TESS.

Agents at the Elite level will have a goal to achieve at least a 5% revenue increase each year. This is a goal; it is not mandatory.

Commission Policy - Please Read Complete Policy

Memory Makers are paid commissions after EMT receives the commission from the supplier and the commissions are processed. Checks are issued on the 15th of every month. See below.

Our suppliers pay our agency approximately 30 days after the final date of travel (this can vary). Once commissions are received from the supplier they are processed by our accounting department and applied to your bookings in TESS.

- **Commissions are typically paid to you 45-60 days after the final date of travel (assuming we have received the commission from the supplier in a timely manner).**
- **Data entry of commission ceases on the 30th of every month. Exceptions made on a case-by-case basis only. Data entry resumes on the 16th of each month.**

Some suppliers issue commission before the travel date (i.e. cruises); in this case, commission is paid to you 30 days after travel. This is the industry standard; it is also the TESS default. This 30 day window allows for cancellations, commission recalls and other adjustments that occur between the final payment and travel dates. This is NOT a new policy.

We do not issue commission checks under \$50.00. Commission accrues and a check is issued during the next pay period after the total reaches at least \$50.00.

Commission checks are issued on the 15th of every month.

If you feel that a commission is late from us (60+ business days past the final date of travel) please email Amy with the details of the booking including the supplier, client last name, booking number and dates of travel. Please provide any back-up from the supplier showing that the commission was issued to our agency.

There are several reasons bookings may not appear as “received” in TESS:

- Supplier has not paid us.
- Payment has not hit our bank account, or the check has not cleared.
- Data entry. In other words, payment has been received but is still being processed on our end.
- TESS information does not match the supplier back-up (ie booking numbers in TESS do not match the supplier booking numbers). This is the most common.
- Human error.

Memory Makers are responsible for monitoring their commission due and received.

Do not PM or text questions regarding commissions, please use email.

Commission Not Paid (Past Due/Late) by Supplier

Commission listed on our “Past Due” report (meaning, the supplier has not paid our agency) will be researched by our admin staff IF the expected commission is over \$150.

It is the Memory Maker’s responsibility to research all past due commission below \$150. Bookings that remain on that report for six months or more with no resolution will be canceled.

Our admin staff researches commission once it is 60+ days past the final date of travel (this can vary). We may ask Memory Makers to research their own commission if a booking was made directly with a property or the supplier is unfamiliar to us.

The admin staff will prioritize past due commission from preferred suppliers (\$150+). However, Memory Makers should research their own bookings to expedite payment.

If you are researching a past due commission on your bookings, please add notes in

TESS indicating the status so we are not duplicating efforts.

Direct Deposit – Platinum and above Memory Makers Only, we anticipate rolling out direct deposit for all Memory Makers in 2024.

If you would like to participate in direct deposit (and you are at Platinum or above), email a voided check with the account and routing numbers clearly visible to munirk@enchantedmem.com

Direct deposit checks are issued on the **15th of the month and can take up to three business days to appear in your account.**

Florida Memory Makers

Our Florida Memory Makers are required to register with the state of Florida as a Seller of Travel, beginning in 2024.

The cost to you is \$50 annually paid to the State of Florida. [Click here to view the application.](#)

Our FLA. Seller of Travel Ref. No. ST44725. The state will issue your Independent Sales Agent, Seller of Travel number.

Please email your SOT number to Amy once you have it.

Contact Amy anicholson@enchantedmem.com if you have questions.

Change of Address

If your mailing address changes you must change your address in TESS AND email Munir munirk@enchantedmem.com to notify him. This is the only way to ensure your commission checks are mailed to your new address.

Minimum Booking Requirements - Effective January 1, 2024

Memory Makers are required to make a minimum of 10 bookings per year of \$1500+ each to remain active. (Old policy was 12 bookings per year of at least \$2500+) Eight of these should be non-personal bookings.

Million Dollar Memory Maker Compensation Options

If a Memory Maker reaches \$1M in sales (booked, not traveled). The options below are available beginning November 1st, 2023:

Option A:

85% Commission

- TESS, upgraded version. \$300 value
- Paid clerical assistance upon request.
- Complimentary sales conference registration and accommodations.
- Sales Conference flights/travel expenses reimbursed, up to \$300*.
- 100% commission on commissionable personal travel (up to 5 trips per year)
- Disney and Universal Park Tickets upon request (when available to agency).
- Annual Travel and Professional Development allowance (Memory Maker submits receipts for reimbursement.):
 - \$1M agents = up to \$1000 per year reimbursed after travel.
 - \$2M agents = up to \$2000 per year reimbursed after travel.

Option B:

90% Commission*

- Memory Maker commits to attending EMT Sales Conference annually at their own expense.
- Memory Maker commits to attending at least one additional professional event annually at their own expense (ex. Encore, AIC Showstoppers, TLN yearly event, FAMs).
- TESS, upgraded version. \$300 value
- Paid clerical assistance upon request.
- Disney and Universal Park Tickets upon request (when available to agency).

*Maximum commission split.

Once an option is selected, it remains in place for the next calendar year. If a Memory Maker decides to switch options, they must notify us in December. The new selection will go into effect January 1st.

CLIA and IATA Cards

Many suppliers (including Disney) require agents to have a personal CLIA or IATA card in order to take advantage of Travel Agent discounts, FAMs and other benefits.

The purpose of these credentials is to identify you as a **productive travel professional**. Therefore, they are only available after you have reached Gold level or you have invested in your business by attending our national sales conference. EMT can be audited by CLIA or IATA at any time to ensure that we are only issuing credentials to active, productive agents.

EMT will sponsor your CLIA card when you reach Gold level (see below). The Memory Maker is responsible for all membership fees.

Qualifying For A CLIA Card

- You must be a Gold Level agent to qualify to apply for a personal CLIA card*.
- You must maintain a 5% increase in annual sales or attend our national sales conference for CLIA to be renewed.
- CLIA membership fees are the responsibility of the Memory Maker.
- [Click here to apply for your CLIA](#) (Gold level Memory Makers and above only*)
- When applying for a CLIA choose **Individual Agent Membership**

Please note the following:

- CLIA often stops accepting applications when they reach a certain annual quota. We will approve your application if it moves into the following year for that reason.
- It is your responsibility to notify Amy when you think you have reached a new commission level.

IATA has a different structure and they require travel professionals to prove via their 1099 that they have received a specific dollar amount in commission annually. Our agency approves IATA memberships on a very limited basis. **In general, it is not necessary for an agent to have both credentials. Contact Amy with questions.**

Client Requests to Change Memory Maker

In the rare event that a client contacts the office and asks to be assigned to a different Memory Maker, we are obligated to honor that request. In that case, the original Memory Maker's commission will be reduced to 30% so that we can assign the booking to a new Memory Maker.

Ending the Independent Contractor Relationship

All Memory Makers are independent contractors. As such, either party can terminate the relationship at any time for any reason. If this relationship ends, it can be handled in one of two ways (we must be notified in writing):

Scenario #1 (Most common) – Memory Maker transitions out by continuing to service their clients until all bookings have traveled. In this case, the commission is paid as normal for all bookings. During this time the Memory Maker does not

make new bookings. The Memory Maker must maintain their TESS account until the final commission is paid. The Memory Maker cannot be associated with another travel agency during this transition period.

Scenario #2 – The Relationship ends immediately. The Memory Maker makes no new bookings and remaining non-traveled bookings will be assigned a new Memory Maker. Commissions are cut in half: Silver agents earn 25%, Gold agents earn 30%, and Platinum agents earn 32.5%.

