Independent Contractor

Reference Manual

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Contact Information

Smooth Winds Travel
6755 US Hwy 77S Victoria, TX 77905
361-550-6082
CLIA # 00038589

Email – set up gmail through office 360

Email address will be set up & paid for by SWT

TESS – CRM tracking system

www.travelsolutions.com
short name: atp
Login: provided by agency
Password: provided by agency
Set up by SWT paid for by agent

Preferred Vendors

Disney Destinations

- Walt Disney World, Disneyland, Disney Cruise Line, Adventures by Disney, Vero Beach, Hilton Head (choose WDW for VB and HH) – 800-327-2996
  - Aulani – 866-50-Disney
  - Verify with CLIA # 00038589
  - Register online at: www.disneytravelagents.com (Walt Disney World, Disneyland, Disney Cruise Line, Aulani, Vero Beach, Hilton Head) Once registered the agency must approve.
- Adventures By Disney – Must call to quote or book.

Royal Caribbean

- 800-432-6559
- Register online: www.cruisingpower.com
- Verify with agency phone number 361-550-6082 and they may ask CLIA # 00038589
  SWT office will then need to approve.

VAX Vacation Access

- Universal, all inclusive, hotels
- Request that office register you on VAX
- www.vaxvacationaccess.com
- 1-800-224-3838, call direct to Universal
- Verify with agency phone number, 361-550-6082
- Register online for Universal training at www.universaltravelagents.com
  - Consortia Type: TLN
  - Agency Type: Retail

Universal Orlando & Hollywood

- First you will need to register at Universal Partner Community and complete your training for Hollywood & Orlando
- Industry ID - CLIA 0038589
- Bookings will be done through VAX
- Request that office register you

Sandals & Beaches Resorts

• Sandals -1-800-SANDALS
• Beaches 1-800-BEACHES
- https://taportal.sandals.com/landing/

• Verify with CLIA # 00038589
• Must attend a Sandals/Beaches
sponsored training to become a Sandal's Travel Specialist

Carnival Cruise Line

• Register at www.goccl.com
• Verify with CLIA # 00038589
• Office will approve & you can begin training and booking
- CCL agent phone line – 1-800-227-6482
- CCL groups phone Line – 1-800-327-5782

Norwegian Cruise Line

• Request that office register you
- Norweigiancentral.com
- NCL agent phone line – 1-866-234-7350
- Training can be done through same booking site
- When calling to book you will need agency phone # 3615506082

Scooterbug

- Request that the agency register you
- www.scooterbug.com
- Select travel agents and login in

Mears

- https://mearsconnect.com/TravelAgents and click "Login".
- Each agent must enter their email address. (first time log in use forgot password)
    - If this is your first-time logging in, you will be prompted to create a new password.

Chubb Insurance

- Request access to the office
- Call in your first booking and they will walk you through 1.844.825.2264
- https://travel.chubb.com/

Mission Statement

At Smooth Winds Travel, our mission is to make travel as smooth as a breeze for every traveler we serve. We are dedicated to curating seamless experiences, from the moment you dream of a destination to the second you return home. With a commitment to exceptional service, meticulous planning, and a passion for creating memorable moments. Our dedication to making travel smooth is our promise. Let us take care of the details so you can savor the smoothest travel moments that last a lifetime.

MOTTO: Making travel smooth as a breeze

Smooth Winds Travel agency was founded December 2021 by Shelley Campbell in Victoria, TX. Shelley started as an independent contractor in 2028. Shelley had the desire to breakaway from the MLM type agency and venture out on her own to create a strong agency of ICs that were able to create their own strong business creating stress fee and memorable vacations.

Smooth Winds Travel Independent Contractors

SWT prides itself on sharing our services in a personal yet professional way. As an independent contractor, you are truly the face of SWT to your guests. Each independent contractor reflects on the whole team by the way we interact with our guests and the public. Because of this, we ask you to please keep the following expectations in mind:

- As a representative of the SWT brand, conduct yourself and your brand ethically, in person, in all correspondence, and on all personal and business social media sites.
- Material and content posted on your social media sites should be ethical and professional. SWT management will occasionally peruse social media content. If for some reason SWT management feels that the information or content being used damages the SWT brand, they may contact you and ask you to remove the content.
- Prompt and effective communication is an essential skill in the travel business. If you do not respond to leads quickly, the person will often find another travel agent or they will book a package themselves online. All this can happen in just a few minutes because the excitement is high for the person wanting a quote. Please make an effort to respond quickly to all leads and guest correspondence.
- Use proper brand-messaging and verbiage when marketing a specific travel product.

For example: Disney (magical, memories, celebration, and experience), Sandals (romantic, exotic, Caribbean, relaxation…etc.).

- We may ask that you speak with management before you send quotes for the first 30 days after training to ensure that all procedures are done correctly, and that all information is accurate. Please speak with your management with questions.
- As a professional, you will be expected to accept ownership for any mistakes you make with a guest's arrangements. Once a mistake is discovered, please make prompt efforts to resolve the mistake quickly so that it doesn't grow and become unmanageable. Ask management for help if needed.
- Spend time marketing SWT products and services. You may work with SWT management on marketing initiatives and ideas.
- Stay in communication with your guests before and after the sale. Then follow up after the guest's trip to ensure it was a positive experience for them.
- Lead/Guest Reference Sheets should be filled out promptly upon receiving a call or lead— keep a stack of blank copies on your desk, in your bag, or always have the file easily accessible on your computer.
- Each guest's information should be entered into TESS within three days after a booking is made.
- Stay educated and up to date on supplier promotions, deals, and educational opportunities at all times.
  - Participate in webinars and on-site trainings when possible.
  - Read and respond promptly to communications from the SWT office such as newsletters, Facebook forum posts, text messages, emails and telephone calls.
  - If asked by a guest why our services are free, explain that our compensation is through the contracts we have with our suppliers. Try to never use the word 'commission' with your guests.
  - Keep the mindset that guests aren't helping you by giving you, their business. You are helping them by providing your professional service and personal care. Try to replace the word "transaction" in your head with the word "interaction".
  - Be careful of guaranteeing or promising things to your guests that are not actually guaranteed.

As a Personal Vacation Advisor for Smooth Winds Travel, you are:

- Taking the hassle out of the planning for a family vacation!
- Taking away the stress that comes with making sure that everything goes smoothly!
- Getting to know your guests and their families. Not everyone wants to take the vacation you planned for your family. Be sure you are making recommendations based on your guests' wants and needs and not your own.
- Listening closely to their wants and likes before you begin the planning process.
- Doing research for the ideal experience to support your guests wants and needs.
- Planning the most memorable experience your guests can afford while staying within their budget.

