on tripadvisor Experiences

Booking with Viator's Travel Agent Program







acquired by TripAdvisor in 2014 200,000+ Experiences



Travel Agent Program

Allows travel agents to book products on an exclusive version of Viator — designed specifically for agents booking on behalf of their clients. **Agents earn 8% commission** from each completed booking made with their registered email address.





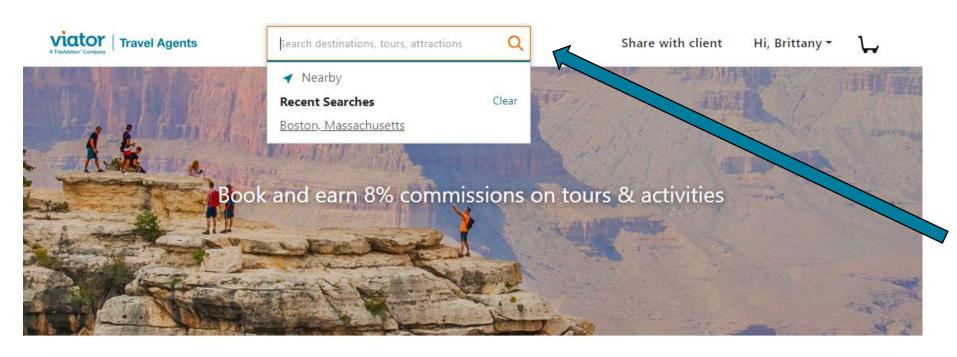


Booking with the Travel Agent Program

- Log in to https://travelagents.viator.com
- Once logged in, you will see your name at the top of the page
- From here, you can search for products to book for your clients



We have recently implemented a new **white** header to further differentiate the TAP site from Viator.com



Search by destination or keyword and access recent searches

Quick links to popular destination pages



Access The Industry's Leading Tour Site

From Cancun to New York to Dubai, Viator has it all: skip-the-line passes, VIP tours, must-see attraction tickets, and off-the-beaten-path experiences. There's no better place to book when you're crafting the perfect vacation for your clients.