In either scenario, the following applies:

- **Memory Maker forfeits all outstanding commissions if making bookings under a new IATA/CLIA/ARC or promoting their services with a new agency, while still servicing EMT clients.**
- **Memory Maker must maintain a professional relationship with EMT, our suppliers and our clients in all interactions, including social media. Memory Maker forfeits the remaining commission in the event this professional relationship is not upheld.**
- EMT retains all client information.
- Requests to transfer bookings to other agencies will not be approved.
- All social media accounts associated with EMT must be deleted immediately in order to receive outstanding commissions.
- In the event that the relationship ends due to a client complaint or a client requests a new agent, all commissions are forfeited.

We understand that there are many reasons someone may choose to discontinue their relationship with us. We really appreciate it if you let us know that you'd like to end the relationship rather than "ghosting" us. **No hard feelings, we promise!**

Memory Makers are responsible for deactivating their TESS account. **TESS must remain open in order for us to issue commission checks.** When your final commission check has been received, it is your responsibility to deactivate your TESS account via the TESS Help Desk or emailing ron@travelesolutions.com

Personal Booking Policy

A Memory Maker's personal travel is paid at their normal commission rate. **EMT reserves the right to terminate the independent contractor relationship and/or withhold commission at our discretion, if this policy is abused (ie Memory Maker is primarily booking their own travel or using names of other family members to make personal bookings).** The Book A Trip form is required for a Memory Maker's personal bookings.

Expectations of Memory Makers

- 10-15 hour minimum weekly commitment to growing my business and servicing

my clients.

- Minimum of 10 bookings per year of at least \$1500+ each (excluding air-only bookings). **8 of these should be non-personal travel.**
- Actively participating in the EMT Support Page on Facebook which is a private group for Memory Makers® only. Visit this page daily for company and industry updates, news and important announcements.
- Professional representation of EMT at all times and a commitment to promoting EMT via social media and other channels.
- Updating training certifications from our preferred suppliers annually or as required.
- Servicing clients in a manner that is consistent with our overall mission: the client is always first.
- Managing my business and client base using Travel eSolutions (TESS) and updating information within TESS immediately when bookings are made or adjusted.
- Attend monthly conference calls, which are held during the first week of each month on weekday evenings (Eastern Time). Memory Maker® must attend a minimum of FOUR live calls per year. (Calls are recorded in the event a call cannot be attended live.)
- Reading and staying up to date with company policies via the Memory Maker® Manual and other company communications.

Enchanted Memories Travel will de-activate Memory Maker accounts without notice due to: long periods of inactivity, lack of communication, lack of promotion on social media or generally not meeting the minimum expectations as put forth in this manual or other communications.

Training and Certifications

Enchanted Memories Travel requires that each Memory Maker complete our training program within two weeks of your accounts being created. In addition, you must pass an internal EMT Quiz. Upon completion of each course, you will receive a certificate that you must email to certificates@enchantedmem.com.

Memory Makers are required to pass an internal quiz [Memory Maker Quiz](#) upon completion of training courses.

All current Memory Makers will also take the Enchanted Memories Travel quiz annually. You will have access to the updated quiz in January. You must pass the quiz to remain in good standing.

Enchanted Memories Travel can de-activate Memory Maker accounts without notice due to long periods of inactivity.

Mandatory Vendor Courses:

College of Disney Knowledge

ALGV PRO (in the VAX booking engine)
Universal Orlando Resorts
Royal Caribbean – Cruising Power

Disney Travel Agent Account:

Here you will be able to create quotes, book reservations, & retrieve existing reservations. You will also be able to order marketing supplies and access training courses.

1. Go to www.disneytravelagents.com
2. User name and password will be provided by Debbie O'Glischen via email.

Once you're logged on, click on 'Training and Benefits' then 'College of Disney Knowledge'. After you have completed the 'Basics' you click on the blue exclamation point and complete any 'Updates' and the Assessment. When you pass this certification please forward your certificate to certificates@enchantedmem.com.

Please send ONLY the final College of Disney Knowledge certificate; we do not need the certificates for individual modules.

The final Disney College of Knowledge certificate looks like this (this is the only Disney certificate we need):



It is your responsibility to keep College of Disney Knowledge training up to date. Disney releases updated modules throughout the year. Each year you are required to update your main CODK training certificate. It is your responsibility to maintain your training status.

Please note that completing the College of Knowledge does NOT qualify you for travel agent rates. Disney requires you to have a personal CLIA or IATA to take advantage of travel agent rates. You qualify for your CLIA when you have reached Gold level with our agency.

ALGV Pro in VAX Vacation Access:

Here you will be able to create quotes, book reservations, & retrieve existing reservations. You will also be able to order marketing supplies from each of the vendors

available on the system and access training courses.

1. Debbie will provide a link for this training.
2. Agency ID: 6175488590
3. User name and password will be provided by Debbie O'Glishen via email.

Royal Caribbean - Cruising Power

1. Go to www.cruisingpower.com
2. User name and password will be provided by Debbie O'Glishen via email.

Once you're logged in, click on 'Training and Benefits', and then click on 'Training and Certification'. You can then sign up for the Royal Caribbean University of WOW.

Universal Orlando Resorts

1. Go to <https://www.universalpartnercommunity.com>
2. Agents register for their own account.

Once you are registered go to “Benefits and Training” and click on Universal and U and complete the training. This is a training and informational site for agents only. Universal Orlando is booked in VAX.

Universal Resorts training expires one year from the date you complete it. You are required to update your training when it expires.

For any questions regarding Funjet procedures, deals, booking issues contact ALGV Elite Desk. When you call 1-866-ALG-DESK you will automatically be routed to the Elite Desk after you enter our agency ID.

All of our agents can take part in the **WAVES rewards** program on the Funjet website. Agents automatically earn points and bonus cash when making bookings and they often combine cash offers. You will find the WAVES program info on the Funjet page in VAX under the “Agent Rewards” tab.

EMT will remove access to Memory Maker supplier accounts at our discretion if a Memory Maker has been inactive, non-responsive to communication, not up to date with training or any other issue that we deem indicates the Memory Maker is no longer active.

Master Vendor List

The link above is the Master List of vendors that we have relationships with and use frequently. **This is NOT a list of every supplier available to us.** This list includes info regarding how to set up accounts with these suppliers or book with them.

It is updated frequently in real time.

The link to the Master Vendor List changes periodically throughout the year. You will be notified via email when the link changes.

Internal Training Resources

EMT Memory Maker Support Group on Facebook - **CHECK THIS PAGE DAILY**

All Memory Makers are required to visit this page daily. In addition, many documents are stored there for your reference. Click on "Files" to access these documents and download or print them.

[Click here for the EMT Memory Maker Support Page](#) **READ GROUP RULES**

When you join this group, please read the **Group Rules**. It is important that this group is used for business related questions/discussions.

This page should not be used as a "fan page".

Please limit questions regarding your personal vacations. You are the travel professional and it is disrespectful of fellow agents' time to use them as your personal travel agent. Do not post redundant info that has already been disseminated.

Please do research before asking questions. Use the search function on the page. Many common questions have been asked before.

Not acceptable:

"My client wants to go somewhere warm, with good food to lay near a pool and play golf. Suggestions?"

"I'm planning a trip with my family to Montana. Any suggestions?"

Acceptable:

"Hard Rock Punta Cana fits most of my client's needs/budget. They are foodies. Does anyone have feedback on the food there?"

"I'm trying to help a client decide between Zoetry and Sandals, have you had clients travel to either? Any feedback?"

EMT Training Resources Group on Facebook

This page is available for all Memory Makers who have completed their training and it should be everyone's first stop for training materials. Amy or Vincent can add you to this group ("Friend" us first). Please request to join as soon as you finish training.

