## SellCruisesFromHome<sub>co</sub>m

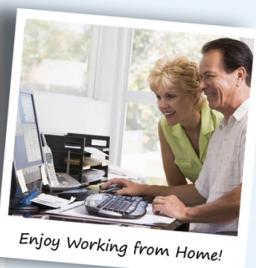
#### Powered by



### Toll Free 1-866-214-7447







Join our

**Family Today!** 











We succeed together!

## **\*** Agent Perks!

By becoming a part of the American Discount Cruises & Travel family, you're going to gain access to great pricing, exclusive travel oportunities, agent-only events and many travel perks!

## **Pricing & Amenity Edge**

One of the most important aspects of becoming a part of our "family" is that you'll be able to take advantage of the great pricing and amenity edge you'll have from the tremendous amount of group space we hold, as well as the high commissions that you'll earn since we're a top producing account with all of the major cruise lines. Our pricing is among the best in the industry...discount isn't in our name just for the sound of it!

## **Special Events & Benefits**

By becoming a part of our team you'll have access to many special events, bonuses and perks. Among them are special memberships to "agent only" organizations (such as CLIA and IATAN), special "agent only" pricing and discounts, ultra-affordable familiarization trips and invitations to our exclusive seminars-at-sea and land-based seminars.

### **Free Errors & Omissions Insurance!**

Another very important benefit of being an independent contractor with American Discount Cruises & Travel is that you'll be covered by our Errors & Omissions insurance, which is a great piece of mind for both yourself and your clients. Certain conditions and limitations apply.

Ready to gain access to these great benefits?

Contact us today for more details!

## **\* Expert Training**

Our team offers a very in-depth "cruise school" training program that teaches each of our independent contractors all there is to know to start their own cruise (and land package) selling business from home. We give you the tools necessary to succeed. All you need to bring with you is the ambition and motivation to make your business a success!

Our training courses are available year-round at our corporate headquarters, in New Jersey, over the phone or on the internet (via webinars). Please contact us for full details, or with any questions. Our course can be customized to fit your specific needs!

## **Training Made Easy!**

Among the many things that you'll go over during your training are:

- » The Basics of Selling
- » Vendor Profiles
- » The Importance of Traveler's Insurance
- » Customer/Agent Role-Playing
- » How to Invoice Your Clients
- » Internet-Based Reservation Systems
- » Recommended Post-Sales Practices
- » Marketing Your Business



This is just a brief description of our program. All of our courses are given by well-qualified travel industry experts with years of experience in selling cruises and land packages, as well as in training others to do so effectively. Please contact us for further details, such as the reasonable costs involved in obtaining training, by e-mail (sellfromhome@americandiscountcruises.com) or phone (1-866-214-7447). Based on your experience level, our training program can be modified (to have more or less training).

## \* Technology

Besides the benefits of being able to contact our highly experienced staff with whatever needs you have, we are also able to give our independent contractors access to state-of-the-art technology, much of which our competition simply doesn't have access to or is very costly.

## **Invoicing & Database**

All of our independent contractors, regardless of production level, can have remote access to our invoicing and client-management system. This means that you are able to enter your bookings from your home office, creating your own personal database of your clients. One of the best things about our invoicing system is that it's web-based, which means that you can access it from your own computer without the hassle of downloading any software. Plus, our database is very secure, located in a state-of-the-art remote facility, and is backed-up on a daily basis. What does all of this mean? That you don't have to worry about losing your (and your clients') reservation information! *This highly recommended option is available at a very minimal cost; please contact us for details*.



Another option is for you to submit your reservations to us electronically, through the "agents only" section of our web site. By choosing that option you will not have electronic access to your reservations but will not incur any costs related to invoicing your clients. This method involves our support staff invoicing your clients for you.

#### **Custom Web Sites**

We are able to create a unique, one-of-a-kind, web site for your business. From basic one-page sites, with your contact information and a few specials, to much larger sites with online booking engines. This special service is available at an additional cost, which depends on how unique and custom you want your site to be. We can even set up your hosting and e-mail services, if you have no experience in doing either.

## \* Technology (continued)

## **Electronic Processing**

As an affiliated independent contractor of our agency, you'll gain access to the "agents only" section of our SellCruisesFromHome.com web site, where you can do a number of things electronically from the comfort and convenience of your home. This includes reservation submissions, training videos, as well as accessing a number of frequently needed resources. We're always thinking of ways to enhance our system and have a goal of keeping things as efficient as possible for everyone.

### Free E-mail Address

Another perk of being an independent contractor of our agency is that, should you want one, we'll provide you with a free @americandiscountcruises.com e-mail address with storage space. This allows you to conduct your business via e-mail using a professional, efficient and cost-effective (free!) method.