• Meeting with your guests via telephone, face-to-face or Zoom to discuss the proposal of their getaway/vacation experience.
• Provide detailed information that's easy to understand and follow.

Agent Benefits
Agent benefits are different per vendor/supplier. Most you will NOT be eligible for these benefits until you have earned your CLIA/IATA card but some may allow without.. Please refer to your contract for information on the criteria.

Airfare

We are NOT a ticketing agency and do NOT sell airline tickets. Airfare can only be booked through the vendor in conjunction with a vacation package and cannot be booked for flights originating outside the United States. Most often it is best to ask the guest to book their own airfare. Again, airfare MUST always be part of a package with vendor never on its own.

TESS CRM Procedures

New bookings (including any vacations you have booked for yourself) and transfers must be entered in TESS within three days of the sale. Per your contract, with SWT, you may be charged a $50.00 processing fee for each reservation not entered within three days of booking. All sales must be entered by the end of the month in which it was booked. A walkthrough video is available for you in DropBox.

New Trip/Booking:

- Click the "Trip Management" "Trips" on the left side of page
- Click the green box + Regular trip
  • You must enter – Trip type, confirm agent, Begin Travel Date, End Travel Date
  Choose what they are doing cruise, tickets, hotel and SAVE

Then add Travelers:

- You MUST add clients, First and Last Name, Email Address, Phone Number, Birthdate (all that will be in that room)

Trip description is lead guest on reservations last name only

Booking

Enter Booking #, Booking Date, Tour Operator (typically Disney) Travel Start & End date, Total Reservation Amount, Commission Amount, Final Payment Date, Booking Description (Clients last name only)

- There is a notes section that can be used for any additional information you would like to keep track of regarding your guest, including instructions for the office regarding where/how to mail the guest's travel documents.
- If commission is unknown, put $1.00 as a placeholder so the office knows that a commission should be paid.
- Please refer back to the training videos on the TESS website, as well as SWT Dropbox for additional questions.
- If you should have a guest cancel their trip, please update TESS. **Note: you must cancel with the travel vendor.** Cancelling the booking in TESS does NOT cancel with the vendor.
    - You will need to change the active status to Cancelled in both the Trip & Booking page

Commissions

Smooth Winds Travel is a commission-based agency. Commissions are paid to the independent contractor on the 5th of each month by direct deposit. Payments come typically in the month following the checkout date of your guest, provided SWT has received payment from the vendor and client has completed travel. Each travel vendor pays a different level of commission on the pre-tax sale. Disney World and Disneyland pay 10%, while other vendor's percentages are based on the overall agency sales for that vendor.

Email

It is important to use your SWT email address for all vendor registrations, correspondence with your guests, and everything else related to your SWT business.

- Make sure that you have important phone numbers and email addresses saved in your phone and that you have your SWT email address set up on your
- Email should be checked frequently – at least once per day, preferably more often
- Email responses should be prompt and professional.
- If you are traveling or otherwise unable to check and respond to your email, please use an out of office response/auto-reply (click gear icon, general, scroll down to vacation settings). Reach out to fellow independent contractors about having someone cover for you in your absence if you think it will be necessary.
- In the event of serious illness, accident or other type of emergency that would cause you to be unreachable in a timely manner, please contact your Shelley Campbell ASAP

E&O Insurance (Errors and Omissions)

Per your contract it is required that you carry a personal E&O insurance policy. SWT recommends Berkshire Hathaway. Your policy would be based on details like the state you live in, your sales, if you sell airline tickets (you must answer NO, we are not a ticketing agency) and so on. It is like any kind of insurance, you hope you will never need to use it, but in the event, you do, it is good to have the protection.

My Disney Experience (MDE)

It is our agency's policy NOT to go into our guests' MDE accounts. Therefore, guests must book their own Dinning selections. We recommend that independent contractors reach out to the guest prior to the 60-day mark to make sure the guest is aware of how and when to make their selections and to offer suggestions. You can however call-in dining reservations for them. If a guest needs help with their account, please direct them to call the MDE Help Desk at 407-939-7765.

Non-Preferred Vendors (booking with)

While we recommend that you concentrate on our preferred vendors, independent contractors can book guests with non-preferred vendors AT THEIR OWN RISK. If something goes wrong, the independent contractor is solely liable and financially responsible for any monies due the guest because of errors or problems that arise. Likewise, we do not recommend that you suggest drivers, excursions, or activities outside what our vendors offer as part of a travel package. You never know if they are properly insured or licensed and you could be sued if something happens to a guest or any members of their traveling party.

Taxes

As an independent contractor you are responsible for paying your own taxes. You will be issued a 1099 for commissions totaling over $600 in a calendar year. It is a good idea to keep all receipts, including office supplies and travel expenses (for yourself) for deductions. It is wise to speak with your accountant or tax professional for additional advice on taxes.

Transferring Reservations

Disney Destinations

- Must be booked within last 30 days and CANNOT be paid in full.
- As a professional courtesy we do not transfer reservations booked by another agent or agency.
- Have guest fill out the transfer form found in DTA
- Send to appropriate email located at the bottom of the form
- There is no set time frame as to when the transfer will be complete. Disney will send you an email confirmation. If you haven't heard back in a reasonable amount of time, it's ok to

follow up to check the status of your transfer, but please be patient and understand that Disney isn't just processing your transfer. Usual time frame is 1 week.

Other destinations

• If you have questions about transferring a vacation booked with another vendor, please contact the SWT office.

General Tips

Business opportunities are as big or as small as we want them to be.

Making Assumptions

Assumptions are one of the worst mistakes an independent contractor can make. How can you prevent this mistake?

• Ask the right questions
• Listen to your guest so that you understand their wants and needs.
• Provide the right vacation package for your guest based on what they tell you.

Niche Travel and Marketing

At SWT we value independent contractor education and expertise. As a new independent contractor, we recommend that you begin by focusing on our core product, Disney Destinations— possibly even as specific as focusing on Disney World alone. As your business grows and you get to know your market better, you may want to learn additional Disney Destinations or branch out into other areas, but we never recommend that you consider yourself "general travel".

• "It's better to be an inch wide and a mile deep, than a mile wide and an inch deep."
• Travel SPECIALISTS do better than GENERAL travel agents.
• The internet has flattened the world. People are more confused than ever and are looking for an expert. Guests are overwhelmed by information and want personalization.
• Specialize, because you cannot be an expert in everything.
• The more you learn, the more you will realize what you don't know.

Show Your Value

Never assume that your guest wants to travel the way you or your family likes to travel. The guest is coming to you to personalize THEIR vacation, not to order a copy of yours.