<https://www.facebook.com/groups/EMTTraining/>

Regional Facebook Group Links:

Below are links to regional groups that are managed by Memory Makers in those regions. It is highly recommended that you find whichever group is appropriate based on where you live. These groups are a great first stop with questions when you are new as well as a resource for regional training, meet-ups and other opportunities to connect with your colleagues.

[Texas](#)

[Mid-West](#)

[Mid-Atlantic](#)

[Southeast](#)

[Northeast](#)

Since these groups are not managed or monitored by EMT management, please refer to the group admins for info.

Technology

Creating your Website Bio:

Our website www.enchantedmem.com includes a list of current Memory Makers with a **SHORT** bio and photo. After you pass your certifications, create your bio for everyone to see. We do not require professional photos but headshot type photos that are good quality look best in the thumbnail size that we use on our website.

Bio photo guidelines:

- Headshot type photo preferred, high resolution.
- Cell phone photos are fine as long as they are high res.
- Please send a photo that is more square than rectangular.
- Do not send photos of a photo OR a photo that was taken from a distance that is cropped.
- Please avoid group photos; no one knows which person you are in a group photo.
- **Photos can be candid/fun but they should be professional looking. (No tongues sticking out etc.)**
- Please send photos via EMAIL doglihen@enchantedmem.com as an attachment, do not insert into body of email.

Bios should be brief, 200 words or so. Focus on your areas of expertise and/or personal travel experiences. We don't suggest emphasizing that you are "new". Instead focus on what you know! **Do not start with** "My name is...", your name and photo will be the title of the bio.

Please email your bio and headshot to Debbie doglishen@enchantedmem.com Bios will be proofread and edited then posted on the website.

Your Email Account:

To access your email follow the below steps:

1. Go to www.bluehost.com
2. Choose the **Webmail login** tab
3. Enter your user name and password
 - a. Username: first initial, followed by your last name@enchantedmem.com
 - b. Password: MickeyMouse1\$ – You should change this after your initial login
4. Choose the webmail application (Outlook, Windows Live Mail, Apple's Mail etc.) you are most comfortable using.
5. The incoming and outgoing server should be box2194.bluehost.com

Once your email is set up, you are required to check it daily.

If you use a program like Microsoft Outlook or Windows Live Mail, click the Configure Mail Client option after logging in to webmail to find instructions to configure – **it is highly recommended that you use one of these email programs rather than the Blue Host interface.**

Email Set-Up Rules:

- The "From" name on your email account should be your full first and last name.
- An email signature is required and it must include your first and last name.
- Our company name is Enchanted Memories Travel. You must use this name. (NOT Enchanted Memories, Enchanted Memory etc.)
- Please do not use your EMT email for junk email - we have limited storage on our servers.
- Delete promo/junk/spam/Facebook notifications frequently. **EMPTY YOUR TRASH FOLDERS!**

Send a test email from your new account to ensure it is set up correctly.

Promoting Your Business

Congratulations, you're a Memory Maker! Enchanted Memories Travel wants to make sure you have all the tools necessary to grow your business. We've broken down the job of Memory Maker® into three key areas that will allow you to be successful.

Make Connections (Leads) – Identifying tools for Memory Makers to gain clients. (FB,

email databases, mailings etc.) Using these tools effectively.

Educate (Sell) – Why do you need EMT? What exactly do we do? What are the advantages of using us? The idea of a travel agent isn't as familiar as it once was and we need to be clear that we add value and expertise. We can offer them a better experience by working with us. Consistent message needed to gain clients.

Build Trust (Deliver!) – Plan great vacations to gain a strong client base that will recommend EMT to others and use us again. Deliver more than expected. Maintain contact. Clear, consistent messages from all Memory Makers will help build trust.

Making Connections (Leads)

Finding potential customers is often as easy as having a conversation with someone at a party, sending an email to family and friends or handing a business card to someone you just met. The key is to be prepared with the materials necessary to make sure people remember who you are and what you do.

Talk to everyone

The best way to network and promote your business is just to get out there! DO NOT RELY ON SOCIAL MEDIA.

Business Cards – When you are ready to order business cards, please email Debbie doglihen@enchantedmem.com She will send you a .jpeg that can be uploaded to the printer of your choice to order your cards.

Facebook

Memory Makers may create a Facebook business page if they feel confident they know how to use it and can maintain it. If you do not feel comfortable creating and maintaining a business page you are not required to do so.

To create your Facebook Business Page follow this link facebook.com/pages/create

- **Page Name** should be: *Enchanted Memories Travel First Name Last*
- **Name** (do NOT add other words or other characters)
- **Category** Travel Agency
- **Short Description:** *Memory Maker® with Enchanted Memories Travel. We want you to make memories, not reservations. Our services are free.*
- **Long Description** text: *Enchanted Memories Travel is a full-service travel agency dedicated to creating vacation memories that will last a lifetime. Our services are free. We are committed to simplifying your vacation planning while providing incomparable customer service. Our attention to detail is unmatched. We know that a well-planned trip is truly a vacation. We work tirelessly to ensure that your trip is truly a vacation.*
- **Contact Information:** This should be whatever is on your business card. Email and phone number are mandatory. I do **not** suggest adding a home address.
- Always include the company web address. www.enchantedmem.com

- **Make me (Amy Nicholson) the ADMIN/MANAGER of your page. DO NOT USE “Amy Grove Nicholson”** This account has the EMT logo as the profile image - it is not the same account Amy uses to communicate on the support page.
- Once your Facebook business page is set up, you should post at least a few times per week.
- If you end the independent contractor relationship with EMT, **you are required to immediately delete your Facebook business page and any other accounts that associate you with EMT.**
- **EMT reserves the right to unpublish the Facebook page of any Memory Maker.** This can occur when (but not limited to) a page is dormant, a Memory Maker is inactive, or content is deemed inappropriate.
- If you still need help [click here](#)

Important: If you are unable to commit to posting consistently on your business page, do not set up a Facebook Business Page. If you already have a page but you are not using it, please delete your page.

If you're not sure what to post on your Facebook business page, here are some ideas:

- Find a current post on the EMT website. Copy the link, paste it into your post and add a comment.
- Share a post directly from the EMT business page.
- Post a personal photo from one of your travels with a comment: This resort was amazing; look at that turquoise water!
- All of our suppliers have Marketing Tools on their websites that include social media content.
- Some people find it helpful to have a schedule for their posts, Monday = quotes, Tuesday = tips, Wednesday = promo deals etc.
- Check your spelling and grammar before posting!

Scroll down to see what NOT to post on Facebook.

What **NOT** to post on your Facebook business page:

- **Do not** infringe on any other company's trademarks (logos) or copyrights (taglines). Images like these are very easy to create or to find in Google images but avoid them. These practices are illegal and can jeopardize our relationships with key vendors. They also look unprofessional and very “fan page” rather than professional travel advisor.



- **Do not** swipe photos from the Internet and post on your page without permission from the owner of the photo. Many images come up in a Google search but they are in the public domain. The end user (the person who posted the photo) is responsible for any licensing fees incurred for copyright infringements.
- **Do not** post personal/family details that are not related to your business. Your business page is public and searchable.
- **DO use the images from our Facebook business page.**

We periodically review business pages to ensure they are being updated and that they are being used appropriately.

We will unpublish or delete inactive Facebook business pages without notice if they are dormant or if we deem content inappropriate. This can be done without warning or explanation.

Other Social: If you're already a user on other social platforms, they can be another method of making connections and promoting your business. We do not recommend using them unless you are familiar with them already.

The best rule of thumb with all social media is to use platforms with which you are very familiar.

Local Advertising

Print Ads

- Playbills for schools, community theater groups or dance schools, recitals. These organizations are sometimes non-profits so your ad may be considered a tax-deductible donation.
- Ads in school yearbooks or class directories.
- Fundraisers like basket raffles or silent auctions. You donate a Vacation Voucher and provide accompanying marketing materials to be displayed with your donation at the group's event.