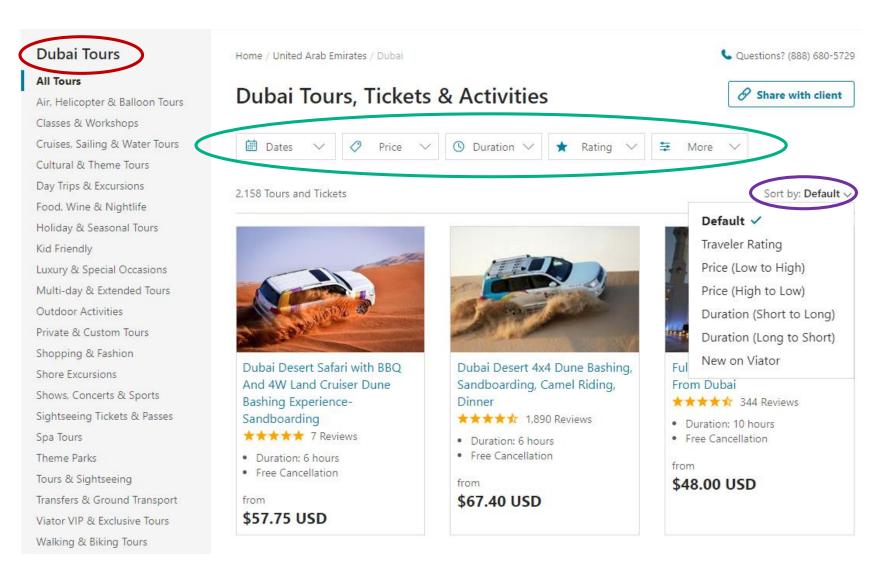






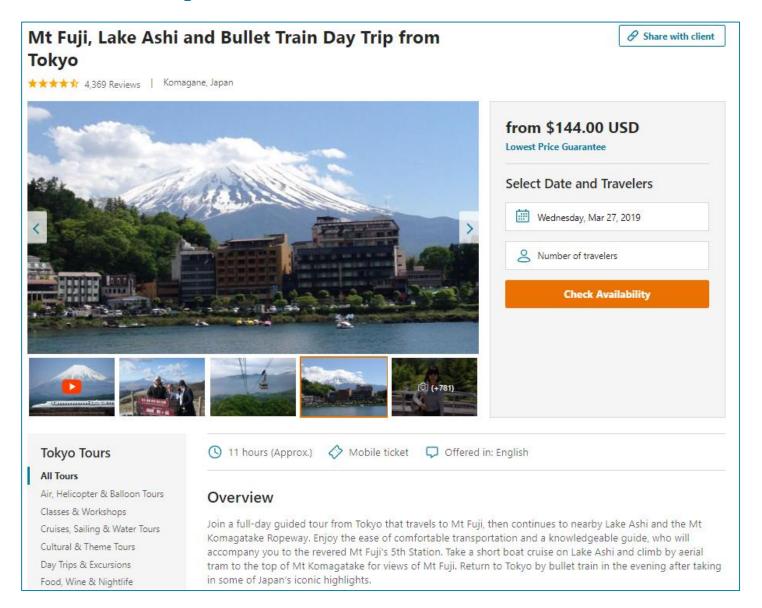


Sift through your search results...



- <u>Far left column</u>:
 Category breakdown
- Middle rail:
 Filters dates, price,
 duration, rating, etc.
- Sort by:
 Choose how to sort
 products to best suit
 your search needs

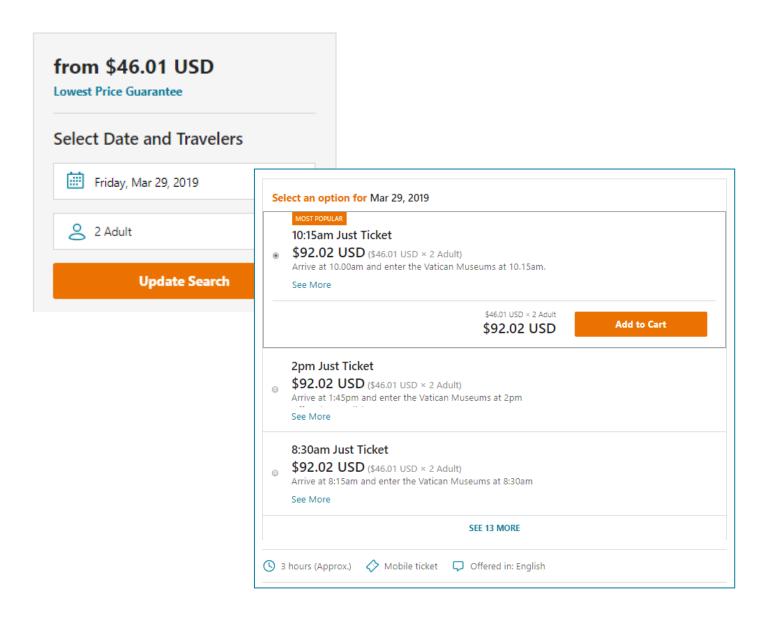
Review product details...



Each individual product display page contains:

- Price and Availability
- Activity Details
- Departure + Return Logistics
- User Reviews
- Traveler Photos
- Inclusions / Exclusions
- Cancellation Policy
- Other important details

Select your variation of product...



Many products have different start times and optional additions depending on the date and number of travelers

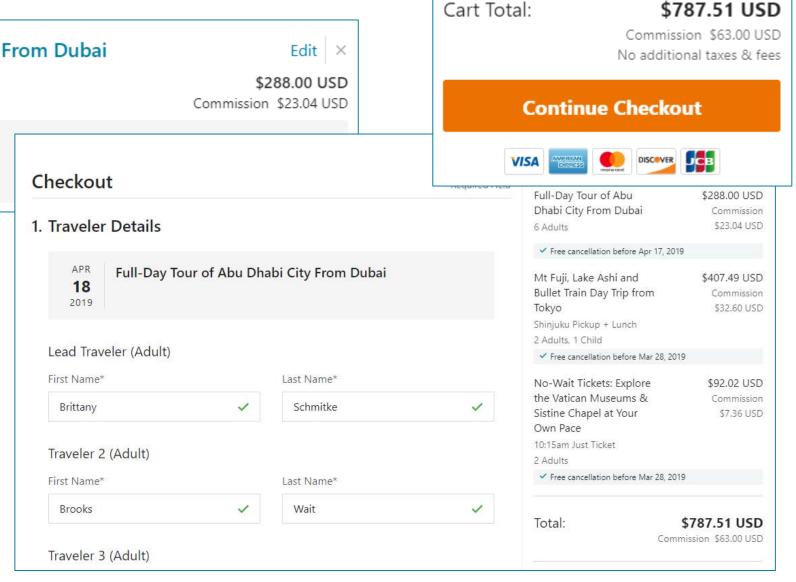
Be sure to peruse all options to find the best choice for your client!

