



International Tours of Houston
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ITH — A Host Agency Approved & Bonded

Dear Travel Entrepreneur:

International Tours of Houston (ITH) has operated as a **HOST TRAVEL AGENCY** since June of 1989 - eighteen (18) years!

The management of ITH would like to share with you the following information about our unique support system offered Independent Contractors (IC) via our **HOST AGENCY** operating divisions:

A Host Agency's responsibilities include holding travel industry conference appointments with Domestic (ARC) and International (IATAN) airlines for ticket issuance capabilities, and Cruise line appointments (CLIA) for earning commissions from cruise sales.

International Tours of Houston (ITH) is bonded and holds conference appointments with the following travel industry organizations:



ARC — Airline Reporting Corporation – This conference appoints travel agent business entities on behalf of the

Domestic Air Lines and controls the issuance of ticket stock and payment for tickets issued by travel agencies. Minimum appointment criteria: \$20,000 Surety Bond or LOC and agent qualifier with 18 to 24 months agency work experience and Certified ARC Specialist (CAS) certificate.



IATAN — International Airline Travel Agency Network - This conference appoints travel agent entities for the International Air Carriers

and administers the travel agent eligibility list for reduced rate travel benefits.



CLIA — Cruise Lines International Association – This

conference represents the majority of the world's cruise lines and administers the appointment process for travel entities to earn commission from their cruise sales.

ITH and staff hold individual and Host Agency - membership in the following travel industry trade organizations:



American Society of Travel Agents



National Association of Commissioned Travel Agents



Outside Sales Support Network



Travel Industry Automation Software

A Host Agency should make available a Global Reservation System link necessary for the independent contractor (IC) to access airline flights, car rental companies, hotels and other travel industry vendors for schedules and booking via the IC'S computer.

Automation: Amadeus is a global airline computer reservation system providing IC'S entry to schedules and airline reservations capability for 480+ airlines and representing more than 95% of the world's scheduled airline seats.

Amadeus reservation capabilities are extended to Hotels (70,320+ hotel properties worldwide; Car rentals (43+ car rental companies w/ 31,000 locations worldwide); Cruise; Rail (Amtrak and BritRail); and Tours as well as Health and Documentation requirements for international travelers.

IC'S also may access Amadeus Consolidator Shopper, a browser-based solution that enables the user to view and compare consolidator and published prices, purchase the lowest fares, and make reservations via the Internet.

Amadeus Cruise is the newest software added to make the IC'S selling and cruise booking process easier.



Amadeus Cruise is an Internet browser-based graphical user software in which the IC may point and click through the cruise sales process for seventeen (17) major cruise lines.



Amadeus VISTA.

This Amadeus Internet based software offers multi-tasking -- browsing the Internet while working in the reservation system.

This software works with a Dial-up modem; Cable modem; DSL connection and ISDN lines.

TRAMS: IT Travel Group uses the industry recognized TRAMS back office accounting



software. As each IC enters the Host Agency - IC program, the IC is assigned an account number and agent code.

This three-digit account number and agent code are then associated to all future sales made by IC and invoiced via ITH. TRAMS software will track each sale via the IC account and invoice numbers.



Commissions & Marketing Affiliations

A Host Agency should provide a sound financial commission and fee schedule to enable both parties to be compensated for their time, sales efforts and upfront expenditures to secure new and retain current travel business.

A Host Agency should develop sales relationships with local, regional and national travel industry vendors to obtain bonus commissions for exceptional sales efforts; co-op dollars for advertising and marketing programs to increase sales opportunities for each eligible IC.

Commission Options: ITH commission options for IC'S are listed below:

Referral Agent - 30% of commission paid by vendor on individual bookings. No monthly administrative fee.

Booking Agent - 70% of commission paid by vendor on individual or group bookings. No monthly administrative fee.

Non-commissionable Sales - Travel vendor sales deemed "non-commissionable" (i.e. Airline published fare tickets and/or net airline consolidator tickets etc):

ITH will retain or require a **minimum \$10.00 per ticket transaction processing fee** for Domestic travel tickets, **or thirty percent** of the charged transaction or service fee, whichever is greater.

IC may & should charge an additional amount over ITH'S minimum for their own transaction fee compensation. The total collected fee (less ITH'S minimum) is paid to IC in the monthly or twice monthly commission checks.

Commission checks are issued by the 15th of each month with a detailed sales and commission report. IC'S producing sales of \$40,000 per month or more are paid commission twice a month. Sales incentive programs are offered on a periodic basis with selective Preferred Vendors offering compensation of air tickets, reduced or free ground arrangements and bonus commissions.