Confidential material for Enchanted Memories Travel internal use only.

We do not recommend spending money on advertising when you are brand new. Take some time to get your feet under you and learn the ropes first.

Educate!

Now that your name is out there, people will start asking you questions. You will likely hear the same few questions asked repeatedly as people are getting to know what you do. You need to answer these questions truthfully and confidently.

Q: Why should I use a travel agent, can't I just book my trip on my own?

A: Booking a family vacation can be stressful, confusing and overwhelming. We can cut through the clutter of websites, options, and packages so that you can easily decide what's best for your family. We are certified travel agents. Our partners often make discounts available to us before they become available to the general public. We make sure those discounts are applied to your trip even after your trip is booked. We will make dining reservations, book tours, golf outings etc. to make sure your trip is perfect. We will handle any issues that may arise before or during your trip. Most importantly our services are always free.

Q: What do you mean free? How can that be? You must just add it into the price of my trip.

A: We do not add anything to the cost of your trip. Travel agents are paid commissions by the vendors (vendors = resorts, hotels, cruise lines etc.) Our services really are free.

Q: Do you only do Disney trips?

A: No, we are a full-service travel agency and we can book a vacation anywhere in the world! Where do you want to go?

Have answers to these questions ready! These questions and answers (and many others) can be found on our website on the [FAQ](#) page. Feel free to share this link with clients and on your Facebook page. <http://www.enchantedmem.com/faq/>

Servicing Your Clients

Your job does not end once you have booked a trip. Be aware of final payment dates, dining reservations or any other important deadlines.

Communicate frequently! Clients need to know you care. You need to communicate with them frequently - even if they have not reached out.

Disney bookings require a higher level of communication with clients. It is important that they understand how to create their My Disney Experience accounts. They may need dining suggestions/reservations, Genie+ assistance and more.

Make sure clients have read and understand their travel documents prior to travel.

Be aware of which clients you have traveling at any given time. A quick email saying, "Have a fabulous trip!" lets clients know that you are available to them if they need you. Likewise a "Welcome home, I can't wait to hear about your trip." is a nice touch that is appreciated by most clients. It's also a great opportunity for them to say something nice or send a photo that they may allow you to post on Facebook.

You are also responsible for taking care of any issues that come up with your client's booking before or during their trip. Airlines sometimes cancel flights; weather or other unforeseen events might affect a client's booking. It is your job to handle these issues calmly, professionally and in a timely manner.

When issues occur:

- Gather information and options before speaking to the client.
- Present the options to your client in a calm manner and assist them with making decisions.
- Resolve the issue and adjust reservations as quickly as possible.

Servicing your clients professionally is what will ensure word-of-mouth and repeat business. **Excellent service is the key to growing your business.**

IMPORTANT Info Regarding Social Media: Memory Makers may not promote their services on social media pages that are specific to hotels, resorts or travel suppliers. Engaging in discussions about a property is acceptable but you may not promote your services or Enchanted Memories Travel.

Social Media and Marketing Assets:

Most suppliers have marketing assets and social media content on their TA portal. Please take some time to find the assets you need on any of the supplier portals you use the most. Some of our preferred suppliers' links are below to get you started.

You are also welcome to share content from supplier social media if it does not contain links to a consumer booking site.

[ALGV brands](#) Login then click "Agent Tools" then select ALGV 360.

Disney Parks and Cruise Line – Share content from the [Disney Travel Professional Facebook](#) or use the Disney Copyright approved images on our EMT Support page.

[Europe Express](#) Login then click "Resources".

[Norwegian Cruise Line](#) – After you login, click on "Marketing Headquarters".

Royal Caribbean Cruise Line – [Loyal To You Always is their dedicated site](#) for marketing tools. There are also options in Cruising Power under the "Sales and Marketing" tab.

[Sandals](#) – After you log in, click on "Sales Tools".

[Universal Parks and Experiences](#) Login and click the “Sales Tools” icon from the left side bar. It’s underneath the graduation cap.

[Virgin Voyages](#) After login, select “Tools and Guides”.

Travel Leaders Network provides an Engagement tool in Agent Universe that allows independent contractors to opt-in to supplier emails which are sent directly to consumers. Memory Makers must email Amy for access to this program.

- TLN requires you to have a published bio via Agent Universe to use this service.
- You must be an established Memory Maker with a database of clients in TESS. (*Yes, this is vague. Email me and we will determine if it makes sense for you.*)
- You cannot simply upload your personal contacts. This is SPAM and it’s illegal.
- You must maintain and handle your own client uploads. I will assist with downloading from TESS but you are responsible for the upload to TLN. TLN provides a support email to assist with the upload.
- Once you are in the program, you should not opt-in to every email offered by every supplier. If you do, you will get unsubscribes and annoyed consumers.

Special Policies

Servicing Disney Clients When Promos Are Released

All Memory Makers are required to check each of their bookings when Disney releases a promo. This is one of the reasons our clients use us, and it is one of the cornerstones of our company.

When a Disney promo is released you are required to check your reservations at least ONE time to see if the booking qualifies for any discounts. If you modify a reservation you must adjust TESS immediately with the new price and commission. If there are circumstances that make it impossible to do this, please find another Memory Maker to assist or notify Amy immediately.

Disney promos are very limited. NEVER promise a promo to a client. Let them know promos are limited and you will try your best to get promos applied.

Disney’s Park Pass Reservation System - ends January 9,2024

Memory Makers are not authorized to make Disney Park Pass reservations on behalf of their clients. Clients must do this themselves. You may assist them but they must complete the park reservations themselves due to the lengthy legal waivers that Disney now requires from their guests.

A Note About Booking Flights

We never recommend booking air for clients who want flights that are not part of a package. This issue arises often with Disney/Universal. There's a lot of info on our Facebook support page regarding this topic. Here are the main reasons we do not recommend it:

- **Airlines do not pay commission.**
- Clients can miss out on pricing, times etc. By the time you quote something and they make a decision the price/seat could be gone.
- We do not have access to "deals" or any other airline perks. The price is the price that every consumer can see at any time on any flight booking platform.

Anti-Racism, Hate Speech and Company Values Policy

Racism and hate speech in any form, on any platform will not be tolerated. We will terminate any independent contractor or employee who does not adhere to this policy or generally disregards our company values of equality, inclusivity and kindness. This includes, but is not limited to, social media posts or comments. **Termination can occur at any time, without warning or explanation and is at the sole discretion of EMT management.**

Fraud

Travel booking fraud is a huge issue in our industry and our agency has been affected. As travel professionals, you need to be aware of this issue and how you can help.

Below are some things you need to consider when dealing with new clients.

- Do you know this client? If you do not, ask them how they found you. Set up a phone call to get more information about their request, if you don't feel comfortable with the client.
- Did the client give you very specific hotels and flights via email or does something sound "off" in the way the email is written?
- Is this client looking for specific hotels and flights and are they telling you which supplier to use (Apple or Funjet)?
- Does the client only communicate via email?
- Is there an odd sense of urgency in their booking timeline or is the travel date very close?
- Does the credit card name match the booking name? If it doesn't, **ask for a driver's license or photo id** to confirm their identity.
- Does the credit card name match the email address? **Ask for photo ID to confirm identity.**
- All clients are required to fill out a Book Your Trip form. Does the info on this form match the credit card info? **Ask for photo ID.**
- If anything feels off, **ask for photo ID to match with CC.**

- You can decline a booking if you think it's fraudulent.

If anything feels "off" with a client, please do not ignore it. This is especially true if this client came to you via email or social media private message etc. If you receive a communication and you are unsure if it's legitimate, ask Amy to take a look.

