

FAM CODE OF CONDUCT

As Travel professionals representing Thomas Hogan Travel dba OAL Travel Network on FAM trips, all advisors and their sub-advisors are expected to present themselves in a professional manner. Before attending a FAM, we ask you to review each bullet point below and agree to adhere to these provisions throughout your trip.

- Be respectful of guests at the resorts or ships you are visiting. When touring rooms or cabins, keep your voice down in the hallways and areas where guests are present. Make sure a path is kept open for the guests to get past you.
- Be on time. Please plan to arrive 10 minutes before the announced time to meet.
- Dress appropriately. This is business casual (*no* jeans, short-shorts or t-shirts) unless the agenda states otherwise. Follow the appropriate dress codes at resort/cruise ship restaurants when dining.
- When viewing rooms, keep off the furniture, especially the beds. When you leave, the room should look the same as it did when you entered.
- Do not complain about the room you are assigned or ask to be moved to a better location. If there is something drastically wrong with your room, speak directly with your FAM host about it. Please do not make a scene at the front desk.
- FAM trip deviations are generally not permitted; however, if necessary, all deviations (i.e. early arrivals, early departures, etc.) must be communicated to and approved by the provider of the FAM trip prior to commencement.
- You are expected to attend every class and scheduled tour on the FAM. Please note that if a certification is involved (e.g., Hawaii Master Specialist), you may be denied certification if you do not attend all events/classes and you may be charged the full current rate from the supplier or host instead of the FAM rate.
- Disparaging remarks about the host agency or the FAM provider, their employees, officers, directors, agents, services, reputation or financial status is prohibited.
- Mind the time when given a break by the FAM host, e.g., 15 minutes means 15 minutes. Being late holds up everyone else and reflects poorly on you as a professional.
- If you are permitted to bring a companion who is not an advisor, your companion is expected to maintain the same professional behavior as you and not complain about the itinerary or anything else on the trip. The purpose of the trip is to educate advisors about the host's product. It is not meant to be a leisure vacation for you and your companion.
- Conduct yourself professionally at all times. Harassing another attendee or otherwise engaging in inappropriate and/or offensive conduct, directed toward anyone, while attending a FAM is prohibited. Stay sober - know when to stop drinking.
- Bring a large supply of business cards - enough for all the suppliers and/or advisors you may meet.
- Consider purchasing travel insurance, as some FAMs will not be refundable if you are unable to attend. You may also wish to consider medical evacuation coverage to protect you if you become ill or are injured while on an international FAM trip.
- Do not tell other guests that you are a travel advisor or otherwise attempt to solicit business. This is strictly prohibited by OAL and by most suppliers.
- Do not discuss the cost of your trip with other guests.
- Do not talk or text during presentations (this also includes a bus driver who is narrating). It's disrespectful to the speaker and distracts other agents around you who are there to learn.

The following behaviors extend to trade shows and supplier dinners:

- If the supplier has giveaways at its trade show booth, they aren't all for you. Take one and leave the rest for other agents in attendance.
- Do not bring baggies or containers to bring food home to your family and friends. Do not ask to have dinners boxed to take home unless they are your own leftovers.
- If you RSVP that you will attend an event, make sure you attend. Your hosts must pay for meals for people who don't attend. You may also deny another agent a chance to participate.

NOTE: No statement in this list is intended to or should be taken to interfere with the independent contractor relationship between the [Host Agency] and the advisor.

By paying your yearly membership renewal you are agreeing to this agreement and will abide by the foregoing Code of Conduct and understand that any violation may be cause for my dismissal from this FAM, neligibility to participate in future OAL offerings and may be grounds for termination of contract.