

Groups Reference Guide



**Be rewarded
both professionally
and financially
with average
group commissions
of \$5,475***

**Build this lucrative business
segment with our support:**

- Insider Experiences immerse clients in each destination
- Bookings made easy with a dedicated Group Specialist
- Award-winning brand with a 70 year reputation built on trust
- Greatest choice of destinations, itineraries and travel styles
- First-rate sales support and turn-key marketing tools

Call 800-626-6603 or email
groupsales@trafalgartours.com

www.Trafalgar.com

www.BrendanVacations.com

 **BRENDAN
VACATIONS**

COSTSAVER

TRAFALGAR



Your Group Options

- 1. Standard Brochure Group:** Book 10 or more clients on an existing itinerary and departure date from our brochure.
- 2. Exclusive Departure Group:** Reserve an entire coach on an existing itinerary and departure date from our brochure (minimum guest numbers apply).
- 3. Customized Group:** Tailor an existing itinerary or create one from scratch to suit the unique interests of your group (minimum guest numbers apply).
- 4. Private Chauffeur Vacations in Ireland & Scotland** Brendan Vacations can help design a custom Private Chauffeur vacation for clients (no minimum guest numbers required).

BONUS With options 1 and 2:

- Combine with offers and discounts like Early Payment and Frequent Traveler
- Take advantage of our Flexible Points Plan benefits
- Earn Travel Cash towards discounted agent travel

Marketing Tools & Tips

Ensure your group promotions are hassle-free and effective with our turn-key marketing tools and sales tips. In addition to our range of marketing toolkits at www.Trafalgar.com and www.BrendanVacations.com, we can help with:

- Customized group itinerary flyers
- Consumer travel nights
- Ads and advertorials
- HTML emails and web/social media content

Prospective groups are everywhere. Consider starting here:

- Church groups and religious organizations
- School and educational groups, reunions
- Incentive groups
- Retirement communities and senior centers
- Social or country clubs
- Service clubs (Lions, Rotary, etc.)
- And more

Meet the Team



Patsy Haygood
Manager of Group Sales
714-937-4902
patsy.haygood@trafalgartours.com



Mylene Valbuena
Custom Ireland & Scotland
Group Supervisor
800-626-6603 ext. 4967
mvalbuena@brendanvacations.com



Rafael Trujillo
Senior Group Specialist
800-626-6603 ext. 1146
rafael.trujillo@trafalgartours.com



Colette Morales
Group Specialist
800-626-6603 ext. 1110
colette.morales@trafalgartours.com



Johnny Soukkaseum
Group Specialist
800-626-6603 ext. 1111
johnny.soukkaseum@trafalgartours.com



Sally Harrington
Group Specialist
800-626-6603 ext. 1145
sally.harrington@trafalgartours.com



Brian Spanel
Custom Ireland & Scotland Group
Specialist
800-626-6603 ext. 1306
bspanel@brendanvacations.com



Kristy Clark
Custom Ireland & Scotland Group
Specialist
800-626-6603 ext. 1303
kristy.clark@brendanvacations.com



Jose Sanchez
Custom Ireland & Scotland Group
Specialist
800-626-6603 ext. 1307
jose.sanchez@brendanvacations.com

For new Trafalgar, CostSaver and Brendan group requests, call **800-626-6603** or email groupsales@trafalgartours.com



"From the initial stages of requesting an itinerary to the final stages of reading the group's comments, Trafalgar is spot-on!"

JOHN, Trafalgar Agent Partner

Flexible Points Plan

Having the right tools is critical to your success.

That's why we offer you our Flexible Points Plan—a program designed to give you more control over the benefits your group receives.

Earn points based on the land-only per person rate of the trip and season of travel, then choose the benefit best suited for your group's needs. It's really that simple.

1. Earn Points:

	Up to \$1,499	\$1,500 - \$2,999	\$3,000 - \$3,499	\$3,500+
Shoulder Season†	8 points	12 points	15 points	17 points
Peak Season‡	6 points	10 points	12 points	15 points

2. Choose a Benefit Option:

Benefit Option	Points Needed
5% per person discount (land-only)	10
\$25 per person Optional Excursion Voucher	2
\$50 per person Optional Excursion Voucher	4
On-trip Amenity	3
Additional Vacation Host (TC) earned at 32 and 48 guests¹	10
Accelerated TC earned at 14, 28 & 42¹	12
Accelerated TC earned at 12, 24 & 36¹	14
Accelerated TC earned at 10, 20 & 30¹	16
Single Supplement waived for one or 50% reduction for two	5
\$25 per person money back²	2
\$50 per person money back²	4
\$100 per person money back²	8

Get a free space at 16 guests

Don't need the TC? Redeem it for extra bonus commission or use it as an added discount for your guests. You can also purchase additional points for your group at a rate of 2 points per 1% of commission.

