



Wilderness Travel

hiking & trekking adventures • wildlife safaris • snorkeling expeditions • small ship cruising • cultural exploration

Dear Travel Agent,

We appreciate the work that you do bringing clients to Wilderness Travel. Our programs of hiking trips, safaris and snorkeling adventures are a great match for your active clients.

Booking a Trip

Once you and your clients decide on the Wilderness Travel trip that is most appropriate for them (given their interest and physical abilities), please give our office a call. The first deposit of \$600 per person confirms their space on the trip (please note that some adventures require different deposit amounts). We will then send you a confirmation packet with the necessary paperwork that your clients need to complete and return to us.

Please note that we expect you (the Travel Agent) to initiate the booking for your clients. If for some reason the clients make the booking on their own, you need to assume the booking within two weeks of the sign up date along with a note from your clients letting us know they are in agreement.

Subsequent Payments

A final invoice for the balance due is due 90 days prior to the trip's departure. Please note some trips have special payment schedules and cancellation fees that are more stringent than our standard policies. These exceptions are clearly indicated in the *Detailed Itinerary* available for each trip.

Communication

To avoid confusion, we prefer (but do not insist) that client queries and correspondence be sent via your office as this helps avoid confusion between the client, you, and our office. Please discuss this with your client and let us know what you decide.

Flight Arrangements

Clients are responsible for their flights to and from the trip meeting and departure cities. If you do the ticketing, or if the client books his or her own air travel, it is important the air itinerary be coordinated carefully with our tour arrangements. Arrival and Departure logistics are referenced in the *Detailed Itinerary* for each trip. If you have any questions about these logistics, do not hesitate to contact our office. Once the flight schedule is finalized, we need a copy for our files and to share with the trip leader who will be meeting the group.

Travel Agent Referral Fees

A \$500 per client referral fee is paid to travel agents selling Wilderness Travel Small Group Adventures.

IATAN or CLIA membership

All travel agents who book clients with us must hold a current IATAN or CLIA card to qualify for travel agent referral fees as outlined in this letter. We require a copy of this card be sent to our office with each new booking. Referral payments cannot be made without a copy of the card on file.

Exceptions to Standard Policy

- Programs belonging to Wilderness Travel's Cruise Collection (with the exception of Small Boat & Yacht Cruising) qualify for a 5% travel agent commission that will be reflected on your agent invoice.
- For our Special Events, such as our Total Solar Eclipse programs, we are not always able to extend a travel agent referral or commission. In most cases we are able to offer our standard referral fee as explained in this document, and if there is any exception to the normal policy it will be stated in the specific program brochure.
- We are unfortunately not able to extend travel agent referrals to our Private Journeys clients due to the uniqueness and extra complexity of these programs.

Please call our office with any questions you may have about our Travel Agent policy or our programs. We are delighted to help plan your client's adventure and thank you for booking with us!

Regards,



Angela Beggs
General Manager
WILDERNESS TRAVEL

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