This is especially true if you are new to the travel industry. Remember that your social media is public. They know if you're new and eager to get your business off the ground. **If a booking falls into your lap from someone unknown to you, please question it!**

Below are some popular examples of fraudulent emails:

Hotel Reservation

Hello,

I would like to request a quote for 4 rooms hotel accommodation(2 Queen Beds each) at BALTIMORE MARRIOTT WATERFRONT, Baltimore, MD from 26th of May to 28th of May 2023 to be fully PREPAID for the 2 Nights each for 4 adults(1 adult per Room) preferably through Apple Vacation.

Flight should be in Economy class.

Kindly forward your findings (i.e. itineraries and fares) to me as soon as possible and advise the type of credit card your company accepts for payment.

I look forward to your reply.

Kindest Regards
Nancy Powell

Fraud Prevention Checklist

**Stop and think before working with a new client, making an urgent booking or supplying secure information –
Better be safe than sorry!**

What is a fraud booking?

When a criminal steals credit card information and uses it to book flights, either for their own purpose, to sell it to other people or for human trafficking. By the time the innocent card holder disputes the fraud charge the ticket was already flown and you as the agent are liable for the ticket cost and penalties. This can result in hundreds of thousands of dollars!

What are the signs that I can be aware of that I might be faced with fraud attempted?

1. It might start with a first call to establish trust, a simple booking for a few months in the future. The next call will be for an urgent request, after hours or just before holiday weekend. Often the request will be for an international premier booking for next day.
2. The caller might present himself as an authority figure: a doctor, minister or other.
3. The caller might present an urgency for the booking: a death in the family, accident or medical urgency.
4. The caller might seem too familiar with the inner working of the industry, terminology: airport codes rather than city names or inside knowledge on the company.
5. When corresponding by email – the email might look very similar to the corporate client name, but will be from a free domain (Hotmail, gmail or other).
6. The phone number where they are calling from might be from a google, skype or magic jack number.
7. When paying for the ticket they might ask for the existing client credit card information or will have unlimited credit card supplies if card information doesn't go through.

What can I do if I suspect that I am dealing with a fraud attempt?

1. Ask for documents (driver license, credit card & passports) and review carefully. Common with fraud are low quality pictured documents, fuzzy background, misspelling, unsigned CC, different banks on both sides of the card, missing key information like DOB and same picture on all documents.
2. Independently try to verify their identity: google their information, phone number or domain and try to confirm if their request is legit and valid.
3. Reach out to a manger or senior staff to evaluate the booking request and documents.
4. If it doesn't feel right – pass on the booking and advise senior staff.

What if I made the booking and after the fact realize that is was fraud?

1. Advise senior management.
2. Audit charges on comprised card(s).

Complimentary Vacation Vouchers for Memory Makers

Memory Makers are entitled to receive TWO \$100 Vacation Vouchers per year (at no cost) to be used for promotional events. (Raffles, trade show giveaways, auctions etc.) These can only be used for events. Promotional vouchers can only be applied to new bookings. These vouchers cannot be applied to previously booked trips. **Contact Debbie OGlischen when you need a voucher for an event. She will create a voucher and email you a PDF. Please know the date of the event and the date you need to voucher. Clients can redeem one voucher per trip. See below for instructions regarding redeeming vouchers.**

After your event you are required to enter all names/email addresses that were collected into the TESS Client database within seven days.

Visa Gift Card/Voucher Promo

We make every effort to offer a vacation voucher promo in limited quantities every month. During this promotion, every \$500 Voucher purchased earns the client a \$50 (sometimes we change this to \$75) Visa gift card that is mailed after the client's final payment is made and before the client travels. See below for Visa gift card terms. This promo is restricted to specific final payment dates and offered in limited quantities.

This promo should be offered to currently booked clients or clients who are ready to book. It should NOT be posted on social media as a way to promote general business because this promo sells out quickly and may result in a disappointed client if their booking does not meet promo requirements or if the promo ends before they book. See voucher redemption instructions and restrictions below. Make sure you are aware of the refund policy (below).

Visa Gift cards are mailed after the final payment is made.

- Visa gift cards are mailed directly from the gift card supplier in an unmarked envelope for security purposes.
- Visa gift cards can be used in the contiguous United States anywhere Visa is accepted.
- Other terms and conditions may apply.

Redeeming Vouchers - process below

- Client books the trip, client pays deposit as normal.
- As soon as you are aware that you have made a booking that will involve a voucher, you are required to contact Katelyn with all booking information immediately upon selling the voucher.
- Memory Maker makes the final payment on the booking **minus the value of the voucher.**
- Katelyn pays the trip balance directly to the vendor.
- It is the Memory Maker's responsibility to make sure that the final payment is

made on time. Communicate with Katelyn!

- Vouchers can only be applied to the final payment
- Vouchers cannot be applied to air-only bookings.
- Vouchers can be applied to bookings of \$1500 or more
- **Vouchers must have a booking attached.**

Vacation Voucher Rules:

- If a Vacation Voucher is moved out to a new final payment date the client forfeits the Visa Gift Card(s). The client should instead be advised to wait until the original final payment date and EMT will refund their Vouchers AND issue their Visa Gift cards.
- Vacation Vouchers must have a booking attached to them.
- Other Voucher refund requests must be made to Vincent, via email, for approval. If approved, clients will be issued a check refund 90 days after the request is made.

FAM (Familiarization) Trips

Memory Makers must be Gold Level or above to receive supplier perks like FAM trips, free park tickets etc.

Expectations of Memory Makers Attending FAM Trips

A familiarization trip (FAM) is a great way for travel agents to become educated about various properties and destinations in order to increase sales to those destinations. We make these trips available to active, product agents. We do not control all access to FAMs. If we are asked to promote a FAM at the corporate level, priority will be given to Gold and Platinum Memory Makers.

Do not attend a FAM unless you are confident you have a client base for that product. New Memory Makers should not expect FAM opportunities until they reach Gold level.

FAMs are working trips. Because you will be representing our company when you are on a FAM, we have a set of expectations for our agents before, during and after a FAM trip.

- Before leaving on your FAM, promote the trip on social media. "I can't wait to learn more about the amazing Secrets Resort in Jamaica. Stay tuned for photos and let me know if you would like more info about this resort!"
- Attend ALL seminars, tours, site inspections etc. as required by the supplier hosting the FAM.
- Represent EMT in a professional manner whether you're on your own free time or attending a required supplier event.
- Post photos of the resort, tours etc. on social media on a regular basis before,

during, and after your trip.

- Share your opinions and knowledge with the entire EMT team via email or the Facebook support page.
- Make a concerted effort to promote and sell any destination you visit on a FAM. Our suppliers monitor the attendance for these FAMs and how it affects an agency's overall sales to the FAM destination. Suppliers will only continue to offer FAMs to agencies that show increased sales when their agents attend FAMs.

Memory Makers® may not, under any circumstances, pass out business cards or otherwise overtly promote their business while on any personal vacation or FAM trip.

For example: It would be inappropriate to solicit clients while at the pool of a resort we book. (Imagine you're a guest at a resort and someone starts with a sales pitch - this is not acceptable.)

With many of our suppliers, this can result in Enchanted Memories Travel losing all booking privileges with that supplier. This is especially true at Sandals/Beaches properties. Not adhering to this rule can result in termination of your independent contractor relationship with EMT.

Interacting With Our BDMs

Our preferred partner BDMs work with our agency as true partners. In addition to the training and support they provide for our individual agents, they are partners with us for our marketing initiatives, agent incentives and other programs that benefit all of our agents.