Quality and Service

Anyone calling you for a Disney Vacation will expect the same service they expect from Disney.

Communicate With Your Guests

Closing rates are often higher if you can speak to the guest on the phone or in person.

• Be proactive – Don't rely on Disney to communicate with your guests about fast passes, dining, etc. Provide them with dates and reminders from you personally.
• Follow up with potential guest a couple of days after sending a quote if you have not heard from them.

Ask For the Sale
One of the biggest mistakes an independent contractor can make is not asking for the sale. Get in the habit of asking for the deposit.

Guests Who Request Trip Cancellation
When a guest requests to cancel their trip, be sure to suggest moving their travel dates to a time that will work better for them. Many guests aren't aware that deposits and any payments made toward a vacation can be moved to different travel dates. You may be able to save the sale.

Reflect Your Brand
Planning Disney vacations is so much fun that it rarely seems like work, but it's important to treat it professionally. Does everything you do reflect your brand?
• Your workspace – Have a dedicated area that is your workspace, so you can stay organized and are able to help your guests easily.
• Your personal appearance – When you work from home, you may be tempted to work in your pjs. We all do from time to time, but make a habit of getting up and getting dressed when you sit down at your desk to work for the day.
• Your attitude when you talk on the phone – Smile when you talk on the phone. People can sense your excitement even when they cannot see you.
• Word of mouth is the best advertising for your business. If you've done a good job of reflecting yourself and the SWT brand, satisfied guests will share your name with family and friends.

Time Commitment
• Time is one of the best investments you can make in your business.
• Respond to all communication promptly and effectively. Speed is the name of the game in this business. Guests will often find another travel agent who is ready and willing to book their vacation or book it themselves if you don't answer their call or email. If necessary, use an auto-response to let guests know that you will get back to them as soon as possible.
• A common question asked by new independent contractors is how long it takes to book a vacation from beginning to end. There is no set time as each guest has different needs and it is an ongoing process. Some guests will need lots of help and attention, while others will require very little assistance.
• Set time aside for your SWT business every day. Even if you're not booking a trip, you need to check email and your team's Facebook page, learning, and reaching out to potential guests.

Home Office and Organization
Create a dedicated workspace that supports the brand and image you want to develop for yourself and your SWT business. Find an organizational system that works for you and stick with it. Except for TESS, every SWT stays organized in his/her own way, but we all need thorough guest files and calendars to keep track of important dates. If you need suggestions, discuss ideas with your team leader or fellow independent contractors.

It is important to stay organized even when you are away from your office or traveling on your own vacations. Make sure you have access to any important information you might need while you are away from your home office.

Provide Reliable Information
Be sure all information that is provided in your quote comes directly from DTA.com or speaking with a cast member when calling DTA (the same applies to other vendors).

Stay Up-To-Date
Disney changes procedures, offers, prices, package components, etc. without prior notice. You must keep up on all changes. Stay up to date on all the destinations you are selling. This applies to all travel vendors.

Research and Look for Answers on Your Own From Reliable Sources
Our goal at ALTP is to provide you with the tools you need to be successful. In return, we ask that you be proactive in finding answers to any questions you may have. Most of the time the answers you are looking for have already been provided to you. Below are some helpful tips for finding information.
• www.DisneyTravelAgents.com (DTA) is a wealth of information. There is a search box at the top of the screen for you to utilize. Spend time looking through the website so that you are aware of all the features and information you can find here.
• Call the Disney Travel Agent line (877-569-3276) – This is the Disney Reservation Center's dedicated line for travel agents. This number should be saved in your phone.
• Disney's website provides great information as well. It is best NOT to share links with your guests, as the website also provides pricing, and your guest may book on their own.
• If you have questions about TESS, many of the answers are contained in the training videos that can be accessed from the menu on the left-hand side of your homepage at communication at the bottom of the list.
• DropBox has many great videos on topics that you will use daily.

We ask that you seek out answers on your own before you turn to posting questions with your team.

Know the Resorts
Keep up to date on the accommodations at each destination you are selling. Know all the resorts and options. Know them inside out. This is where we should excel. It is our main function. We only book Disney-owned resorts at Walt Disney World, except for Four Seasons Orlando. At Disneyland we can book "Good Neighbor" resorts that are listed on DTA.

Two great references for resort information are:
• DropBox resorts overview
• Disney Resorts Reference Guide on DTA.com

Site Inspections
Whenever you are visiting a destination, take time to go to places you haven't previously visited.
• Ask the concierge to show you a room if one is available.
• Take advantage of ship tours being offered when you are traveling to Orlando or other destinations with nearby cruise ports.

Call Travel Vendors
If you are unsure about anything while quoting or booking a trip for your guests, call the travel vendor for assistance. They have skilled agents/cast members that can help and step you through the process.

Confirmation Numbers
Always write down the confirmation number when booking, whether online or when calling. During busy times of the year, it can take Disney or other vendors up to 48 hours to send a confirmation. Highly recommend you note the agents name who you spoke with if calling in.

Wait Lists
Create a waiting list for travel dates that are not yet available for booking. When those packages or sailings are released, you will already have several guests to reach out to.
• Note: Walt Disney World vacation packages can be booked a maximum of 499 days in advance of your guest's check-out date for the following calendar year.

Receipts
Any time a deposit or payment is made on a guest's vacation, the vendor receipt/confirmation of payment should be emailed to your guest. Make sure you are not forwardingthe receipt with your commission listed.

Transfers
Many times new independent contractors hear "Oh, I wish I had known. We just booked our trip." Even seasoned independent contractors will be asked for help on a trip that the guest booked themselves. Don't be afraid to ask for a transfer if the trip was booked less than 30 days ago and is not paid in full. As a professional courtesy, ***we do NOT transfer bookings made with another travel agency.*** See DropBox for the transfer form.

Pixie Dust Fees
On a booking where a client wants you to do everything for them you are allowed to add a pixie dust fee if you feel your reservation will need a lot of work or especially working with a large group.
For Disney if the client wants you to link, reservations, make park passes, dining, and extras you may charge a $49 minimum pixie dust fee.
You will create a professional invoice through PayPal. Client pays you directly.

Use Tools That Are Provided To You
There are many useful tools that can help with organization, record keeping, and general information.
• Explore options in Google email, TESS, DTA.com, other vendor websites, and tools shared by your team.
• You can determine the important dates, such as Advanced Dining Reservations (60) and final payments at www.timedatecalc.com or for Disney they offer a booking calendar in DTA

Group Travel

Before taking on group travel, please contact SWT staff. While travel groups are often enticing, they often yield very little return for the amount of time and work that goes into them.

