



DURGAN TRAVEL SERVICE
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IMPORTANT INFORMATION FOR GROUP LEADERS

Enclosed with your new promotional flyers is a packet. Please review the contents of this packet, as it gives you guidelines to follow. Please pay special attention to the "Group Leader Promotional Tips & Procedures."

We have deadlines with our suppliers we must adhere to in order to make the trips run smoothly. We need your help in seeing that we meet the deadlines. Please review the deadlines and mark your calendar. Below are some important points to note:

- **Reservation Forms:** We have just completed an overhaul of our reservation form, because it is so vital that we get our passengers' security information correctly from the get-go. Please assist us by checking your clients' reservation forms when you get them, ensuring that they are filled in completely and, as best as you can tell, correctly. We must have completed reservation forms for all passengers traveling, **including yourself (if applicable)**. This is where we obtain the correct spelling of the names (names must match exactly as they appear on the passport and no nicknames, i.e. William not Bill), emergency contacts and passport numbers. These are all crucial! Security through the airlines has gotten so strict, not getting this information correct up-front can lead to financial penalties or worse, including denial of boarding. Let's head off these problems by helping our mutual clients get this right from day one.
- **Allotments:** If you are not planning on selling a trip out by yourself, you are given an allotment. Contact us regularly with updated counts- what your current count is and what you are expecting. *Remember to include yourself in the count if you are traveling and notify your program manager.* If you feel you need more or less space, or want to increase or decrease your allotment, you must call your Account Executive. We encourage you to keep us updated.
- **Singles:** Due to space restrictions, European tour operators are only giving us one single room for every five doubles. Basically, on one of our full-bus European tours, we can have four singles. They are not budging on this- the only way to take singles beyond the four is if they pay double. If you have a trip to yourself, keep this in mind as you take reservations. If you're sharing a bus, keep in mind how scarce singles are and be in touch with us regarding single bookings. They will be available on a first come, first served basis.
- **If you are not traveling with your group:** Please inform them that you are not traveling with them. There have been instances of one group traveling with a group leader and others traveling without their group leader. The people without their group leader assume the other group leader is responsible for them. That is not the case. If we have an escort on the tour, they will assume responsibility for them, as well as any other groups traveling with your group, when they reach their destination. Please remind your clients of this.
- **Pick Up Points:** First, determine whether you qualify for an airport transfer- check your filer. As you know, our trips are sometimes comprised of multiple groups on the same trip. We have a minimum of 10 passengers in YOUR group to qualify for our assistance in arranging pickup of your group. Whether transfers to the airport are free or not depends upon what your promotional flyer says. Remember we need the pick up point sheet filled out completely and mailed to us as early as possible to guarantee that we will be able to secure a transfer for you. We need an exact address and directions. We schedule for *only one pickup per group*. It is costly to add more pickups (especially for only one or two passengers). If you feel you must have more than one, please contact your salesperson to discuss this. Any changes or additions need to be made through our office. The drivers will only follow the instructions from our office – they will not deviate from them.

- **Frequent flyer miles:** Some of our airline carriers offer a special tour conductor ticket when we book our larger groups. Unfortunately, frequent flyer miles are not applicable with this ticket. Since you are the group leader, we must ask you to supply the name of the individual who will receive this ticket. We suggest that you ask all your clients to supply their frequent flyer numbers (but be sure to remind them that they will need to show their cards at check-in to guarantee that they will get their miles credited). If a passenger does not have a frequent flyer card, you can choose him or her, since this client will not be looking to get the miles. To head off future problems, remind frequent flyer users to keep their tickets as receipts until they receive a new statement showing the miles have been credited.
- **Deviations:** If you have clients who wish to extend at the end of their trip (remember we do not allow deviations BEFORE the trip), they should contact us and we will send a deviation form to the client, or they can be downloaded from our website at www.durgantravel.com. Once we receive the form and applicable fees, we will begin to process the request. If we are unable to complete the deviation to the client's satisfaction, we will apply the fee to their final balance and the client will remain as part of the group. Please remember that we cannot accommodate special travel itineraries any later than 90 days out. Clients will be sent a separate itinerary from our retail department. We do not make up separate documents for passengers with unique itineraries. Passengers should use the group documents as a guideline, but follow the itinerary that they receive from our retail department.
- **Out of State passengers:** We will mail tickets and documents to passengers, via regular mail, departing from cities other than Boston. This will allow them the opportunity to check their bags all the way through to their destination. It is not our policy to mail tickets to passengers departing from Boston. On most of our trips, your group will be met at the airport by a Durgan Travel Service representative, who will assist you with your departure and give you your tickets. In most cases today, they are simply e-tickets or it may even be ticketless travel.
- **Land-only passengers:** Land-only passengers must be reminded that we are able to offer them this very low price because they are not using the airline, nor are they entitled to an airport transfer. As a courtesy, if their flight arrives PRIOR to ours, they can wait for the group to arrive and use the group transfer. We will not hold a transfer to accommodate them. It is their responsibility to connect with the group at the hotel. The same conditions hold on the return. Please advise your clients.
- **Cancellations:** As you know, we try very hard to refund the largest possible amount to clients who must cancel. However, we urge clients to purchase travel insurance to guarantee that they will be compensated to the fullest degree. We must adhere to the following cancellation schedule. 90 days prior to tour departure date. Between 89 – 76 days prior to departure, the full deposit is non-refundable. Between 75 – 60 days prior to departure, 25% of the total tour price is forfeited. Between 59 – 45 days prior to departure, 50% of the total tour price is forfeited. Between 44 – 30 days prior to departure, 75% of the total tour price is forfeited. Within 29 days of departure – no refund.

