

# AGENT DISCOUNT POLICY

Version 1.1  
Effective Date : January 1, 2022

## We love our valued agency partners

We love our trips and we want our valued agents and partners to have every opportunity to experience the magic of travel with G Adventures! We know that if our agents experience our life changing trips first hand, they will be able to sell those experiences to their potential clients. We truly believe that travel can be the greatest form of wealth distribution on the planet, and we hope that more agents will get to experience what we do, so they in turn can encourage more people to travel like us!

Outlined below is our updated agent discount policy, which also provides additional discounts for agent companions on trips. We hope to see as many of our valued agency partners on our trips in 2022 and beyond. This is our reward to you for all your hard work, your support and your loyalty, THANK YOU!

## Agent Discount Special Offers

### Preferred Partner Agent Travel Discount

- 50% discount for preferred partner agent discounts on all G Adventures tours including National Geographic Journey Tours (excluding G Expedition, Independent Tours & Private Groups)
- 25% discount on G Expedition Tours
- Bookable at any time
- 25% discount for up to 3 companions on all travel styles (excluding Independent Tours G Expedition Tours & Private Groups)
- 10% discount for pre-nights, post-nights, day tours, mini adventures and transfers (excludes MOR - My Own Room).

### Non Preferred Agent Travel Discount

- 30% discount for non preferred agent discounts on all G Adventures tours including National Geographic Journey Tours (excluding G Expedition, Independent Tours & Private Groups)
- 15% discount on G Expedition Tours
- Bookable at any time
- 15% discount for up to 3 companions on all travel styles (excluding Independent Tours G Expedition Tours & Private Groups)
- 10% discount for pre-nights, post-nights, day tours, mini adventures and transfers (excludes MOR - My Own Room).

### **Travel Industry Discount (valid with IATA or industry ID card)**

- 15% discount for the travel industry discounts on all G Adventures tours including National Geographic Journey Tours (excluding G Expedition, Independent Tours & Private Groups)
- 10% discount on G Expedition Tours
- Bookable on application subject to availability
- 10% discount for up to 3 companions on all travel styles (excluding Independent Tours & Private Groups)
- 10% discount for pre-nights, post-nights, day tours, mini adventures and transfers (excludes MOR - My Own Room).

## **HOW Do I book?**

### **Preferred & Non Preferred Agency Partners**

- Please fill out the [Agent Discount Request Form](https://gadv.wufoo.com/forms/global-agent-discount-request-form/) and we will get back to you within 48 hours to confirm your booking.
- Your local GPS will be informed of your application so that they can help to approve it for you. Please hold your space in SHERPA and **do not** confirm the space until you have formal approval.
- Please ensure that you have read the T&C's and have completed the required agency e-learning training before submitting your application.
- For any enquiries related to agent travel discounts please email [agenttravel@gadventures.com](mailto:agenttravel@gadventures.com)

### **Travel Industry Discount (valid with IATA or industry ID card)**

- Travel Industry friends can book directly on the website and after booking online they should email [experience@gadventures.com](mailto:experience@gadventures.com) with their booking reference number, proof of their valid industry ID and their discount will retrospectively be applied on validation of their information.
- Please ensure that when booking online that you pay the deposit only, **do not** pay in full.
- In all cases for Travel Industry Discounts these must be made DIRECTLY with G Adventures, and not through a travel agent. These bookings are non commissionable.

## **TERMS AND CONDITIONS**

### **1. Eligibility**

- Preferred and non preferred agency partners need to be able to prove that they are currently employed with a registered travel agent. This can be done via the local GPS

Sales team, proof of employment, or a valid Industry ID card. G Adventures reserves the right to deny or change the discount offered.

- Preferred and non preferred agency partners must have completed the required e-learning modules before applying for their discount. Check section **“Preferred and Non Preferred e-Learning Training”** for more details.
- Alternatively, for the reduced level of “Travel Industry Discount (non agents)” colleagues need to be able to prove that they are currently employed with a registered travel related company i.e. hotel; resort; cruiseline; tour operator, airline or other related and approved travel industry company. This can be done via the [experience@gadventures.com](mailto:experience@gadventures.com) email address, a proof of employment, or a valid Industry ID card is required to be emailed for review and approval before any discount is applied. G Adventures reserves the right to deny or change the discount offered.
- In certain circumstances G Adventures may contact your employer to validate that you are still employed and in good standing with your employer as part of the agency discount policy.
- A maximum of **2** Agent Discounted Tours are available per calendar year to any one agent.

## 2. Booking Process

### **Preferred & Non Preferred Agency Partners**

- Please fill out the [Agent Discount Request Form](https://gadv.wufoo.com/forms/global-agent-discount-request-form/) and we will get back to you within 48 hours to confirm your booking.
- Your local GPS will be informed of your application so they may reach out to you for further information.
- Please ensure that you have read the T&C's and have completed the required agency e-learning training before submitting your application.
- For any enquiries related to agent travel discounts you should email [agenttravel@gadventures.com](mailto:agenttravel@gadventures.com)

### **Travel Industry Discount (valid with IATA or industry ID card)**

- Travel Industry friends should book directly on the website and after booking online they should email [experience@gadventures.com](mailto:experience@gadventures.com) with their booking reference number, proof of their valid industry ID and their discount will retrospectively be applied on validation of their information.

