



Transferring Bookings from Your Existing Host Agency to TPI

The process of transferring bookings from your existing Host Agency to TPI is determined by each supplier. The supplier has an agreement with the Host Agency, not the travel agent who made the booking; therefore, it is the Host Agency that controls the booking.

You should first create a list of all bookings that you require to be transferred, separated into two categories—one for bookings **under deposit** and one for bookings where **final payment** has already been made.

In some cases, **paid in full** bookings **may** be transferred providing commission has not been paid to the host agency.

The supplier will have a designated policy which may require you to:

- 1) **Obtain a transfer authorization letter from your host agency** – this will require a signed letter from your current host agency (owner/manager) authorizing the transfer of the booking. Contact your host agency and follow the appropriate procedures that they have for this process. If this is not possible, you may want to consider the **rebook/cancel option** below.
- 2) **Obtain a transfer request letter from your customer** – this will require you to contact your client to advise them you are going with a new agency, and have them sign a release letter you can draft for them with the required booking details.
- 3) **Obtain signed authorizations from both.**

Please contact the supplier directly to determine what their specific policy is regarding transferring bookings and where to send your request. Be sure you have all the information required by the supplier, which usually includes booking ID, client name, original agency name, address and phone, along with the new agency name, address and phone, as well as the booking agent's name it's being transferred to.

In lieu of the above procedures, you may wish to consider a **rebook/cancel option**. This is usually the best option when your host agency unwilling or unable to transfer your bookings. This option is usually only available on bookings deposited using a credit card paid directly with the supplier. First contact the supplier for rates and availability as a TPI agent using TPI's identification numbers. If rates and availability are the same and the supplier allows duplicate bookings, make a new booking. Then have the supplier cancel the original booking. If possible, have the supplier transfer the deposit from the original booking to the new booking. If they are not able to transfer the charge, then they will refund the customers credit card and you will need to re-charge their credit card for the deposit to your new TPI booking. **In order to make sure sufficient funds are available, please advised the client in advance that the refund and re-charge may not appear on the same billing statement.**

If you are not able to get an exact match on your new booking, please complete the "Contact a Sales Rep" form found in the marketing area www.tpimbd.com and we will do all possible to assist you with a possible solution.

Sincerely,

TPI Management

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