



# WHAT CAN THE LETTER OF CREDIT BE USED FOR?

## Letters of Credit & Peace of Mind Bonus Kickers

### WHAT IS A LETTER OF CREDIT?

Our guests may take advantage of the Peace of Mind policy for tours that were cancelled mid March through the end of June. By doing so, the Globus family of brands retains all monies paid on the booking, including insurance certificates and travel dollars, in a **Letter of Credit (LOC)** for use through the end of 2022. Letters of Credit cannot be redeemed for cash.

### WHAT IS THE PEACE OF MIND BONUS CREDIT KICKER?

Guests choosing the Peace of Mind Letter of Credit will receive an additional **Bonus Credit** based on the vacation they were booked on. This Bonus Credit of up to \$200 per person will be a credit issued to the guest, redeemable for any future travel with the Globus family of brand to commence by December 31, 2022.

- Bonus credit of \$200 per person for Avalon Waterways
- Bonus credit of \$100 per person for Globus
- Bonus credit of \$50 per person for Cosmos, Escapes by Globus and Monograms

### HOW ARE THE LETTERS OF CREDIT & THE BONUS CREDIT KICKER ISSUED?

For compliance reasons and fairness to our agents and guests, **the Letter of Credit** is assigned per payment on the booking. Each amount per credit card used, check, BWT or travel certificate, will be assigned to the owner of the credit card or to the agency if no owner is designated. Each Letter of Credit will have a unique number, which will be used in the redemption of the credit. **The Bonus Kicker** will be assigned per person (guest).

### HOW LONG DOES A GUEST/AGENT HAVE TO USE THEIR LETTER OF CREDIT & BONUS KICKER?

Letters of Credit and Bonus Credits are available to redeem on any 2020, 2021 or 2022 Globus family of brands vacation. Credits must be redeemed for travel to commence by December 31, 2022.

### ON WHICH GLOBUS FAMILY OF BRANDS PRODUCTS CAN THE LETTER OF CREDIT & BONUS KICKER BE REDEEMED?



The Letter of Credit & Bonus Kicker Credit applies to all Globus family of brands: Globus, Cosmos, Monograms and Avalon Waterways. Guests do not have to redeem on the same vacation they originally earned it on. They can use for any vacation in our portfolio. Some exclusions may apply such as deep discounts, Friends and Family bookings, Travel Agent Discounts, and others.

## HOW DOES A GUEST ACTIVATE THEIR BONUS KICKER?

Similar to the Welcome Back Credit process, the guest will activate their Bonus Credit online through a special website (<https://peaceofmind.globusfamily.com/>). Each guest will be notified via email (last week of April) that they can go activate their Bonus Kicker Credit, with a link to the website to do so.

## WHAT CAN THE LETTER OF CREDIT BE USED FOR?

The Letter of Credit can be used for the following: Land Cost (extra nights, transfers, upgraded hotels, port charges, cabin upgrades, Eurostar upgrades, gratuities etc.), Travel Protection, Air (flex and IP), and prepaid gratuities. The Letter of Credit can NOT be used for: Optional excursions, on tour/on board expenses and purchases or Avalon gifts and onboard credits.

## CAN A GUEST USE THEIR WELCOME BACK CREDIT AND A BONUS KICKER CREDIT ON THE SAME BOOKING?

Yes, they can all be used on the new booking.

## IS THE LETTER OF CREDIT & BONUS CREDIT TRANSFERRABLE?

The Letter of Credit may be transferred. Call our Reservations Team for more details. Please have the Letter of Credit Redemption Code or Invoice # available when you call. The Bonus Credit is NOT transferrable and must stay with the guest.

## DOES A GUEST HAVE TO BOOK THROUGH THE SAME AGENCY TO REDEEM THEIR LETTER OF CREDIT?

No, the guest can choose to book through whomever they like using their Letter of Credit if it is issued to them as the payee. If they are not the payee, they may need their Agency to transfer the Letter of Credit to them directly.