• Independent Contractors should NOT sign any group contract without first contacting SWT office to seek permission from SWT executives. Signing of contracts creates liability for the agency and the independent contractor who has signed the agreement.

• For Walt Disney World, we can book leisure groups such as family reunions that have 10 or more rooms.

• For school or sports groups and conferences/conventions the terms and conditions are much different than standard travel and are often not commissionable.

• Note: Sporting events, such as Pop Warner Football, soccer tournaments, and cheerleading competitions are NOT Disney-hosted events. They are put together by companies who specialize in sporting events and are contracted groups themselves. It is almost impossible to beat the room and ticket prices being offered as part of the event and participants are often under contract to book through the organization hosting the event.

Guest Service Guidelines from The Disney Institute

Be HAPPY...make eye contact and smile!

Be like SNEEZY...greet and welcome each guest. Spread the spirit of hospitality...It's contagious!

Don't be BASHFUL...seek out guest contact.

Be like DOC...provide immediate service contact recovery.

Don't be GRUMPY...Always display appropriate body language.

Be like SLEEPY...create DREAMS and preserve the "MAGICAL" guest experience.

Don't be DOPEY...thank each and every guest.

Social Media
In this age of social media, it is extremely important to maintain a positive image and use proper etiquette on all social media sites. It is also critical to be aware of all social media guidelines issued by SWT and Disney. Please refer to them when creating your SWT Facebook page.

SWT Social Media Guidelines

1. Make a Plan
a. Choose the right platforms – You don't need a presence on all social media sites, choose the site(s) that work for you and manage your presence on those sites to the fullest potential.
b. Only bite off as much as you can chew – Don't create accounts that you cannot or will not maintain.
c. Stick with it but analyze and adjust as you go along.

2. Be Intentional About Content
a. Make it timely – Aim for quality, not quantity and be sure your information is accurate.
b. Make it reflect you – Make content meaningful, rich, and interesting for others to read.

3. Build a Relationship
a. Social media is not a commercial – Participate in online conversations. Don't "broadcast" messages to users.
b. Social media is not a soapbox – Refrain from posts that force your personal views or beliefs onto others.

4. Personal Sites vs Business Sites
a. The two are intertwined socially and you are constantly branding yourself – Perception is reality. The lines between personal and professional are blurred. Just by identifying yourself as an Smooth Winds Travel planner you are creating perceptions about your expertise, as well as about SWT and our vendors. You are also creating perceptions about yourself by your colleagues, team leaders, and the management team at SWT. Do us all proud. Be sure that all content associated with you is consistent with your work and with SWT's values and professional standards.
b. Digital is forever – Anything you post on social media is never completely gone, even if deleted right away. Anyone can take a screen capture, copy, and paste, or just say they have seen your post.

5. Social Media Is Not Just a Sales Platform
a. Posts about actual marketing of products should be few – Share interesting facts and special interest stories.
b. People trust people; not advertising – Encourage your guests to share their stories and photos on your business page.

6. Enhance Your Site and Contact Info
a. Choose/Create appropriate profile and cover photos – Be sure your images comply with Disney Social Media Policy.
b. Make sure your phone number and email appear on the front page.

7. Be Professional
a. Grammar matters.
b. Attitude matters.
c. Responses matter.

Disney Social Media Guidelines
Please make sure that you have thoroughly read and understand Disney's Social Media Guidelines, provided on the next several pages. Please refer to them when creating your Smooth Winds Travel Facebook page or any other social media accounts that you plan to use for your business, including Twitter, Pinterest, YouTube, Instagram, and Tumblr. Please see DropBox file to view guidelines.

Creating an Smooth Winds Travel Business Facebook & Instagram Page
Every SWT agent can create a Business Facebook page as: "Smooth Winds Travel by YOUR NAME". We ask that you use this name for many reasons, but here are a few of the most important reasons:
• Disney has asked us to have all our independent contractors who specialize in Disney Destinations use the agency name followed by their name.
• Disney can easily detect who is an independent contractor with Smooth Winds Travel in the event there is an issue.
• When we have opportunities to use material from a specific site, they have to know who is using their material or you could be turned in for violations.
• The SWT name and logo are trademarked, and we own the rights to use them. This will save you from creating your own name and being suspended from social media and eliminate the possibility of being sued for using a name you do not have trademarked.

Additional Guidelines
• You CANNOT claim to be an "Authorized Disney Vacation Planner" or use the ADVP logo. "Authorized Disney Vacation Planner" is a designation given to an agency, not to an individual independent contractor.
• You may use your own photos but MAKE SURE you do not have people in your background. You could be sued for using their image for personal gain.
• You may use photos from Disney Photo Snapper if you give credit for every photo that is used. You can do this using @disneyphotosnapper.
• Per Disney's terms for Memory Maker, your photos should only be used for personal use, not for marketing.
• Create your own material. DO NOT copy and paste someone else's posts.
• If you would like to share an article or photos of another SWT independent contractor, please ask permission, and give credit to them on your post.
• DO NOT share a site from another travel agency or a blogger who endorses another agency. It will direct your guests or friends to another site where they might end up booking with another travel agent.

Making the Most of your SWT Facebook Business Page

Engaging with your guest is the number one most important tool to grow your business. Talking on the phone with them about Disney, what they are looking for, your past experiences, and what's new. This gives them the confidence to book with you. This is where you gain that repeat client. The next best way to interact is social media.

• When you first start your business page don't get discouraged when you don't get feedback right away. In all honesty, Facebook has not recognized you yet. Your FIRST job with marketing is to make waves FOR Facebook, like waving your hands, "Hey! I'm over here!"

• In the very beginning post to get recognized by Facebook itself more than clientele. Sounds anti-productive but it's the recipe for success! When Facebook sees that your business page is drawing attention, Facebook will give YOU more attention.

• **POST 3-5 times a week!** – When you don't post regularly, Facebook will forget about you. Your goal is to gain the attention of Facebook's algorithms. Once you get Facebook's attention, you will see a change in your followers.

• Within the SWT company, start liking each other's business pages and posts. You may think you will lose potential guests this way, but that's not true. It will hurt nobody and help everybody if you like each other's pages and share. No one will steal each other's guests. You should be monitoring your page every day and if someone is interested you need to engage with them right away.

• Facebook and Instagram are owned by the same company, so let your Instagram posts also be posted on Facebook.

• Boosting – Some agents boost their posts as a business expense. A $5.00 boost can go a long way. The more money you spend, the larger the audience. You can select the demographic you are interested in reaching by choosing characteristics such as age and location. Look at the demographics you are trying to reach and get inside the head of the clientele you want to reach. When Facebook sees you spending money on their business, they reciprocate by making your page more visible. Facebook can launch your business from small and unheard of to rockstar.

