

Frequently asked *Questions*

GETTING STARTED

1. How does it work?

Our products and services are designed to help you do what you do best: sell unforgettable experiences. When you join the Avoya Travel Network™, you'll gain access to customizable business solutions that have been carefully crafted by our team of industry experts to help you get started and make your mark in the travel industry. Explore innovative marketing, technology, support and professional development solutions that pave the way for endless success.

2. How do I affiliate?

To get started, visit AvoyaNetwork.com/Cruise-Critic and fill out the form, or call us at [1.855.228.5578](tel:18552285578). We'll then connect you with a dedicated Specialist who will help answer your questions, connect you with what you'll need to start a business and learn what to expect when you join Avoya.

Next step: Travel Agent Education Powered by Avoya. This online, self-paced program teaches the basics of the travel industry, including entrepreneurship, paving the way to becoming a certified travel advisor.

From setting up your business to finalizing the finer details, we're with you every step of the way. Once affiliated, you can take advantage of our many customizable business solutions, including innovative marketing and technology, professional development opportunities, business coaching, events and more!

3. How much does it cost me and what are the monthly fees?

Our economical affiliation fee is a single payment of \$495, for an initial 6-month agreement. If renewed after 6 months, there will be a \$99 annual fee. In order to remain an active Independent Agent in the Avoya Network™, we have a monthly fee of \$49, which is typically waived after booking a minimum of \$1,000 in gross commissions. In fact, 70% of Independent Agencies in the Avoya Network™ have this fee waived!

PRODUCTS & RESOURCES

1. Do you provide a website for my clients to book?

Avoya Travel® provides you with a tailored agency profile with a user-friendly, innovative design that offers your customers the ability to search cruises, tours and resorts. Complete with your agency contact information, your clients have everything they need to connect with you when they're ready to book, adding even more value to their vacation planning experience. Although your co-branded page does not include a booking engine for your clients, you'll have access to your own booking engine through Agent Power™, where you'll be able to whisk clients off to their dream destinations, using your expertise as an adventure advisor.

2. Are there other tiers of commission I can work my way up to?

Although we don't have tiered commission rates, Avoya Travel® offers two avenues for lead generation and commissions depending on the lead source.

3. Can I sell group travel?

Yes, you can! Avoya Travel® has a dedicated groups department and procedures in place for you to establish affinity groups, as well as the ability for you to sell into existing Avoya groups.

4. What community building events do Avoya Travel offer?

Avoya has an Annual National Conference that offers networking opportunities, educational sessions and a sneak peek into the future of Avoya Travel®! More than just one yearly event, you can join many other virtual and in-person immersive and educational networking opportunities that are curated to all levels of experience and various specialties.

At Avoya, we're here to support you in not only achieving your goals but also celebrating them! That's why we also host a lineup of recognition trips for the top performing Independent Agencies in the Avoya Network™ each year. When you affiliate your travel business with Avoya, you'll gain access to endless events to help you become a master of your trade (and crush your selling goals)! Discover all the ways you can sharpen the tools in your toolkit through Avoya's industry-leading events and award-winning education programs. Join us and continue your path toward success!

5. Do I have to sell only Avoya preferred vendors?

Nope! As an Independent Agency in the Avoya Network™, you can sell any vendor you're most passionate and knowledgeable about! Although we recommend that you familiarize yourself with our preferred vendors, as it provides you with the best commissions and support for your sales, you can sell any vendor that pays you commission! After all, this is YOUR travel business, we're just here to help guide you as your business soars.

6. Can I book air through Avoya?

Yes, you can! We have recently launched the exciting beta test of our new Avoya Flights™ program that will be available to all affiliates in the near future! Featuring a robust and easy-to-use booking engine, a dedicated support desk staffed by experienced airfare experts and a vast selection of commissionable airfares, Avoya Flights™ is integrated and easily accessible through Agent Power™. Quickly compare routes, carriers and competitive fare options to make the best decision for your clients' needs with the support of full-service support available via phone or email. Elevate your travel business by seamlessly providing comprehensive vacation planning, all from within the same software ecosystem. It doesn't get any easier than that.

BUSINESS OPERATIONS

1. Do you offer Error and Omissions insurance?

Avoya Travel® has a master Errors and Omissions (E&O) policy. While we recommend that all affiliates purchase their own E&O insurance and own an LLC (limited liability company) when starting a travel business to protect their business from large claims, it's no longer required!

2. How do I get paid?

Unlike many host agencies, all earned commissions are paid weekly! These direct deposits are based on commissions received from the specific vendor the prior week. We even offer the opportunity to get paid sooner with our Instant Commission™ program! Opt-in to receive earnings almost immediately after making a qualified booking.

3. Do I need to have my own credit card processing or how does that work?

No need! All booking payments that you collect for travel go directly to the vendor.

4. Can I charge fees for my personal clients?

Yes! Although any planning fees are subject to the Avoya commission split, you're able to charge any planning fees that you desire.

ADDITIONAL INFORMATION

• Do you offer FAM trips? How do I get discounted travel?

As an Independent Agency in the Avoya Network™, you'll have the opportunity to take FAM (familiarization) trips offered by specific vendors, offering an immersive experience that promotes stronger product or destination knowledge! You'll be able to experience all that the leisure product has to offer to help you become the expert for your future clients.

By affiliating with Avoya, you'll be able to secure discounted rates with many vendors, as well as net rates for personal travel. We suggest you travel as much as you possibly can to familiarize yourself with destinations and products that excite you! To help make this possible, we highly recommend joining the American Society of Travel Advisors (ASTA) and Cruise Lines International Association (CLIA) to take advantage of their exclusive discounted FAM and educational opportunities.

Are you ready to join 1,500+ travel professionals in creating the successful business they've always wanted? Visit AvoyaNetwork.com/Cruise-Critic or call [1.855.228.5578](tel:18552285578) to get started – we have an exciting, limited-time offer available exclusively for Cruise Critic members! We'll connect you with a dedicated Specialist to answer all your questions – from setting up your business to finalizing the finer details, we're with you every step of the way.