At an agency level, we have excellent relationships with the Business Development Managers. Our BDMs often encourage agents to contact them directly with questions and we encourage you to take advantage of their knowledge if they offer it. However, if you have a complaint about a supplier, property or experience you have had with one of our preferred partners, please contact Amy or Vincent before taking your issue to one of our BDMs.

Our BDMs must work within the parameters of their company policies. We only involve them in client travel situations when absolutely necessary. Please contact Amy or Vincent before taking a specific issue to a BDM.

Facebook pages for some of our BDMs and suppliers; if these links don't work, search the names on Facebook.

- [Funjet Agent](#)
- [Disney Travel Professionals](#)
- [Sandals And Beaches Love Travel Agents](#)
- [Nick ALG BDM](#)
- [DTAPS:Disney Travel Agent Professionals Support](#)
- [Feel Free With MG Your Norwegian RSM for New England](#)
- [Vicki Freed](#)

- [TESS User Group](#)

Booking a Trip

Below are the steps that need to be completed to book a trip and to ensure that you receive your commission on that trip.

- Once a potential client expresses an interest in receiving a quote from you, please ask them to visit our website www.enchantedmem.com and click on "Request A Quote". The client fills this out and indicates that you are their Memory Maker. This form provides you with all the information you will need to build their quote. Please familiarize yourself with this form. **This form is not mandatory but it is extremely helpful so it's highly suggested. The form auto-forwards to your email.**
- After receiving their Request A Quote form, you must contact the client within a few hours to find out more about what they are looking for from their vacation so that you can create a custom quote for them.
- Create a quote for that client Quote must be emailed to the client in a professional format (**PDF or supplier quote**) within 24 hours.
- It is your job to follow up with clients after you send them a quote.
- Once a client decides to book, the client is required to fill out the Book A Trip form on our website. This form is mandatory. This form authorizes you to use their credit card and gives you the correct spelling of names, correct ages and correct passport information. A misspelled name on an airline reservation results in a change fee – the client is responsible for change fees as a result of incorrect information entered on the Book A Trip form. Booking errors that result in EMT having to refund clients or absorb fees, will be repaid to EMT by the Memory Maker.
- Book A Trip forms are automatically forwarded to you once a client fills one out and selects your name as their Memory Maker.
- For security purposes, this form contains space for the last four digits of the credit card only.
- Client should provide the rest of the credit card number and CVV via phone, text or email.(Delete this info after you use it)
- Best practices would be to get the credit card info from the client BEFORE they fill out the BAT.
- Save the BAT. We recommend uploading it to their trip in TESS. We do not keep

Confidential material for Enchanted Memories Travel internal use only.

BAT or Update CC forms on file.

- Never have a client text or email their complete credit card information to you.
- Never store client credit card numbers in TESS or on your personal devices.

- After you have booked the trip using the appropriate booking engine, you will email the client with their confirmation number and all other documents you receive from the vendor pertaining to their booking.

- **Enter your booking into the TESS database. All trips should be entered immediately but must be entered into TESS within 48 hours of making a booking. All bookings must be entered into TESS to receive a commission on that booking.**

- **You are required to set up a FINAL PAYMENT “task” in TESS for every booking. This task should be set up for 7-10 days prior to the final payment due date. It is your responsibility to be aware of every final payment date. NEVER RELY ON EMAILS FROM SUPPLIERS REMINDING YOU OF FINAL PAYMENT DATES.**

- Trip insurance must be recommended in writing for all bookings. If a client declines insurance, please have them do so in writing and save for your records.

- Instruct clients to read their insurance policy to make sure it includes everything they want. If they have questions regarding their policy they must contact the insurance company directly.

- Disney now has a “Compare” feature for quotes. You can PDF this and email it to clients. See the last page of this manual for an example. If you prefer to create your own quote there is an example at the end of the manual as well.

- All Disney bookings must be made in DTA.

- Always call or text the client to confirm they received your quote.

- If you are using a supplier that has their own quote templates, please use them.

Memory Makers are responsible for any fees or costs associated with a missed final payment or a trip being canceled as a result of a final payment being missed. Commissions will not be paid if final payment due dates are missed.

Booking Direct With A Supplier EMT Has Never Used

You may choose to book a hotel or resort directly with the property - not using Vax or another booking engine. In this situation, it is the Memory Maker's responsibility to ensure that EMT is set up correctly with the supplier so that we can be paid our commission (and pay you). **This means that the Memory Maker must find out from the supplier what THEY require from us so that they can set us up in their system.** Suppliers typically require our tax paperwork and other internal forms but each supplier has different requirements. Giving a supplier our IATA or CLIA numbers are not always enough to ensure that we are paid.

Please contact Amy when you know exactly what a supplier requires so that she can send them the proper documents.

Memory Makers will not be paid a commission on any booking if EMT is not paid by the supplier for any reason.

Memory Makers should never give personal information to a supplier for commission payments. If you are asked to fill out a W9, please request our company W9 from Amy or Katelyn. If a supplier pays via PayPal only, please use our company PayPal vdowling@enchantedmem.com and notify Amy that your supplier will be sending commission via PayPal.

TESS – Travel eSolutions

TESS is the CRM that we use to track clients, revenue, bookings and to pay our Memory Makers. This software also gives all of our Memory Makers the tools to manage their clients and their business using a very simple interface. This software also allows EMT to streamline our accounting and commission payment process. It allows our agents to see what is due to them and when they will receive commission checks.

You do not need a TESS account until after you have made your first booking.

- The licensing fee for our Memory Makers to use this software is \$10.00 per month, per agent for the basic TESS package. This fee is paid directly to Travel eSolutions (TESS).
- Memory Makers must enter a valid credit card into their account profile upon activating their accounts. It is your responsibility to make sure your account is paid and active.
- Enchanted Memories Travel does not have access to your credit card numbers. We see only the last 4 digits and the expiration date.
- **All Memory Makers must enter all bookings into this system in order to receive commission.**
- You do not need a TESS account until after you have made your first booking.
- If you wish to cancel your TESS account it is your responsibility to do so.
- TESS accounts cannot be turned off and on depending on your booking activity.

Confidential material for Enchanted Memories Travel internal use only.

- **Our system cannot issue commission checks to an inactive TESS account.**

Please notify Amy to create your TESS account. Once your account is created you will receive an email from Travel eSolutions to activate your account. When you activate your account, please go to your “Profile” and enter your mailing address, phone number and valid credit card for your monthly licensing fee.

TESS Basics

TESS is the only way we know what you are booking. We use it for revenue and cash flow projections, marketing information and many other things. Most importantly it is how we pay you. It is also your tool to manage your business and see your bookings, clients and tasks all in one place.

All commissionable bookings must be entered into TESS for you to receive commission. Bookings must be entered within 48 hours.

You do not need a TESS account until after you have made your first booking.

YOU MUST COMPLETE ALL THREE STEPS!

Step One: Enter Client Info - Name, address, email and phone are mandatory.

Step Two: Enter Trip Information - This is the “shell” or folder for your bookings.

Step Three: Enter Booking(s) - If this is not entered our system will not be able to pay your commission!

STEP 1: Create Client

Click “Client Management” then click the green “Add Client” button. Click SAVE on every page.

- Enter all client contact info. **Mailing address, email address and a phone number must be entered for the lead client on every trip.**
- **Every TRIP must have one Primary Traveler listed.**
- **Click the “Client Detail” button to add the client’s email, address and phone. Click “Add Detail” to add lines for the address, phone and email.**
- **Click SAVE on every page!**
- **Move to Step 2**

STEP 2: Create Trip

This is the “shell” for your bookings. All bookings associated with this trip will be attached to the trip in Step 3. Click SAVE on every page.