• When to boost a post – First thing in the morning. Pick how many days you want the boost to last and target your audience. You WILL see results!

• *ALWAYS MAKE SURE YOU ARE STAYING WITHIN DISNEY GUIDELINES!*

• Promote your page – Get your name recognized and be personable! Allow your Facebook friends to enjoy your work as much as you do!

• Check in when you are traveling – Use the check-in button to show people where you are and what you are experiencing. This will draw a lot of attention.

• Believe in yourself. It's a simple concept. Have confidence, ask for the sale. When people sense unease, they will be less likely to commit. Be bold and let them know you are there!

SWT Team Facebook Group
This are private groups that has been created to communicate with all the team members at once so that everyone is aware of updates, changes, and contact from the main office.
• This group page is a great resource when you are trying to find answers because they contain a wealth of information.
• Before you post questions to the team page, please be sure to use the search feature to see if the question has already been answered.
• Please be positive on the team page as these groups are intended to help one another. If one person starts to complain, it tends to spread and doesn't prove useful to anyone.
• Please refer to the "FILES" section. This section to file important information that you may need to refer to on a recurring basis.

Sharing Information Found on Other Sites
Disney Fan sites may seem like they are a great source of information, however, much of what they report is opinions, speculation, and rumors. It is best not to share information from these sites, as we do not want to spread false information. Many are also associated with travel agencies.
• It's best NOT to share posts/articles from these sites because they used to be associated with another travel agency and we don't want to unknowingly send our guests elsewhere.
• Blogs and fan sites ARE NOT reliable forms of information.
• Reliable sources of information that can be shared are: Disney Travel Professionals, Disney Travel Professionals YouTube Channel, Universal Orlando Travel Professionals, Royal Caribbean Travel Agents, Sandals Resorts Home-Based Travel Agents. If you have questions about reliable information, consult your team.

Participating in Disney Fan Pages as a Travel Agent
If you are a current member or join any of the many Disney Fan Pages on Facebook make sure to read what the group rules are in reference to Travel Agents (TAs).
• Some pages do not allow TAs to answer questions, identify themselves as a TA, or offer to help of any kind.
• Most of these pages are either run by or affiliated with a Travel Agent or Agency so they don't want competition on their page. Likewise, they don't know what kind of knowledge you have and don't want to run the risk of misinformation from a TA.
• There are a few Disney Fan Pages that allow TAs, but they still have rules that have to be followed.
• Make sure you read the rules and if you aren't sure if you can post or not, contact one of the admins for that page. This also would apply to any other Facebook groups you belong to like Mom's groups and local groups.
• Always use common courtesy. Remember that you are creating your personal brand and do not want to be identified as bossy or aggressive.
• If you see another agent (from any agency) post and identify themselves as a TA, don't follow their comment with another post identifying yourself as a TA too. If the original poster asked a question and you have additional value to bring to them, then it would be acceptable to do this, but otherwise you just look like you are competing (and often desperate).
• If someone is looking for a TA and another TA offers their services, let it go. If one of your friends or past guests posts on the same post, just reply "thank you for the referral".

• Don’t PM group members without them asking you to EVER! Some TAs think this is a way to not get caught to try to solicit new business. It’s not. It is sneaky and often will be reported back to admins and get you banned.

DisneyTravelAgents.com

DisneyTravelAgents.com (DTA) is a huge website packed with lots of information and clickable links. It is the site you will use to book Walt Disney World and other Disney Destination locations. Take time to become familiar with the site and all of its features. The site has a search function if you are looking for specific information. If you cannot find the information you are looking for, you can call DTA or ask your team leader. Please remember that this website is for professional use only. Never send your guests, family, or friends to this site. Note: if you are planning a Disney vacation for your own family, you will book on this site and treat it just like you treat a guest’s booking.

Check DropBox for a step-by-step tutorial on using DisneyTravelAgents.com

Troubleshooting DTA
From time to time, DTA.com may not work properly. When this happens try switching the web browser you are using or clear your browser history. Often times you will find it is best to call DTA directly when things aren’t running smoothly.

My Disney Tools
This is a valuable section that will help you build your SWT business:
• Disney Site Builder – Create your personal mini-sites and e-brochures.
• Disney Travel Professional Facebook Page – Good source of information to share on Facebook.
• YouTube – Great source of videos to share on social media or provide links in quotes, etc.
• Disney Site Builder – Offers a library of email content, including new promotions created by Disney that can be customized with your call to action (step by step instructions on how to set these up is provided).
• Disneycopyright.com – This section is for agency use only, not for use by individuals.
• Disney Collateral Store – Order posters, brochures, flyers, etc. (free of charge)
• Disney Print Connection – Personalize postcards, flyers, and more with your contact information (free of charge). Maximum order is 1,000 (unless a larger amount is requested through the office, minimum order is 50).
• Disney Resorts Reference Guide – This is a wonderful resource about the Disney resorts.
• Disney e-brochure – Duplicate of Disney site builder section

Agent Central
• Available Benefits – Please be aware that these benefits are not available to you until you have earned your IATA/CLIA card. Please refer to your contract for details about this. The Earmarked tickets are for office use only.
• Reservation Center – You can enter your bookings, easily retrieve reservations, and keep track of things like if your guests have customized their Magic Bands.

Confirmations and Receipts
• To print or save a PDF of a confirmation – First retrieve the reservation. At the top right, you will see a print icon. Select this and then select "client copy" (so the commission doesn't show), select save as PDF. This works best when using Chrome as your browser.
• When forwarding confirmations or receipts to guests, make sure you are forwarding the GUEST COPY and not the agent copy which shows commission.
• Confirmations should be sent for all new bookings and reservation changes.
• Receipts should be sent via email for all deposits, partial payments, and final payments.

Types of Payments Accepted
• VISA, MasterCard, Discover, American Express
• Disney Gift Cards – Have your guest scratch off silver security area to reveal last 4 digits, for a total of 16 digits.
• If guests have a large number of gift cards, encourage them to combine the cards at www.disneygiftcard.com
• Be sure to tell your guest that they should keep the gift cards. If they must cancel for any reason, the balance will go back on the gift card(s).
• Disney Rewards Redemption Card – Your guest must provide number. There is a separate section under payments for reward dollars.

***Independent Contractors should NEVER accept cash or check payments from guests*!**

Modifications
• Most simple modifications can be made online, including adding a promotion, resort change, and ticket and dining options.
• You must call to add Memory Maker or Magical Express, to make name changes, and when the confirmation states "call to change".
• Changes to the lead guest ARE NOT permitted and therefore cannot be done online or by phone.

