

Familiarization Trips (FAM's) & Reduced Rate Policies

FAM trips provide an excellent opportunity for you to increase your travel industry knowledge while visiting great destinations. Some of these training FAMs are escorted by a representative of OutsideAgentLink.com and frequently are joined by the hosting vendor's Business Development Managers. Whilst other FAM's maybe by hosted solely by a vendor.

Activities may include city tours, hotel inspections, ship inspections and seminars. You will leave with an increased product knowledge and the information and skills you need to effectively sell and increase your profits!

Availability on FAM trips is set by the vendor. To ensure all OutsideAgentLink.com agents have an equal opportunity to participate certain eligibility criteria is considered. Criteria may include but not limited to an agent's sales volume, length of membership and/or attendance at past training events.

As with any agent benefit, certain terms and conditions apply. By submitting a request for participation, you are attesting that you understand and accept all restrictions and qualifications outlined in the "Terms and Conditions" included with each event.

In general, the management team at Thomas Hogan Travel/OutsideAgentLink.com, will not authorize a reduced rate for personal travel for any agent who has not actively sold travel while a member of OutsideAgentLink.com. We will evaluate authorizing personal travel requests on a case by case basis.

General FAM Trip & Reduced Rate Etiquette

- Learn about your destination and itinerary in advance.
- Fam trips are business trips. Dress professionally and appropriately for flights and any functions. Do not show up in shorts, tee shirts, tank tops, flip flops, etc. If there is any part of your itinerary that you are unsure about in terms of dress code, ask before you depart so you can pack accordingly.
- Be on time or early for planned activities.
- Don't embarrass yourself, the agency or the vendor by overindulging in drink, food and other temptations.
- When you're at a site inspection, show respect for the paying guests by not being loud in hallways, rooms or grounds.
- Do not discuss what you paid for your trip with other travelers.

- Do not criticize other countries' religious beliefs and cultures. Respect all local customs, dress codes and traditions.
- Do not demand or request upgrades. If you are booked on a reduced rate, be appreciative of what you've received and thankful if the vendor CAN and does upgrade you.
- Be a gracious and grateful guest. If something is not to your liking, express it discreetly so as not to embarrass the vendor. Most vendors appreciate constructive criticism and will solicit your feedback. You can also send a follow-up note when you return.
- Follow up with a thank-you note to the Business Development Manager when you return. Of course, the best way to thank them is to send your business their way.
- If you are at a function, dinner, luncheon, etc., please be mindful of the vendors' costs to host these events. Take only what you really need in terms of food, calendars, flyers, brochures, giveaways, etc.

The Management Team at Thomas Hogan Travel/OutsideAgentLink.com has a rock-solid and long-standing reputation and relationship with our vendors. We appreciate their desire to accommodate us and our Independent Contractors with special rates and opportunities and absolutely EXPECT 100% adherence to the standards outlined above. Any report otherwise from our vendors will result in our immediate termination of our connection and agreement with the offending Independent Contractor.

Familiarization travel is just part of why this is the best business in the world. Go see the world, learn, and, above all, be a professional travel ambassador.

X _____
Name

X _____
Signature

Date