Conditions: Flexible Points Plan is valid on standard brochure or exclusive departure brochure guided vacations, and is not applicable to Asia itineraries, select Hidden Journeys, Private Chauffeur, Locally Hosted, Self-Drive, Mini-Stays, Day Trips, trip extensions, extra-night accommodations or any cruise portion of a vacation. Free TC space is based on double occupancy, is applicable to the land-only portion of the vacation and does not apply to the intra-trip airfare segments, taxes and fuel surcharges. †Shoulder Season = October – April (Europe, North America), May – September (Central and South America, South Pacific). ‡Peak Season = May – September (Europe, North America), October – April (Central and South America, South Pacific). ¹Maximum of 3 per coach. ²Money back to be used as bonus commission, marketing funds, fundraising, etc. and is payable after travel.

Trafalgar, CostSaver and Brendan Group Policies

Flexible Points Plan Points are calculated based on the per person, land only, double occupancy, full-paying adult rate as advertised in the Trafalgar, CostSaver and Brendan Vacations brochures, excluding intra-trip airfares. Flexible Points Plan (FPP):

- Available for groups of 10 or more guests booking a standard or exclusive departure brochure guided vacation
- Can be combined with most brochure discounts and some promotional offers
- Benefit options cannot be mixed/matched within a single group

Discounts In addition to our Flexible Points Plan, on most group guided vacations, travelers can combine our range of brochure discounts for an even better value. This table shows which discounts can be combined:

Discounts	Savings	Flexible Points Plan	Early Payment	Frequent Traveler	Second Trip	Triple/Quad Room	Young Traveler
Flexible Points Plan	Varies		Yes	Yes	Yes	No	No
Early Payment	Up to 10%	Yes		Yes	Yes	Yes	Yes
Frequent Traveler	5%	Yes	Yes		Yes	Yes	Yes
Second Trip	2.5%	Yes	Yes	Yes		Yes	Yes
Triple/Quad Room	Varies	No	Yes	Yes	Yes		Yes
Young Traveler	Up to 10%	No	Yes	Yes	Yes	Yes	

Discount Notes and Restrictions

- Discounts apply to guided vacations only.
- Triple/Quad Room and Young Traveler are always calculated first, then all discounts taken from that discounted rate.
- Young Travelers do not count as full paying guests towards the free space. Guests with Triple/Quad Room discounts will count towards the free space as long as there is only one triple/quad per group.
- Discounts do not apply to flights to/from starting/ending points on trip or on internal flight segments. The free TC space is for the land-only portion of the guided vacation and the Vacation Host will be responsible for paying for flights to/from starting/ending points on trip and any internal flight segments, taxes and fuel surcharges.
- In Asia, TC spaces are not available and the 5% Group Discount is not combinable with any other discount. Other discount restrictions apply.
- The Flexible Points Plan is not applicable to select Hidden Journeys, Train Vacations, Cruises (except Eastern Mediterranean), Private Chauffeur, Locally Hosted, Self-Drive, Mini Stays, Trip Extensions, Day Trips and Stopovers.
- For full discount details and restrictions, see the Trafalgar, CostSaver and Brendan Vacations brochures.

Action	Due Date	What's Needed
Group Deposit	Within 7 days after contract is sent	\$400 refundable group deposit for brochure vacations or \$500 refundable group deposit for exclusive coach
	Within 14 days after contract is sent	\$500 refundable group deposit for all custom vacations
Marketing and Space Review	30 days after deposit is received	A review of marketing activities and sales results
	60-120 days after deposit	Continue to review marketing activities; based on results, space may be reduced or increased
	120 days prior to departure	A final review of any unsold space and the last day to change or cancel without penalty of the group deposit
Per Person Deposit	As names are submitted	\$200 non-refundable per person deposit for brochure groups
Final Payment	65 days prior to departure	Final payment

Note:

For brochure groups a \$200 per person, non-refundable deposit is due when names are submitted to our Group Department. Trafalgar, CostSaver and Brendan reserve the right to withdraw or reduce space held on a brochure departure at any time if space is not being consistently sold.