Tips for Booking Walt Disney World

Tips for Quoting

• Remember to use Disney terminology when interacting with guests. Always say “guest” instead of “client” and “cast member” instead of “employee” or “agent”.
• Ask questions upon initial contact to gather more information or gain time before sending quote.
• Focus on packages, not itineraries or details. Many times, guests are anxious to jump ahead in the planning process and want to talk about itinerary planning before they have booked a package. Politely explain that planning a Walt Disney World Vacation is a process and that it is important to get their room, park tickets, and dining package in place and linked to their My Disney Experience account before you begin to discuss the details of their daily itinerary.
• Use e-brochures, Resort, Travel Insurance, Memory Maker, and Dining Plan PDFs.
• If a guest doesn’t know where they want to stay or have not provided a budget, quote ONE resort from each resort category.
• Don’t give more than THREE resort options unless specifically requested by the guest. It can easily get overwhelming.
• Don’t offer a value resort first unless the guest has specifically asked for one.
• If you don’t know the number of ticket days, start with length of stay tickets.
• Be sure you let people know that for as little as $200.00 they can reserve their trip.
• Check all the offers. Sometimes standard price will be lower than the offer available due to the room category.
• We are able to book select off-property hotels offered through DTA as “WDW More Great Accommodations”. It is always best to book a Disney owned resorts because the perks for other hotels may not always be the same. Be careful NOT to promise your guest anything. Please check with DTA or that specific hotel to see what extras are included.
• Be sure to ask if your guest wants travel insurance (it is commissionable).
• Be sure to offer Memory Maker, which is currently $169.00 if purchased in advance, and $199.00 if purchased in the park. Memory Maker is non-commissionable.
• If you have given the quote over the phone, follow up with an email recapping the quote and your conversation.
• If you haven’t heard back from the guest 2-3 days after sending the initial quote, follow up by phone or email.
• Guests will often ask for a breakdown of prices. You will need to explain to them that Disney prices vacations as packages and that we are provided exactly what they see on the confirmations that we send them. Keep in mind that we are brokering a product for Disney and that we should convey their pricing the way it is conveyed to us. Avoid coming up with your own breakdown by pricing package components separately as they don’t always add up correctly which could cause you to relay false information to your guests and create unnecessary problems.

Courtesy Holds
• If a guest is not ready to book, place quotes on a three day courtesy hold. You will need the names of those traveling, along with ages of the children at the time of travel to create a hold. We cannot guarantee pricing or availability without a confirmation number provided with the hold.
For reservations that are between 14-30 days out, you can place a 24 hour hold by calling DTA only. It cannot be done online.

Calling DTA
When you call DTA, make it a habit to write down the date, time, and the name of the cast member you spoke with for future reference.

Ticketless Packages
A ticketless package is a room reservation with a dining plan that does not require tickets. Passholder room discount with a dining plan ticketless packages can be booked on DTA.com, all others must be booked by calling DTA.

Military Rates/Discounts
• Military rates/discounts have been renewed yearly for many years, typically in August or September for the following year.
• You must call DTA for military quotes and booking.
• Discount military tickets must be purchased from a military base or Shades of Green by the military guest. The guest must take the tickets and their military ID to be activated at Guest Services before first use. All guests must be present when activating tickets.
• Dining plans can be added to military room rates. (When available again)
• At the present time, three rooms per military guest can be booked at the military rate. Please check with DTA if your military guest needs to book multiple rooms.
• Eligible military are active, career retired, or permanently disable veterans with a DAV-PRM designation. Military ID MUST be presented at check-in.
• We DO NOT book Shades of Green.
• The most reliable site for reference is www.MilitaryDisneyTips.com, but you should ALWAYS confirm with DTA before passing information along to your guest.

Unique Offer Codes
From time to time a guest will receive a unique offer code (formerly referred to as a pin code). To use a unique offer code, you must have the guest's mailing address, email address, and phone number. You can quote using a unique offer code by clicking on the "Featured Offers Tab" on DTA.com and scrolling to the bottom or by calling DTA.

Disney Vacation Club (DVC)
We DO NOT book DVC or deal with DVC points in any way.

Annual Passes
We cannot sell annual passes. However, you can suggest that your guests add a 10-day park hopper plus to their package and advise them to upgrade their tickets to annual passes at any ticket window or guest services location. The amount already paid for the 10-day ticket will be applied towards the Annual Pass. The guest will need to complete the upgrade before all 10-days have been used on the original ticket. This allows your guest to book a package and allows you to save your sale.

Connecting Rooms
• Connecting rooms can ONLY be guaranteed when there are one or two adults and the children (17 and younger) exceed the maximum room occupancy (example: family with two adults and four children staying in standard rooms at a value resort). This type of booking MUST be done by calling DTA. For these types of reservations, you will be given ONE confirmation number and a single $200 deposit will be required.
• In other situations, such as two families traveling together, connecting rooms can be requested, but are not guaranteed. Disney does a good job of honoring these requests. These reservations will be given separate reservations numbers and require a $200 deposit for each room booked. You must call DTA to add this type of request and ask for a travel
• Advise guests who are requesting connecting rooms NOT to do online check-in. When guests complete online check-in, room assignments are computer-generated, and the computer does not read notes contained in the reservation. Your guests are more likely to get connecting rooms when checking in at the front desk and having a cast member assign their rooms.

Packages
• Walt Disney World vacation packages require a $200 deposit.
• Final payment is due 30 days prior to check-in.
• We cannot book packages with one day park tickets.
• No commission is paid on one- and two-day park tickets, even when a two-day ticket is part of a package.
• If travel insurance is included with a package it must be paid for at the time of deposit or when it is added. Insurance can be added at any time up to the final payment date.

Room Only Reservations
• The deposit amount is the first night, plus tax.
• Final payment is due at check-in. You can make additional payments for your guest if they ask.
* When entering in TESS you will enter the travel plan # NOT the confirmation #. This is for room only reservations.

Payments
• All deposits and payments on packages must be made by you on behalf of your guest.
• Guests can make as many payments as they would like on both room only reservations and packages between their deposit and final payment.
• Disney requires a minimum of $20.00 per payment.
• Send your guest an email receipt each time a payment is made toward their vacation.
• When making a payment for your guest, do not choose the option of leaving their credit card

on file for future use. Your guest is able to link their credit card through their My Disney Experience account if they so choose, but we should not make that choice for the guest.

Advanced Dining Reservations

A service you can offer to your guests is to make their Advanced Dining Reservations.