We thank you for your assistance in making our trips the best they can be!



PICK-UP POINTS

Please indicate pick-up point(s) for your group members and indicate number of passengers being picked up. Please give approximate time and miles between each point, if more than one. In general, a 10 passenger minimum is required for a pick-up point.

A:

Pick-up Point: _____

Number of pax: _____

Address: _____

Detailed Routing (from major highway): _____

B:

Pick up Point: _____

Number of pax: _____

Address: _____

Detailed Routing (from major highway): _____

In your routing, please also note landmarks and try to be as specific as possible. This will avoid delays in the motorcoach arrival on Day One.



TO: GROUP LEADERS
FROM: RICHARD F. DURGAN, PRESIDENT
RE: TRIP MATE INSURANCE

When you accept a reservation, please make sure that the customer considers our **comprehensive Trip Protection Insurance**. **Trip Mate** insurance makes that much easier for you- choosing insurance is now an option right on the reservation form. We've made it so easy that if the passenger checks off "YES" on their reservation form, they will be enrolled in the insurance, it will be paid for out of their deposit, and the cost is added to their final bill. If they don't want the insurance, they simply check "NO" (they will be offered the opportunity to add it at final billing if they change their mind). Please be sure that every reservation has either YES or NO checked.

Clients love the convenience of this. The only issue to keep in mind has been that people who opted for the insurance, then cancelled, expect to receive everything back but the \$10 cancellation charge when they cancel outside of 90 days. It is important to remember that the insurance has been purchased *out of the deposit*, and therefore that money is nonrefundable. That is no different than if someone paid an insurance company directly- no one ever expected their insurance money back then- but because we are taking care of it for the clients right out of their deposit, they think *we* have the money and can refund it to them.

If a client rejected the insurance at time of booking, they can still take it out later, but it must be done by time of final payment. For this reason, we've still included some insurance forms in your packet here. If clients decide after initial deposit that they want insurance, they can either notify our office prior to final billing, or add the insurance amount to their final payment and note on their returned invoice that they wish to add the insurance.

The insurance amounts, as figured on your flyer, are calculated to include the total cost of the trip including departure taxes and fees.

Remember, "**insurance protects against the unexpected**". When a customer cancels for a legitimate reason, they often think they can get their money back without having taken out the insurance. Unfortunately, this is not the case. We try for as much of a refund as possible on their behalf, but with conditions in the industry as they are, more than likely the loss is consistent with our cancellation penalties.

Our plan is offered at extremely good rates. Insurance is a great investment for our customers, and you must not only protect their interests by offering the insurance, but please realize that you are protecting your own interests by offering it as well. We don't want to have the situation where a customer will say: "***I didn't take out the insurance because it was never offered to me.***"

Strongly recommend your client read the fine print, so that they understand their requirements in canceling the trip, and qualifying for an insurance refund. Please review the insurance brochure, and call the insurance company if you have questions. **Always recommend** that your travelers do the same, as neither you, nor Durgan Travel, are insurance agents. If your customers have a question, have them call the Trip Mate toll free number of (800) 555-9095 to talk to an insurance customer service representative.

If you require additional insurance forms, please call Durgan Travel Service today. Thank you.

DURGAN TRAVEL SERVICE

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Updated: 03/15/12



GROUP LEADER PROMOTIONAL TIPS AND PROCEDURES

Use this checklist to help you organize your group tours.

□ UPON RECEIPT OF YOUR PROMOTIONAL FLYERS:

CALL YOUR ACCOUNT EXECUTIVE TO:

1. VERIFY ALL THE INFORMATION ON YOUR FLYER
2. MAKE ANY SPECIAL REQUESTS

□ AFTER YOUR INITIAL DISTRIBUTION OF FLYERS:

CALL YOUR ACCOUNT EXECUTIVE WITH PASSENGER COUNT UPDATES.

You will be speaking to him/her often before your departure date. Your account executive may be able to help you fill the motorcoach or air seats. The more lead time we have to help fill a trip, the better to ensure a successful tour. When time allows, you may also receive calls from a member of our staff with inquiries on how your promotions are faring.