- Click on "Trip Management" then click the green "Add Trip" button
- Enter all information you can about the trip.
- "Trip Description" must be the client's last name and booking number . If the trip is not booked yet, please use the client's last name and destination as a placeholder.
- If your Trip Property is not in the drop down list, please email Amy with the exact property name and address (Use Google). She will submit the request to TESS to be added.
- **All Trips must have at least one "Traveler" attached.** Click the green button that says "**Add Traveler**".
- Click SAVE on every page!
- **Move to Step 3**

STEP 3: Add Booking to Trip

After you make a booking with a vendor you will add the booking to the client's TRIP in TESS. Commissions are paid based on BOOKINGS. Click SAVE on every page.

- Click on the appropriate Trip in "Trip Management", then click on the word "Bookings" at the top of the page.
- Click the green "**Add Booking**" button and fill out all information on that screen.
- Booking Number is the actual confirmation number you receive from the vendor.
- Tour Operator = the supplier you made the booking with (ie Walt Disney World, Funjet, Expedia etc.)
- Primary Traveler information must include name, mailing address, phone number and email address. A Primary Traveler with their complete contact information must be attached to every Trip.
- Click on the green "**Add Tasks**" button if you need to receive a reminder email to alert you of final payment dates or any other dates of importance. If you need a reminder to make Disney Dining reservations, this is where you would enter it. You can add as many Tasks as you want to a booking.
- Click "Payments" at the top of the booking page to enter the customer deposits and any payments made until the trip is paid in full.
- Change trip from "Active" to "Booked"
- Please note that a "Trip" can have multiple "Bookings" within it. For example, the Smith family is going to Europe. They are starting in London then taking the train to Paris and flying from Paris to Barcelona. Air, transportation, hotel, tours etc will all have different confirmation numbers (bookings) but they will all be entered into the Smith family's trip to Europe.
- **Click SAVE on every page!**

All bookings must be entered into TESS within 48 hours of making a booking with a supplier to guarantee your commission will be paid.

For more help with TESS, you can click on the "Documentation" link on the TESS dashboard.

A Note About Cruise Line Commission

Most of the major cruise lines and some land suppliers use a commission payment service called Paymode to electronically transfer commissions to travel agencies. The fee associated with this service is 1.5% of the commission. It is deducted from the commission by the supplier.

Travel Leaders Network Consortia

Enchanted Memories Travel is a member of Travel Leaders Network (formerly vacation.com) consortium. Travel Leaders Network is a consortium of travel vendors.

As an agent with EMT, you will be able to set up a searchable page on the travelladers.com website with your profile and specialties. The travel agent portal for www.travelladers.com is www.agentuniverse.com. This is where you can create a searchable bio for yourself and gain access to many tools like free training and tons of destination info.

Set yourself up as an Independent Contractor and make sure your contact info is your personal info so that you can be matched to potential clients in your area. "Agency Info" is our Franklin, MA info.

[Click here](#) to set up your Agent Universe account AFTER you have completed training and are an official Memory Maker:

EMT Support Team

Vincent Dowling - Vincent is the owner and CEO of Enchanted Memories Travel. Vincent is also a Disney and cruise expert and he's happy to share his knowledge to help you book a fabulous trip for your clients. Need sales help? Advice on how to talk to prospects and sell your services? Ask him! vdowling@enchantedmem.com

Maria Dowling – Maria is the co-owner and COO of Enchanted Memories Travel. mdowling@enchantedmem.com

Munir K – Chief Financial Officer Munir handles all financial matters for the company, including commissions. For specific commission questions, email Amy first (Munir has another full time job and is often not available during the day. Amy can answer many of the same questions.) munirk@enchantedmem.com

Amy Nicholson – VP Sales and Marketing Amy handles day-to-day operations, policy questions, account set-ups, marketing, social media and commission questions. anicholson@enchantedmem.com

Katelyn Dowling - Executive Administrator Katelyn handles promo vacation vouchers, sales conference registrations, past due commissions and has many other duties behind the scenes. kdowling@enchantedmem.com

Debbie O'Glischen - Recruiter and Memory Maker Support Debbie handles recruiting and onboarding, Memory Maker training and other support duties in our Franklin office. her role is ever evolving. doglischen@enchantedmem.com

Main Office:

Enchanted Memories Travel
13 Main Street, Suite 2B
Franklin, Massachusetts 02038

Phone: 1-866-601-8473

Email: info@enchantedmem.com (general inbox)

Website: www.enchantedmem.com

Disney Travel Agent Support 1-800-327-2996

ALGV Elite Desk 1-866-ALG-DESK (formerly the 500 Club)

CLIA# 00455420

IATA# 22-797950 (often the hyphen is not needed)

The information contained in this manual is for the express use of active Memory Makers in good standing with Enchanted Memories Travel. The information provided herein cannot be shared, copied or disseminated to other parties. Failure to adhere to this policy will result in immediate dismissal and forfeiture of commission.

Disney Email Quote Template

(using the “Compare” feature in DTA)

These templates do not contain current pricing, policies etc. The purpose of this template is to show the components that should be included in a quote.

Always send quotes in PDF format.

To: Amy Nicholson

Attachments: Nicholson April Disney Deluxe Villa Samples.pdf, Nicholson April Disney Deluxe Resort Samples.pdf

Hi Amy

I received your request for a Walt Disney World vacation for this April. How exciting!

I will be calling you shortly but I wanted to send you a few sample packages so that we are both looking at the same thing when we are discussing your options.

For these samples, I have used a four day base ticket (one park per day), but we can certainly customize the tickets and discuss Memory Maker and Travel Protection once we select a resort.

It is important to mention that these are not-yet-discounted prices. If any discounts are released for your travel period, I will automatically add anything your trip qualifies for.

You will notice that I have sent two attachments. One is a selection of three Deluxe resorts and the other is a selection of Deluxe Villa resorts if separate sleeping areas are needed or you would be interested in added features like a full kitchen or in-room laundry! No matter which resort you choose, the deposit is still only \$200 plus the cost of the travel protection.

I have stayed at each one of these resorts so I am happy to answer any and all questions about all of the beautiful Disney resorts while we find the right one for your travel party.

Talk to you soon!

10/3/22, 10:14 AM

Compare Vacation Offers | Walt Disney World Resort

Important Information

Hurricane Ian

Walt Disney World Resort continues a phased reopening. All 4 Walt Disney World theme parks and Disney Springs are now open.

Hide

Places to Stay

Help & Rules

Cart

Compare Vacation Offers

Vacation Offer 1

Apr 19 - Apr 25, 2023
3 Adults



Disney's Animal Kingdom Lodge
Standard View

Theme Park Tickets
4-Day Ticket with Admission to 1 Park Per Day

Memory Maker
No Memory Maker Selected

Flight
No Flight Selected

Ground
No Ground Transportation Selected

Travel Protection Plan
No Travel Protection Selected

Order 1 Subtotal
\$ 5,346 ⁵⁸ USD

Vacation Offer 2

Apr 19 - Apr 25, 2023
3 Adults



Disney's Beach Club Resort
Standard View

Theme Park Tickets
4-Day Ticket with Admission to 1 Park Per Day

Memory Maker
No Memory Maker Selected

Flight
No Flight Selected

Ground
No Ground Transportation Selected

Travel Protection Plan
No Travel Protection Selected

Order 2 Subtotal
\$ 6,022 ⁷⁰ USD

Vacation Offer 3

Apr 19 - Apr 25, 2023
3 Adults



Disney's Polynesian Village Resort
Standard View

Theme Park Tickets
4-Day Ticket with Admission to 1 Park Per Day

Memory Maker
No Memory Maker Selected

Flight
No Flight Selected

Ground
No Ground Transportation Selected

Travel Protection Plan
No Travel Protection Selected

Order 3 Subtotal
\$ 6,813 ⁶⁰ USD

Purchase of dining plan does not guarantee availability at participating restaurants. Reservations may be required. Prices quoted above are only valid for the number of Guests, check-in dates and length of stay shown. Some activities, recreation, dining and child care services are not included in the cost of your stay. Multi-day tickets must be used during the valid ticket dates. See package details. Water Parks subject to rehabilitation, seasonal and weather closures. Certain age restrictions may apply for access to certain facilities. Does not include activities/events separately priced. Saved offers are subject to change and not guaranteed until purchased.