Results!
TRAVEL

Results! Travel – ITH is affiliated with the Results Travel Network, a member of the Carlson Travel Network Associates, Inc., a multi-billion dollar travel company. Results Travel Network offers a comprehensive preferred supplier program, and an aggressive national marketing strategy including access to exclusive cruise and tour products. As a member of ITH'S IC program you have Internet access to the Results Travel Network intra-net site listing the preferred vendors, cruise and tour offerings, commission structure and marketing assistance.

Sales Lead Generation – Houston:

ITH is a 13 year member of the Funjet "500" Club, and a Continental Vacations, GOGO Tours and Air Jamaica Vacations preferred agency. Through these vendors' co-op advertising programs in the Houston area, ITH publishes an 800# in which all-new customer ad response calls are immediately forwarded to our participating IC'S on a 24/7-time slot allotment. Customers DO RESPOND to these co-op ads, and new tour and cruise business is booked as **YOUR NEW CLIENTS!**

Note: This is an optional service as participants pay a varied per month co-op advertising fee.

Host Agency Support Features

ITH'S list of Service Features for the IC'S benefit!

- **Group Air – CO:** IC'S enjoy the privileges of ITH'S *GroupWorks Grandeur* status with Continental Airlines. *Grandeur* status provides a specially trained dedicated group agent to coordinate your group inquiries and bookings, expedite group pricing and provide ticketing via ITH.

- **Support:** ITH office hours are 8:30 AM to 5:30 PM CST M/F. Local area IC'S have after hours access to agency via building security card and suite pass-code. IC'S may also use ITH'S offices to meet with their clients in lieu of their home.

ITH internal staff assembles and prepares for delivery ticketed components based on PNR instructions from IC – mail; express; courier or in-office pickup.

IC'S are provided access to ITH'S Policy and Procedural manual developed expressly for the ICs and ITH staff to facilitate communications, check & refund requests, etc. ITH'S industry experienced staff recognize and react to the daily miscellaneous changes that occur with a varied IC clientele and their respective customer quirks.

- **Faxing Overnight Delivery:** Amadeus and ITH offer (at cost) itinerary/invoice-faxing capabilities for each IC via Amadeus Vista or Internet booking system. Overnight delivery service is offered with a contracted discount rate structure. ITH does not charge additional handling or management fees for these delivery services.

- **Seminars:** Travel industry suppliers will periodically conduct product knowledge or destination training seminars. These seminars are offered on a local, regional, and national basis and the suppliers may charge a nominal fee for attendance. IC participation in these seminars is voluntary and any fee for attending is borne by the IC. When known, ITH will advise IC by email dates and times for seminars.

- **Your Company ID:** ITH has set up the Amadeus itinerary/invoice printers to print

out **your trade name** on *generic itinerary/invoice* 2 part stock; not ITH'S! Therefore *your d/b/a trade name* is always in front of your clients, **not** ITH'S name.

Also, if you provide ITH with a supply of window type mailing envelopes with your company name and address, tickets issued on your behalf will be mailed in your company's envelope to your clients!

- **Communications:** The management of ITH strives to provide to you on your client's behalf the most current industry information. ITH staff reviews incoming vendor bulletins, faxes, mail and emails, summarizes the material and forwards this summarized material to IC'S.

- **E&O Insurance:** IC'S must purchase Errors and Omissions liability insurance either through ITH'S program @ \$100 annually; or provide their own E&O with naming ITH as an additionally insured.

- **Educational Trips:** Educational familiarizations are travel opportunities for IC'S to visit the world's greatest cities and resort destinations. IC'S meeting the qualifications set by the travel vendors, will be able to experience the gourmet delicacies of foreign cultures, and be among the first to sample the next generation of new destinations, airplanes, cruise ships, hotels and trains that you will eventually sell to your clients.

- **IATAN Card:** The International Airline Travel Agent Network (IATAN) is the industry's governing conference in administering the travel agent ID card for travel industry reduced rate benefits. IATAN minimum earnings requirement is \$5,000 per year in salary and/or commissions to be eligible for an IATAN Travel Agent ID Card. IRS form 1099 is issued to each IC at the end of the calendar year.

- **IT Travel Group Merchant Account:** With ITH'S approval, IC'S may process non-ARC credit card transactions via the merchant account. This feature is especially helpful when working with clients who must pay with a credit card for a non-arc sale, i.e. motor coach trip. A merchant processing fee is charged by ITH.