PLEASE FORWARD THE RESERVATION FORMS, DEPOSITS, AND ROOM LIST ON TO US AS THEY COME IN. Include the amount paid per person.

Please note: the accounting system cannot accept third party checks. If you have checks made payable to you, cash them and write a check to Durgan Travel Service.

□ 3 MONTHS PRIOR TO TOUR DEPARTURE:

ROOMING LISTS: Please fill the sheets out completely and keep the rooming list as legible as possible to avoid confusion - type if possible. Airline tickets are done from your lists, therefore make sure the name on the list is the name on the passport or proof of citizenship. Also, indicate each client's pick-up point, if you have more than one.

ARE YOU GOING?: *If you have not done so already, PLEASE* make sure to fill out a Reservation Form for **YOURSELF (Group Leader)** and traveling companion (if applicable) and include **YOURSELF** on your rooming list.

□ 75 DAYS PRIOR TO DEPARTURE:

SEND IN FINAL PAYMENT, ROOMING LIST, AND PICK-UP POINTS AND GROUP LEADER INVOICE FORM. It is very important to send in payments in a timely fashion, so that suppliers can be paid on time. Documents cannot be sent to passengers until final payments are in receipt. We find that delayed final payments tend to lead to chain reactions in the operations process, resulting in delays in getting out final documents.

INSURANCE: Trip Mate insurance can only be taken out up until time of final payment. At this point, your clients will have most likely had two opportunities to take out the insurance (on their reservation form, and in a confirmation letter after their booking). Chances are you will have no inquiries about insurance, but you should be aware that clients can take it out up until they make final payment.

PICK UP POINTS: Please fill out the pick-up point sheet completely, listing the full address and directions to each pick-up from the nearest major highway. If there is more than one pick-up point, please indicate how much time to allow between each pick-up point and how many passengers at each pick-up point. If you are filling a motorcoach, please limit yourself to TWO pick-up points, if you are sharing a motorcoach, please limit yourself to ONE pick-up point.

CANCELLATIONS: To avoid cancellation penalties, we strongly urge everyone to purchase insurance coverage. Any insurance questions should be directed to the insurance company by using their 800 number listed on their brochure. Cancellation should be advised by an immediate call, followed by in writing. If passengers cancel within 90 days of departure, call your program manager. Outside of 90 days prior to departure (*for jet tours*), there is a \$10.00 service fee for canceling. Within the 90-day period, refunds are subject to supplier cancellation charges. (*Jet tours and cruises vary – please see your promotional flier for details.*) All refunds will be processed through our office and sent directly to the client (*unless otherwise requested*) once monies are received by the suppliers. Please allow 4 to 6 weeks after the tour departs.

□WITHIN 75 DAYS:

SPEAK TO YOUR PROGRAM MANAGER: This person takes care of all your final reservations, logs your payments, works with the rooming lists, sends out your documents and sends your commission within one month after your tour is concluded. This is the person to call for last minute changes after you have sent the final rooming list and final payment. It is at this time that you should remind your program manager of any special requests or policies, already mentioned to your account executive.



TO: Group Leaders
FROM: Richard Durgan
RE: Credit Card & Check/Cash Trip Pricing

Durgan Travel's pricing on our group promotions leads with a credit card price, then a discounted lower price for cash, check, or money order. This is because when we have a credit card transaction, we have to pay the credit card company a transaction fee in excess of 2% of the charge. Some cards, like American Express, are even 3% or higher! We work with such a small profit margin that we cannot afford to charge one price and absorb the credit card fees for those who wish to pay by credit card. Also, we feel it is better to mention the lower price for cash or check payment, so that people will see they will pay a lower rate if they pay by cash or check.

As mentioned above, the fee runs from just over 2% to 3% plus. In many instances, we still absorb a piece of that charge. This is not a service fee with a set amount, but rather a fee-based charge. As an example, a trip priced to at \$999 would have a credit card rate of \$1019. A trip priced at \$1499 would have a credit card rate of \$1529.

Since this is not a flat service fee charge, but a fee based on the amount of the charge, a husband and wife have to pay this credit card rate on both passengers, rather than on just one.

We are not trying to take advantage of our customers with credit card rates and discounted rates for payment by check or money order. Many of our competitors charge much higher prices for their packages, and have such a large profit margin that they can afford to absorb this charge. The downside to this is that the people who are paying by check, money order or cash, are paying more than they have to in order to cover the cost of those paying by credit card. Whereas our charge is to cover an actual expense, their prices essentially contain a credit card charge that some people aren't paying. That translates into profit for those companies.

Please feel free to make copies of this memorandum, and show it to any clients who have concerns with our pricing formula. We thank you and your fellow travelers for the opportunity to be of service, and can assure you our best efforts on your behalf.

Sincerely,

A handwritten signature in black ink, appearing to read 'Richard F. Durgan'.

Richard F. Durgan, President

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