• Send them a reminder a few days prior to the 60 days before they check in to remind them.
• Ask for a list of the restaurants they want to go to, along with the preferred date and time.
• You must call DTA to make their reservations. You can do this beginning at 7:00am, when the DTA phone line opens. Do NOT use their My Disney Experience account.
• Have their resort confirmation number, email address, mailing address, and credit card information ready as you will be asked for this information.
• Guest celebrations and food allergies can be noted on their dining reservations.
• Write down all confirmation numbers, dates, and times and send to your guest. They should automatically link to your guest's accounts, but if they don't, they can use the confirmation numbers to link manually.
• Your guests can also make their reservations on their own using their My Disney Experience account beginning at 6:00am. They may be interested in doing this to get some of the harder reservations such as Cinderella's Royal Table and Be Our Guest.
* SWT always suggest you train your client on how to book their own reservations because they will be able to book sooner than you are calling in and then they also know what to do in the parks if needed.

My Disney Experience

Exclusive to guests traveling to Walt Disney World Resort

• It is our agency's policy NOT to go into a guest's account.
• Send "How to Start Your MDE" to the guest immediately after every new booking
• If you have guests that are traveling with more than one family who want to maintain separate My Disney Experience accounts, have them call the Help Desk at 407-939-4357 to be sure their accounts are linked properly. Another option is to suggest that the guests link all reservations to ONE My Disney Experience account.
• We do NOT have the ability to provide tech support for MDE. If you have a guest contact you for MDE related issues, please advise them that you do not have access to their account and direct them to call 407-939-4357.

Disney's Transportation

• Disney's Magical Express is no longer in service for Disney.
• Currently SWT recommends using Mears Transportation.
• You must have guests flight information and the guest's email & phone #.
• Entering information online generates a confirmation email that can be forwarded to guests.
• If your guest does not have their QR code, they can give their email & transportation can pullup their reservation.
• All guests will need to retrieve their own checked luggage from baggage claim.

Promotions
• When booking guests under a promotion, be sure to check all offers. Sometimes a room discount offers a better price than another discount because of the room cost, and the percentage of discount being offered.
• Don't promise guests anything. If Disney has offered a certain discount or promotion in the past, it doesn't mean they will offer it again, or that the terms and conditions will be the same.
• Promotions have limited availability. Even if your guest's reservation has the right options, it does not automatically mean the promotion will be available.
• Be ready when new promotions are released. Have your current bookings in order and ready to modify first thing in the morning before moving on to new bookings.

Booking Extras for Guests

Stroller and Scooter Rentals – Use Disney's preferred vendors

• ScooterBug: (800) 726-8284 (1st choice)

• Kingdom Strollers: (407) 271-5301

• Scootaround

Special Ticket Events

Be sure to check in DTA commissions for the up to date commission percentage

• Mickey's Not So Scary Halloween Party and Mickey's Very Merry Christmas Party
• These tickets CANNOT be added to a guest's package, they are separately purchased tickets.
• Tickets must be paid in full at the time of purchase, are non-refundable, and non-transferrable.

Golf Cart Rentals
• For stays at Fort Wilderness Cabins or Campgrounds, golf carts can be reserved 180 days ahead of time.
• Golf cart rentals do sell out and reservations are suggested. Call the Bike Barn at 407-824-2742 to reserve.

Tours
• Not all tours are commissionable.
• At the current time VIP tours are commissionable. Please check when booking tours for your guest.
• Tours require theme park admission which is NOT included in the price of the tour.
• Call 407-939-8687 for information and to reserve tours.

Bibbidi Bobbidi Boutique (BBB)
• Located at both Magic Kingdom inside Cinderella's Castle and at Disney Springs inside World of Disney.
• You can reserve BBB by calling DTA and choose dining or by calling the Enchanting Extras phone line at 407-939-7529.
• If BBB is full, ask if your guest would be interested a princess makeover at Ivy Trellis at Grand Floridian by calling 407-824-1679.
• These reservations are non-commissionable.

Other Extras
• There are many other non-commissionable extras that can be booked to enhance your guest's Walt Disney World Vacation including, but not limited to: golf, fireworks cruises, spa appointments, in-room celebrations, and birthday cakes. Please call Disney's Enchanting Extras at 407-939-7529 for more information. Also see TESS templates for information.

Guests with Disabilities
Disney World offers many services for guests with disabilities. Information about these services can be found in TESS and DTA.

Booking Tips about Specific Resorts
• Little Mermaid rooms at Art of Animation have always been excluded from promotions and Port Orleans French Quarter is rarely included in promotions. It is best NOT to suggest these resorts unless a guest specifically asks for them, or they meet a specific need.
• Pop Century – This is a good resort to quote first if asked for a value resort. Explain that Pop Century does not share a bus with another resort like the three All Star resorts do and the convenience of the sky liner. Large tour groups, sports teams, and cheerleaders tend to stay at the All-Star Resorts. Another good selling feature for Pop Century is that you can walk to AOA from Pop Century and eat at that food court. It is probably the best food court of any of the Values.
• Caribbean Beach and Port Orleans Riverside – Both of these moderate resorts have rooms that sleep up to five. The bed for the fifth person is a wall fold-down bed that is smaller than a twin, not suitable for an adult. These are the least expensive options for a family of five.
• Wilderness Lodge – This is a good lead in for a Deluxe resort. Standard rooms sleep up to four adults. It also offers a deluxe club level room that sleeps up to six guests. This is a great option for larger families who wants a deluxe resort but doesn't want to book two rooms.

Check list for Disney World Vacations
*Can be modified for use with other destinations
• Send booking confirmation email immediately
• Send How to Start Your My Disney Experience email immediately following confirmation found in TESS templates
• Record sale in TESS, create “new client” if needed
• Create a file for your guest
• Send dining information (70 days)
• Send dining reminder for reservations at 60 days
• Send information about Genie Plus
• Send transportation information
• Send final payment reminder prior to 30 days
• Process final payment
• Send final payment receipt
• Send a “Have a Magical Trip!” email
• Send Welcome Home email (found in TESS)
• Send hand-written thank you card

Tips for Booking Disneyland
Below are a very simple guidelines for booking Disneyland. If you are booking Disneyland for the first time, we recommend that you call in the reservations and consult with your team if you are unfamiliar or have questions. Remember that there is a training module on ALTP DropBox for Disneyland.

Disneyland
• Travel documents, including park tickets will be presented to your guest at check in.
• Dining plans are not offered for Disneyland packages, but you can add character dining (check DTA for options). Your guests will receive vouchers with their travel documents that can be redeemed at designated character meals.
• Dining reservations can be made 60 days in advance for Disneyland.
• If making Disneyland Dining reservations for your guest, call 714-781-3463
• For Disneyland Vacations, we can book Good Neighbor Hotels offered through DTA. Please do so with caution. It is always best to book one of the three Disney owned resorts at Disneyland, unless a guest is requesting a specific Good Neighbor Hotel, as these hotels can be of varying quality.
• Disneyland offers many services for guests with disabilities. Information about these services can be found HERE. Please use this as a reference to share information with your guest, rather than directing the guest to this web page.
• Disneyland DOES NOT offer complimentary ground transportation. Disneyland offers several different options for ground transportation depending on the airport the guest is using. Available options will be shown on DTA during the booking process once an airport has been chosen.