Price and availability not guaranteed. Priced based on travel party and dates. May not reflect actual availability.

These templates do not contain current pricing, policies etc. The purpose of this template is to show the components that should be included in a Disney quote.

Always send quotes in PDF format.

Disney Email Quote Template

(if not using the “Compare” feature in DTA)

XYZ Family,

Thank you for the opportunity to help. I would be happy to speak with you about these options and potentially other options as well. If additional promotional discounts come out over the next few months like free dining or resort discounts we can adjust your reservation with no penalties or additional charges to insure you have the best price available at the time of travel. (we monitor that daily) Also with you placing a small deposit down this will allow you to book your dining at 180 days prior to arrival. That will help with some of the popular restaurants you may want to dine at. I will help you plan and reserve your dining reservations as well at no additional cost. All of our services are FREE. This is our thank you for your business and the opportunity to help.

Arrive: 11/30/22

Depart: 12/6/22

2 adults 3 Children

6 nights 7 days

~~Complimentary round trip ground transportation from Orlando International to Disney Resort (Magical Express)~~

Complimentary bus transportation included throughout your stay to and from the resorts to the parks

OPTIONAL:

Memory Maker Photo Pass. With Memory Maker, you enjoy an unlimited array of all the photos taken by Disney PhotoPass photographers, including photos taken at select dining experiences and attractions. Forget about having to purchase each photo individually, because you get digital copies of all of them to download and share with family and friends.* ~~+\$149.00~~
(recommended choice)

Travel Insurance for all traveling ~~\$77.50~~ (Non Refundable & Paid When Added) per adult. This covers the entire family and can be added to your quote below (optional but highly recommended) This insurance will cover third party air transportation as well. Just let me know

if you would like to add it when booking.

SPECIAL NOTE REGARDING DISNEY DINING FOR CHILDREN AGES 2 YEARS OR YOUNGER

CHILDREN THAT ARE AT THE AGE OF 2 YEARS OR YOUNGER ARE NOT ELIGIBLE FOR DISNEY DINING. THEY ARE ABLE TO SHARE PLATES WITH PARENTS OR CAN ORDER FROM THE CHILDREN'S MENU FOR SEPARATE PURCHASE.

I will be happy to go over your trip with you in detail to get a better understanding of what types of activities you may enjoy and what type of dining locations you would like to visit. When would be a good time to speak? Lots of things are happening that time of year. Things like longer park hours. I will make sure you have all the updated park hours and activities for your vacation. I will be happy to book all your dining reservations for you once you confirm your reservation. Remember you will now be able to visit the NEW Fantasyland with the new Be Our Guest Restaurant, Under The Sea Journey Of The Little Mermaid, Story Book Circus & of course the GEM in the center of the new fantasyland The Seven Dwarfs Mine Train. It is highly recommended that you visit our website at www.enchantedmem.com to see all that Walt Disney

DISNEY'S ART OF ANIMATION THEMED SUITE – CARS, LION KING, FINDING Nemo World has to offer your family.

NEMO



Based on availability, this themed accommodation will be either a Finding Nemo Family Suite, Cars Family Suite or The Lion King Family Suite, with your specific family suite type assigned during check-in. (Can request a certain one) All suites have one queen-size bed in the master bedroom and a living room with one double-size Inova TableBed and one double-size sleeper sofa. These suites also offer 2 bathrooms, a mini-kitchen, reading chair and table and chairs. All suites are non-smoking. Wheelchair-accessible suites are available. Amenities include a flat-panel TV, in-room wall safe, voice mail, complimentary wi-fi, microwave, mini refrigerator, coffeemaker, hairdryer, iron and ironing board. A Pack 'n Play play yard is available upon request. These suites offer views of the parking lot, courtyard or pool.

6 day magic your way base ticket with Quick Service Dining - **\$4,607.43 (deposit \$200.00)**

Disney Quick Service Dining includes Two quick-service meals per person, per night (ages 3+), Two snacks per person, per night (ages 3+) & One Resort-refillable drink mug

Upgrade to dining + **\$374.10**

Disney dining includes 2 snacks, 1 quick service meal, 1 table service meal, & one refillable mug per person per night stayed. (**recommended choice**)

Upgrade to base ticket with park hoppers + **\$319.50 (recommended choice)**

DISNEY PORT ORLEANS RESORT



All standard view rooms have 2 queen-size beds, table and chairs, vanity area with 2 sinks, a ceiling fan, a privacy curtain between the vanity and room, and a bathroom. Some rooms offer a banquette bed. (Banquette bed is 35" X 65" and not recommended for Guests over 9 years of age). All rooms are non-smoking. Amenities include in-room wall safe, voice mail, complimentary Wi-Fi access, hairdryer, iron, ironing board, mini refrigerator and coffeemaker. A Pack 'n Play® play yard is available upon request. Wheelchair-accessible rooms are available. These rooms offer views of the Resort hotel, landscaping, courtyard, garden or bayou.

6 day magic your way base ticket with Quick Service Dining - **\$3,851.43 (deposit \$200.00)**

Disney Quick Service Dining includes Two quick-service meals per person, per night (ages 3+), Two snacks per person, per night (ages 3+) & One Resort-refillable drink mug.

Garden View.....+**57.36**

Pool View.....+**161.94**

Preferred
Room...,+**168.72**

River View.....+**212.52**

Upgrade to dining + **\$374.10**

Disney dining includes 2 snacks, 1 quick service meal, 1 table service meal, & one refillable mug per person per night stayed. (**recommended choice**)

Upgrade to base ticket with park hoppers + **\$319.50 (recommended choice)**

To view other Disney Resorts click on [Disney Resorts](#)

A deposit is required by credit card to book your resort reservation. This will allow you to book your dining reservations 180 days before arrival. (Highly Recommended). This deposit is 100% refundable up to 45 days prior to your arrival. (not including prepaid air transportation) The remainder of the trip can be paid over time but must be paid in full 45 days prior to arrival. Please visit our website at www.enchantedmem.com and fill out the book a trip form. Once we receive your form, we will reserve your trip and email you a confirmation to begin your magical journey.

Looking forward to helping you have an enchanted memory filled vacation.

Thank You,

[Memory Maker® name]

Enchanted Memories Travel

www.enchantedmem.com

[Memory Maker® phone #]

Always send quotes in PDF format.

Template does not contain accurate pricing or policies.

***The information contained in this manual is for the express use of active Memory Makers in good standing with Enchanted Memories Travel. The information provided herein cannot be shared, copied or disseminated to other parties. Failure to adhere to this policy will result in immediate dismissal and forfeiture of commission.**

Signature and Acknowledgement Page

By signing this document you are acknowledging that you have read the manual in its entirety and understand the policies herein. Please initial and sign below as indicated.

- I have read and understand the section of the manual titled “Memory Maker® Compensation”. **Initial here** _____
- I have read and understand the section of the manual titled “Booking A Trip”. **Initial here** _____
- I have read and understand the section of the manual titled “Special Policies” **Initial here** _____

Return this signed page to Debbie doglishen@enchantedmem.com no later than **February 1, 2023 to remain a Memory Maker in good standing**. Commissions can be withheld if signature is not received by the date above.

Sign below:

Memory Maker Signature

Memory Maker Printed Name

Date

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