Finalize the itinerary...



Ready to check out?

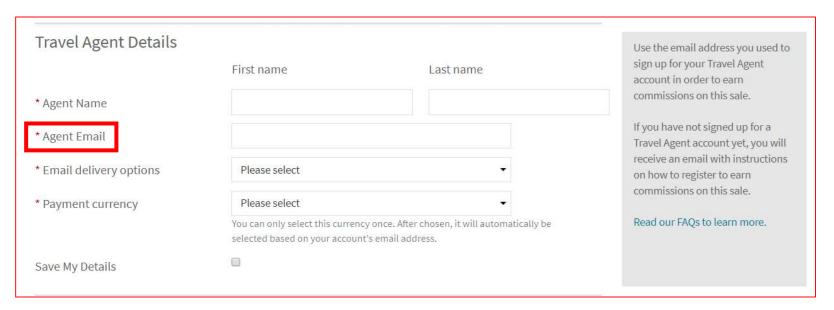
- Review all products, crucial details, costs, and commission
- Enter traveler information for each activity on the itinerary
- Add additional notes for the supplier with pertinent client requirements



Confirm the booking!



IMPORTANT! If you have not logged in, be sure to enter your registered email address under "Agent Email" to tie the booking your account and receive commission



Booking & Commission Reports

Log in to your in your Travel Agent Program dashboard to:

- ✓ Check on upcoming bookings
- ✓ Track future commission payments
- Review past/cancelled bookings
- ✓ Export information in an Excel file

← Sam Thorpe (account created: 07/02/2017) **Bookings & Commission** Agent Details Payment Details Commission Reports Select month Download Have questions about commission? Your Bookings Download All Future Bookings Past & Canceled Bookings 1-25 of 25 Bookings CLIENT NAME TRAVEL DATE AGENT NAME **BOOKING REF# BOOKING TYPE BOOKING TOTAL** COMMISSION agent, test Nov 01, 2018 Thorpe, Sam BR-643731288 Direct \$31.00 \$3.72 Aug 01, 2018 Thorpe, Sam BR-654699088 Direct \$31.00 \$2.48 agent, test \$44.53 agent, test Jul 30, 2018 Thorpe, Sam BR-658703146 Direct \$5.34 \$44.53 agent, test Jul 27, 2018 Thorpe, Sam BR-659049305 Direct \$5.34 Thorpe, Sam \$44.53 \$3.56 agent, test Jul 25, 2018 BR-654679554 Direct

View our help article <u>here</u> for additional information!



Costs and Commissions

- How much will I earn in commission?
 - You earn 8% commission on all traveled tours and activities you book online or over the phone with your registered email via the Viator Travel Agent Program.

- When do I receive my commission?
 - Commission is disbursed to your agency the month after each booking has been traveled.

- Can you support booking payments in different currencies?
 - Yes! We currently support reservations in 16 different currencies, such as USD, CAD, GBP, EUR, AUD, and more.
- Does it cost anything to use the program?
 - No! There is no cost to use the program and there is no minimum usage requirement to maintain access to the site.

Products and Pricing

- What information about the products can I find on the site?
 - Each individual product page contains the price, availability, photos, reviews, cancellation policy, and more!

- Does Viator offer real time availability?
 - Yes! 80% of Viator's products are available to book same day (subject to availability).

- Does Viator offer the best prices?
 - Yes! All products have a low price guarantee with no hidden fees.

- What if my client needs to cancel their booking?
 - Over 80% of Viator's products can be cancelled for a full refund up to 24 hours before the travel date with the help of our Customer Support team.

Customer Support Contacts



24/7 support via EMAIL

- Booking related issues/questions <u>support@viator.com</u>
- Log in, registration, or commission questions <u>travelagents@viator.com</u>

24/7 support via PHONE: 866-648-5873

- Extension 1 for "new booking" > extension 1 again for "travel agent"
- Extension 2 for "existing reservation" > extension 1 to "edit reservation"
 - Be sure to have the booking reference (BR-) number available when calling to edit/cancel

International Customer Support phone numbers:

US/Canada: 1-888-651-9785

UK: +44 20-3478-5933

Spain: +34 932200331

France: +33 1-7038-7316



Germany: 0-800-184-4973

Italy: +39 02-94754165

Australia: +61 2-8069-5885

New Zealand: +64 9280-6293

Brazil 0055 21 3956 1660