Tips for Booking Disney Cruise Line

Below are some tips for booking Disney Cruise Line. If you are booking DCL for the first time, you MUST call DTA. You will not be included on the list of agents on the DCL booking page on DTA until you call the first time. As a reminder, there is a training module on SWT Drobox for booking DCL.

Disney Cruise Line

• The term stateroom is used rather than cabin
• In most cases, the deposit is 20% of the cruise fare, not including port fees and taxes. It is best to only provide the deposit amount from the official DCL confirmation.
• Final payment date is determined by various factors for each booking. Provide the date from DCL's official confirmation.
• Staterooms can be chosen for your guest and confirmed at the time of booking.
• You can choose main or second seating for your guests evening dining. If their chosen option is not available, you can call and ask to for them to be put on the wait list.
• If more than one family is traveling together it is easiest to call DTA to book and find staterooms that are together. You can also request that families be seated together for dining.
• Disney cruises are capacity controlled, even by children's ages. You must have the exact age of all children when booking. If there is already the maximum number of children of a certain age for a Youth Club, you will not be able to book your guest on that cruise.
• Disney requires full legal name and birthdate as it appears on passport/birth certificate.
• DCL almost always sails with full ships therefore they rarely offer discounts or promotions. As a result, cruise fares will typically rise as it gets closer to the sailing date.
• Guests are not required to have a passport for closed looped cruises (those starting and ending at a U.S. port). It is best, however, to encourage guests to travel WITH a passport. If something were to happen at a port of call outside the U.S. and they are not able to leave with the ship, they will need a passport to return to the U.S.
• Pre- and post-cruise hotel stays – For cruises sailing out of Port Canaveral we encourage you to suggest pre and post night stays at the Walt Disney World Resort. For all other ports, please refer to DCL on DTA or contact DCL by phone. It is always best to offer options that are preferred partners of DCL rather than suggestions you may have seen on Disney Fan Sites, blogs, or recommendations from others.
• Make your guests aware that DCL offers an onboard rebooking incentive. Ask that they put your name as their travel agent. The deposit is only $250 and they do not have to pick a specific date, but sailing must take place within 24 months to maintain benefits. They should inquire at the Future Cruise Sales Desk for more details, including blackout dates. Cannot be combined with any other offer/discount. Not valid on VGT, OGT, or IGT stateroom categories with restrictions.
• Both onboard rebooking's and transfers pay a flat 10% commission on the pre-tax/port fees sale.
• Scooter Rentals – Contact DCL for preferred vendors for the specific port your guest is sailing from. Special Needs at Sea is recommended if that is one of the options.
• Disney Cruise Line offers many services for guests with disabilities. Information about these

services can be found HERE. Please use this as a reference to share information with your guest, rather than directing the guest to this web page.

Chubb Travel Insurance

Waivers
• Always offer travel insurance to your guests via email so that you have it in writing using the Client Portal in TESS
• The Classic policy will always show up at the top with the Theme Park Protector policy below
• You will need your guests' age to quote but will need date of birth to book a policy.
• Add your email as the secondary email to receive a copy of the guest's policy.
• The guest has ten days from the date of purchase to get a refund if they decide to cancel the policy.
• If guests have any policy questions, they will need to contact Chubb directly.
• Quotes can be saved and emailed to guests directly from you.
• Not all adults on the reservation must purchase a policy.
* Please refer to Chubb website for all policies & coverage

Children
• Children under 18 (at time the policy is purchased) are free when traveling with parents, grandparents, or guardians.
• If your guest's child has a friend traveling with them, the friend will need a separate policy.

Large Groups
• To be on the same policy, all guests must reside in the same state. Guests from different states need different policies. The only exception is grandchildren traveling with grandparents.

Earning commission on Chubb products
• Commissions are highest when booked online vs. over the phone.
• Refer to Chubb website for current commission structure.

Commission Protection
• The independent contractor/agency commission is protected only when the travel supplier withholds commission on a cancelled trip.

Universal Orlando & Hollywood
Both locations are booked thru Vax. After you are comfortable selling Disney Universal should be you next choice in vendors.

- You will first need to complete the Universal Orlando & Hollywood trainings before you start to book
- Universal is a great addition as many clients like to do a combination of Disney /Universal
- Join the Universal Partner Community website for update information, promotions, social media photos & more
- Your training for Universal is done through UPC and must be done before you can start booking. Also is the only way you can get discounted tickets and rooms.

Please go to our SWT Drop Box where you can download these form or graphic.

Lead/Guest Reference Sheet – Used for gathering information from potential guests about their proposed trip, includes area for final reservation details and customizable area for a checklist.

Disney/ALTP Booking Transfer Form – See Dropbox

Smooth Winds Travel Logo – See Dropbox

TESS – www.travelesolutions.com

Disney Destinations - www.disneytravelagents.com

Royal Caribbean Cruise Line - www.Cruisingpower.com

Vax Vacation Access - http://www.vaxvacationaccess.com

Chubb – Chubb.com

Carnival Cruise Line - www.goccl.com

Travel Leaders Network Agent Profiler - https://agentprofiler.travelleaders.com/registration.aspx?asi=851466

Disney Agency Locator Site www.authorizeddisneyvacationplanners.com

SWT Booking Transfer Form – visit DropBox

Resort Reference Guide - http://www.disneybrochure.com/DisneyResortsReferenceGuide/index.php

PSCalculator.net - www.pscalculator.net/pscalc.php

Disneytravelagents.com Step-By-Step Booking Guide - Visit Dropbox

Disney Military Tips - www.MilitaryDisneyTips.com

Guest with Disabilities at Disney World - https://disneyworld.disney.go.com/guest-services/guests-with-disabilities/

Scooterbug - http://www.scooterbug.com

Kingdom Strollers - https://www.kingdomstrollers.com

Guest with Disabilities at Disneyland

https://disneyland.disney.go.com/guest-services/guests-with-disabilities/

Guest with Disabilities on Disney Cruise Line - https://disneycruise.disney.go.com/guest-services/guests-with-disabilities/

DCL Guest Special Needs request - https://disneycruise.disney.go.com/special-services-information-form/

DisneyGiftCard.com - https://www.disneygiftcard.com