



FAM TRIP POLICIES

Whether it be a self-guided familiarization trip, conference, or hotel/tour-operator FAM, Romantic Planet Vacations is a great supporter of these for our agents to learn and experience the product for which we offer customers. However, being invited on a FAM or to a conference should be considered a great honor and with that, holds certain responsibilities that all RPV agents must strictly adhere to.

Objective

The objective of a familiarization trip is to experience the airport, culture, destination, food, attractions and hotels/resorts so that you can sell it better to future customers. Product knowledge is ranked as one of the top 5 things prospective customers are looking for when choosing their destination wedding or honeymoon travel agent so we know the high importance of having been to the destination and experience at the resorts.

What is covered?

Most FAM trips and conferences are priced at a special discounted rate for certified travel agents. Generally-speaking, agents are responsible for their own cost of the trip including flight, transportation, accommodations, attractions, personal expenditure and meals.

Traveling Companions

Most group FAM trips are designated for certified travel agents only and do NOT allow you to bring a travel companion. There are limited spots on FAM trips so most host travel suppliers want to only invest in those who directly sell their product and/or destination. The primary focus on a FAM is to work and learn. However, some self-guided FAMs and some conferences allow travel companions. If so, companion rates will be posted in the information about the FAM. If not, it can be assumed that travel companions are not invited.

Meeting the Criteria

Since you are a direct representative of Romantic Planet Vacations, It is absolutely imperative that you follow these policies;

1. Act in a responsible, respectful and professional manner at **ALL** times. Failure to do so may result in an immediately dismissal on the trip or the end of further FAM invitations;

2. Dress in a professional or business casual manner during all arranged events. This means no flip-flops, short shorts, low-cut shirts, tube tops or short tank-tops (yes it can get hot in some of these destinations but standing in the shade and wearing loose-fitted, light material clothing (like linen) wherever possible makes a big difference);
3. If alcohol-consumption is present, it must only be to a respectable limit. We have zero tolerance for belligerent or unruly intoxicated behavior;
4. You must NEVER be late for ANY event including transportation pick-up, check-outs, site-inspection meetings, dinners and the like. Most FAM trips are on a very tight and strict schedule so it is not only disrespectful to your host, it's also disrespectful to the other agents in the group who may lose quality leisure time as a direct result of your delay. Failure to be on time may also result in leaving you behind at your own expense;
5. Respectfully greet your host with warmth and appreciation and ALWAYS present a business card to him or her. (It's also beneficial to you to request a business card from them if they do not present it, as you never know when you might need it for help with a future customer);
6. Wear your name tag at all times during all site-inspections;
7. Never sit on the bed or chairs or use the washroom during any hotel room site-inspection. Much care and attention is given to set up the room just right for your visit. It is also common courtesy to vacate the room once you are finished to allow other agents to view and take photographs.
8. We ask that you commit to at least one year of service to Romantic Planet Vacations after the attendance of a FAM trip;
9. Agree to assist any other RPV agent, if requested, with information related to your knowledge and experience of your trip;
10. Prepare a 15-30-minute slide-show presentation of your trip that you can present to other team members and/or future customers. It's a good idea to include photos of each resort and add detailed notes on your own personal thoughts/experiences, some tips and tricks of the property, room categories that you liked etc. Then you will be prepared for the next team product training opportunity or customer meeting.
11. Although posting online reviews is encouraged (your next customer could come from an online review), strongly negative reviews of host hotels is not acceptable.