### **Get Engaged!**

Because of our agency's membership in Travel Leaders Network (North America's largest vacation selling network) you'll be able to become much more efficient by joining us and taking part in our optional *Engagement Program*, the industry's premier direct marketing program for travel agents.

You can join our Engagement Program for **FREE**, giving you access to customizable direct mail and e-mail marketing pieces (with unlimited e-mail marketing, and the option to purchase direct mailers at special pricing - there may even be times that some direct mailers are at no cost).

Even if you don't opt into this great program, you'll still benefit by joining us because you'll gain access to Travel Leaders Network's various programs, including state-of-the-art time saving booking engines, exclusive amenities for your customers, and booking incentives for you.

# \* Marketing Made Easy!

We're always here for you, even when you need to market to your clients. Other host agencies leave you totally on your own when it comes to this. Check out the services we have available to all of our independent contractors; they come in quite handy!

## **Flyers**

All of our independent agents have access to our design team for group marketing purposes. This service is free of charge, giving you the opportunity to have professionally designed flyers for your customers, which would typically cost you quite a bit out of pocket. Flyers are available in PDF form so that you can e-mail them to all of your clients for free.

By becoming an affiliate of our agency, you'll have access to free online tools from vendors that give you the ability to create and design custom flyers and e-mails.



## Advertising

Being a part of our "family" you'll have access to our design team. This means that they can design any sort of advertisement you desire. From newspaper ads to web ads and e-mail blasts, we can make whatever you want (at a heavily reduced price). We can even make web sites for you, based on templates or fully custom originals. Such services are available at an additional cost, but are typically much less costly than if you hired an outside company (since we do not outsource any of our design work and give extremely reasonable pricing to our independent contractors).



Being in business since 2003, you can rest assured that our in-house staff is experienced and properly trained. As a family-owned and operated company, we like to think of our staff as more of a family than employees, which creates a great working environment. This results in a beneficial difference in the way that we're able to provide excellent service to our clients and independent contractors.

#### **Our Team**

#### **Executives**

Our company is led by the highly experienced mother and son ownership team, Marcy and Joad Hamed.



Marcy, a respected travel industry veteran, is the very accessible and hands-on founder of our company. With her leadership and knowledge, we are able to offer a top of the line program for independent contractors. Among the many benefits of being affiliated with us is that Marcy is readily available to our independent contractors. She's a great resource to have access to, and can provide you with a first-hand experience of just about any destination (because she's been just about everywhere).



Joad is certified as a Elite Cruise Counsellor by CLIA, and has been a member of the Travel Agent Advisory Boards of both Royal Caribbean and MSC Cruises. He is also a past honoree as one of the 35 Rising Stars Under 30 by *Travel Agent Magazine*. A part of the ADC family since the company's inception, he oversees business finances and logistics, marketing, and web development.

#### Management

We have a well-organized management team, with years of experience in the travel industry. This enables you to have true experts right at your fingertips when escalated needs arise.

#### **Support Services**

We'd be nowhere without our dedicated, helpful and always willing to go the extra mile support staff. These energetic members of our organization are who you (and your clients) can go to for any reservation needs. Whether you need help invoicing a client, need a group contract analyzed, have a customer service issue that you need help with, or if you just have a general question, our support services staff is a great resource available to you.



## **Awards & Recognitions**

It's important to know who you're dealing with and how good they are at what they do. We've won numerous awards with many cruise lines and tour vendors, from "Partner of the Year" to top producer awards. Listed below are a few of the awards and recognitions that we've been honored with over the past few years:





Partner of the Year (Northeast) Royal Celebrities





Best of the Best



President's Club



Excel Gold Commodore Agency





**Centurion Agency** 



The list goes on and on!

## \* About Us (continued)

### **Testimonials**

We take pride in creating a wonderful working relationship with each and every one of our independent contractors. With our "family-like" staff, you're sure to always feel right at home when working with us. Here's what just a few of our independent contractors have had to say about working with us:



"As Home Based Agents, we could not be happier with our decision to join the American Discount Cruises family. We don't use the term family loosely either. Owned and operated by family members, ADC welcomed us in as one of their own and made us feel welcome from the very beginning. Their professional, patient, thorough and caring management and support staffs are among the best we

have ever had the pleasure of working within our nine years in this industry. ADC encompasses everything we were looking for in a new home for our business, and we are proud to be a small part of that."