In all cases:

- The currency of a booking will be defined by the address and contact details of the person making their booking.
- Preferred and non preferred agency partners must have completed the required e-learning modules before applying for their discount. Check section **“Preferred and**

**Non Preferred e-Learning Training”** for more details. You should be able to provide evidence of completion of e-learning training modules if required to do so (every completed e-learning course provides you with a valid training certificate linked to the email address you provided. **The email address used in training, needs to match the same email address in your booking**).

### **3. Booking Conditions**

- At least two (2) full paying travellers must be booked on the chosen departure in order for any of the above discounts to be applicable.
- A full paying traveller is defined as having a 25% or less discount.
- In the event that four (4) passengers with large discounts are on one departure, the G Adventures yield team will confirm whether further large discounts (i.e. preferred or non preferred Agency Discounts) may be applied on the same departure.
- A large discount is defined as 40% off or more.
- Companion refers to all friends and family. It could also refer to another G Adventure employee. In all cases companion discounts only apply when they are travelling with the main preferred, non preferred or travel industry colleague who is the main contact holder of the booking and they must all be travelling on the same booking (ie the person who was eligible to receive the main discount).
- Deposits are as per normal G Adventures deposits, normal payment terms and cancellations terms apply. See Booking Conditions at the time of booking.
- Agent Discounts are not combinable with any other form of discount. The larger discount would apply if multiple are available i.e if a tour had 15% discount on offer, and the agent had 50% discount as part of the preferred agent discount they would receive 50% discount (and not 65%).
- Please note that once a booking is confirmed G Adventures will not retrospectively apply any changes to discounts or promotional offers. In addition, the agent discount incentive is only applicable for new bookings.
- If the agent / or travel industry traveller chooses not to travel, any discounts applied to their companions will also be removed. The discount is only applicable whereby the original person entitled to the agent travel discount is actually travelling.
- In return for receiving the agent travel discount these applicable bookings are non commissionable and do not count towards any override agreements.
- In return for receiving the agent travel discount you are required to post your travel experience (tagging G Adventures) on your social media feeds.

### **4. Travel Conditions**

- Upon arrival at destination, and prior to the welcome meeting the Travel Agent / Preferred Partner should introduce themselves to the CEO leading the tour (Chief Experience Officer).

- Those eligible for this special agency discount must not discuss this policy with other travellers.
- Travel agents / preferred partners are required to represent their travel company in a professional manner during the duration of the tour. Failure to do so may lead to G Adventures informing your employer of the actions on tour. Inappropriate conduct includes, but is not limited to disturbing other passengers, requesting special consideration from tour leaders, hotels or operators during tour, and behaving in such a way that brings the Company name into disrepute.
- Travel agents / preferred partners and companions are required to behave in a manner befitting the G Adventures [code of conduct policy](#).
- Travel agents, travel companions, friends and family are responsible for and must have a valid photo ID, passport, and any other required documentation prior to departure.
- Trip elements and travel dates are subject to availability.
- A request could be denied or the trip can be cancelled after confirmation for reasons including, but not limited to, force majeure, unusual or unforeseen circumstances outside of G Adventures control, or other operational issues.
- Travel agents and travel companions are solely responsible for ensuring they have medical insurance in an amount no less than USD\$200,000 covering medical, evacuation, and repatriation while travelling which is a mandatory requirement for participation on all G Adventures trips as set out in G Adventures booking terms & conditions.
- Cancellations are subject to G Adventures booking terms & conditions.
- It is highly recommended to purchase trip interruption and trip cancellation insurance, including coverage for COVID-19.
- All travel related expenses including but not limited to transportation to and from home, airfare, taxes, visas, vaccinations, transfers, pre/post-tour accommodation, optional extras, 'My Own Room', 'My Own Tent', gratuities, incidentals, upgrades, insurance, service charges, airport surcharges, departure taxes, hotel, resort or property fees, food & beverage and excursions not specifically included in the applicable trip itinerary and personal expenses including but not limited to telephone/Internet charges are the sole responsibility of the traveller.

## 5. Preferred and Non Preferred e-Learning Training

- As a condition of receiving the special agency discounted rates, you agree to complete [G Adventures e-learning programmes](#) at your own time and leisure.
- We encourage you to complete all G Adventures e-learning modules which will help you when selling G Adventures tours, but as a minimum the following applies and is conditional on receiving your special agency discounted rates:
- The following e-learning modules must be completed before agent discount is applied to your booking:
  - Intro to G Adventures

- Intro to Community Tourism and G for Good
  - Intro to Sherpa
  - 18-to-Thirtysomethings
  - Mini Adventures
  - And the destination training module linked to the destination of the booking your making
  - Before travel and after your travel we encourage you to complete the remaining of the destination modules.
- If you book a 2nd G Adventures trip using agent discount the following modules must be valid within 12 months of the 2nd booking:
    - The destination training module of the destination related to your second booking.
    - A minimum of (3) further destination modules of your choice
  - On completion of all e-learning training modules you will receive a “certificate of awesomeness” please keep these for your own records as these may be required as proof of e-learning completion of modules.
  - Please ensure that the email address you use for the completion of e-learning modules, is also the email address you use when making your booking.



*G Adventures reserves the right to withhold discount and can discontinue or amend this policy at any time without notice.*

## QUESTIONS?

If you have any questions, please email:

Agent Travel: [agenttravel@gadventures.com](mailto:agenttravel@gadventures.com)

Travel Industry Friends: [experience@gadventures.com](mailto:experience@gadventures.com)