## WHAT IF A LETTER OF CREDIT IS NOT USED IN ITS ENTIRETY ON THE NEW BOOKING?

The remaining balance will be retained as a Letter of Credit and must be used for travel commencing by December 31, 2022. Letters of Credit are not redeemable for cash. Any amount not used by December 31, 2022 is forfeited.

## WHAT HAPPENS IF A GUEST OR AGENT CANCELS A BOOKING WITH A LETTER OF CREDIT ON IT? ▾

Any booking that is canceled will be subject to its full penalties. Any remaining amount will be credited back to the Letter of Credit and must be used for travel commencing by December 31, 2022.

## HOW WILL I KNOW WHAT LETTERS OF CREDIT & BONUS CREDITS MY CLIENTS HAVE?

For Letters of Credit: It's easy—we will have this credit amount on record so that it can be applied easily next time you book your clients' vacation with us – just give us a call. We also sent an email to the Booking Agent with each client that had a Letter of Credit, the amount and the unique number to redeem.

For Peace of Mind Credits: These will be listed on the Travel Agent Portal, just like our Welcome Back Credits. You can easily refer to that page under Client Communication, and reference the "Passenger Credit" tab to see who has Peace of Mind Credits and if they need to be activated. This will be a good indication for you who also has Letter of Credits available.

## WILL I RECEIVE COMMISSION ON THE NEW BOOKING WITH THE LETTER OF CREDIT?

Commissions were paid on the canceled vacation. You will not be paid commission on the new booking in its entirety if a Letter of Credit is applied, but will be paid commission on the amount paid over the Letter of Credit. (Example: Vacation Cost = \$10,000 – Letter of Credit is (\$7,000), agent will be paid commission on \$3,000.

## WHAT IF A NEW CLIENT SAYS THEY HAVE A BONUS CREDIT WITH THE GLOBUS FAMILY AND WANTS TO NOW BOOK THROUGH MY AGENCY VS WHO THEY ORIGINALLY BOOKED WITH? CAN THEY REDEEM THROUGH ME?

Yes! All credits are tied to the consumer record, so if your client earned a credit with us, they can use it on their new booking with you.

## WHAT IF A GUEST BOOKED THROUGH A DIFFERENT AGENCY AND NOW THEY WANT TO BOOK THROUGH ME?

The guest can choose to book through whomever they like using their Letter of Credit if it is issued to them as the payee. If you are unsure if they are the payee and the Letter of Credit is issued to them, the guest should call us at our normal TA reservation line (1-800-221-0090) to determine where the Letter of Credit is issued and if we need to transfer it to them so they can redeem it through you on their new booking.

## CAN I APPLY A LETTER OF CREDIT WHEN I BOOK ONLINE?

No, Letter of Credit redemptions must be done via phone. You CAN apply your Client's Peace of Mind Credit to the booking on the Travel Agent Portal. It works similar to how you apply a Welcome Back Credit.

## WILL 2020 PROMOTIONS BE APPLIED TO MY CLIENTS NEW BOOKING?

Most 2020 promotions will apply to 2021 travel, as long as it is the same brand, and in the case of Avalon, as long as the sailing is departing in the same month that booked in 2020. Promotion that do not apply include: airline specific promotions, Escapes Air inclusive promotions, and Monograms Wanderlist promotions.

**I EARNED A TRAVEL AGENT DISCOUNT (TAD) BASED ON CLIENTS THAT WERE BOOKED FOR TRAVEL IN 2020 AND NOW THEY RECEIVED A LETTER OF CREDIT. WILL I STILL BE ABLE TO TRAVEL IN 2020 ON MY TAD IF THE CLIENT IS NOT TRAVELING UNTIL 2021?**

No, credits you earned for 2020 TAD's on those passengers that did not travel will be removed. You will be eligible for your Travel Agent Discount with the passenger credits after your clients have traveled in 2021. For Avalon Suite Rewards, contact your Business Development Manager.

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