Len and Donna, North Carolina



"While many options exist for Home Based Travel Agents (HBAs) in our industry, American Discount Cruises (ADC) offers HBAs the necessary business and technical support while at the same time offers a warm and friendly place to call home. As a seasoned agent, I prefer a balance between a close working relationship with the staff and my freedom as an independent contractor and ADC has

that they honor such a partnership. In addition, ADC provides training and educational support to their HBAs regardless of their experience level."

Nancy, Georgia

## \* About Us (continued)

## **Our Memberships & Accreditations**



Their agency accreditation requirements are considered the industry's gold standard...

ARC-accredited agencies are the most select group of dedicated professionals in the U.S. travel industry, meeting stringent financial,

personnel and security requirements. ARC accreditation is recognized by the world's leading airlines, hotels, car rental companies, cruise lines, and tour operators. Being accredited by ARC (Airlines Reporting Corporation) means that our company is an official Ticket Reporting Agency. We have the authority to directly issue airline, bus, and rail tickets, rather than using a third-party.



We have been proud members of the *Better Business Bureau* since the very start of our company. We are A+ rated by them and insist that you compare our rating with that of our competition. After doing so, you're sure to see just one of the many reasons that you should join our happy family!



American Discount Cruises & Travel is a proud member of CLIA, *Cruise Lines International Association*, which is the world's largest cruise association. Many of our staff members have completed numerous CLIA training courses, placing themselves among the most

knowledgeable travel agents in the world. After joining us you'll be able to participate in their training courses, further educating yourself.



Our IATAN (*International Airlines Travel Agent Network*) accreditation represents our oath to provide our customers and staff members with the professionalism and integrity that they deserve. After 6 months from joining our "family" you'll be able to apply for an IATA/IATAN card, which you can use with various suppliers for special pricing and services.



As a member of ASTA, the *American Society of Travel Agents*, American Discount Cruises & Travel is a part of the world's largest association of travel professionals. We take great pride in the code of ethics that all ASTA members must follow.

## \* FAQS (Frequently Asked Questions)

Here are some commonly asked questions, along with their answers. Feel free to contact us with anything not addressed here.

#### Question: Do I need prior experience in selling cruises to start this up?

**Answer:** No, you don't. However, a background in sales is always a helpful start. We provide a thorough training course that will educate you on the ins and outs of selling cruises. With our help and expertise you're sure to learn how to sell cruises successfully.

#### Question: What are the startup costs involved in starting my own at-home business?

Answer: The cost to start up your at-home cruise selling business is very minimal. Please contact us, toll free, at 1-866-214-7447 to find out any costs that you'll incur. The costs may be reduced (or even eliminated) if you are a highly experienced travel professional, especially if you have an already-existing business in place and are looking for a new home.

#### Question: Is any training required to sell cruises from home?

Answer: Yes. If you have no experience whatsoever in selling cruises you'll be required to enroll in our "cruise school." This course can be taken in our office or from your home, via conference calls and webinars. The cost for either option is the same. If you are very experienced in selling cruises it may not be required for you to attend our classes. We would make such a determination on a case-by-case basis. Please contact us for further details if you feel that this may apply to you.

#### Question: How much will I be paid for each of my bookings?

**Answer:** That depends on how independent you are. Commissions are payable based on your production level (the more you sell, the more you make!). We also have a referral program whereby you can earn an easy cut of the commission just by referring people over to us, with no additional work required whatsoever! Additional details are available by contacting us, toll free, at 1-866-214-7447.

#### Question: Can I sell vacation packages that don't involve cruises?

**Answer:** Absolutely! You can sell your clients a full range of vacations through us. Aside from cruises, you can also sell hotels, flights, car rentals, shore excursions, traveler's insurance, all-inclusive vacation packages and more. Please contact us if there's a product that you'd like to sell that you don't see listed here.

#### Ouestion: Where can I find clients?

Answer: You'd be surprised how easy it is to quickly build a large client-base. Are you a member of an organization? How about one of your family members, are they? Organizations, such as churches, unions, clubs, schools, communities and even work-places are great sources of clients. Everyone loves to vacation, so be sure that all of your family and friends are aware that they can get the best deal on their next vacation through you. Plus, by being an independent contractor with American Discount Cruises & Travel you'll benefit from our training sessions which will help you hone in on your client-finding skills.

## SellCruisesFromHome.com

### Powered by



Toll Free 1-866-214-7447

Visit our consumer web site at www.AmericanDiscountCruises.com

Corporate Office Location: 200 Craig Road, Suite 201 Manalapan, NJ 07726

Open 7 days a week! Mon-Thu 9 am - 8 pm, Fri 9 am - 7 pm, Sat-Sun 10 am - 6 pm (all times are EST)