

1-844-5-TBRAND*
8 2 7 2 6 3

NEW | Our phone menu has changed!



LAND, CRUISES, and PACKAGES

Online Booking Support
 Land: booking.support@travelbrands.com
 Cruise: cruisebookonline@travelbrands.com
 Reservations - Exotik Journeys
exotikquote@travelbrands.com

AIR

Schedule changes
urgentsked@travelbrands.com (within 3 days of departure)
space@travelbrands.com
 Name Corrections
namefix@travelbrands.com
 Urgent request ONLY (within 7 days of departure)
urgentair@travelbrands.com

SUPPORT

Accounting
accounting.main@travelbrands.com
 Customer Service (post travel)
customerservice@travelbrands.com
 Loyalty Points Support
loyalty@travelbrands.com
 Sales Support Team
sales@travelbrands.com
 Travel Documents (Excluding Air)
documents@travelbrands.com
exotikdocs@travelbrands.com
 Brochures
brochureordering@travelbrands.com
 Website Login Assistance & Agent Profiles
sso@travelbrands.com

GROUPS

Air
airgroups@travelbrands.com
 Cruise
crzgroup@travelbrands.com
 Land
fitgroups@travelbrands.com
 Exotik Journeys
exotikquote@travelbrands.com
 Sunquest
groups@sunquest.ca



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Access Bookings: TravelBrandsAccess.com OR CALL: 1-844-5-TBRAND (827263)

* If the toll-free line is not accepted from where you are calling, please use one of the following local numbers: 514.461.9312 or 604.622.4907

Stay connected with our team!



To join us on Facebook, simply search for **“Your TravelBrands BDM”**

- Access to our Sales department
- Helpful information to help you sell
- Relationship builder

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Sales sales@travelbrands.com
Support Hours of Operation:
Team Mon - Fri 09:00 - 17:00EST
1-844-582-7263 Press 5, Press 2

Loyalty loyalty@travelbrands.com
1-844-582-7263 Press 5, Press 1

Brochure brochureordering@travelbrands.com
Ordering

Access www.travelbrandsaccess.com
Agent site

 LIVE CHAT M-F 9am-5pm EST

Sales Canada

#TravelBrandsLovesAgents



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5343 Dundas Street West, 4th Floor, Toronto, Ontario, M9B 6K5
325-1257 Guy street, Montreal, QC H3H 2K5

Red Label Vacations Inc. - d.ba. TravelBrands, B.C. Reg. #3597, Ont. Reg. #50022275, Quebec permit holder #703376, with offices at 5343 Dundas Street West, 4th Floor, Toronto, ON, M9B 6K5



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BUSINESS HOURS / HEURES D'OUVERTURE

BUSINESS HOURS / HEURES D'OUVERTURE

		Français	English
1.844.582.7263 1.844.5.TBRANDS	Air - Vols	L-V 9-6, Sam 10-4*	M-F 9-8, Sat 10-4*
	Car, Hotel & Package - Voiture, Hotel & Forfait		M-F 9-6, Sat 10-4*
	Cruise - Croisières		M-F 9-8, Sat 10-4*
	Exotik Journeys - Tours	L-V 9-5*	M-F 9-5*

EMERGENCY HELP / AIDE D'URGENCE

	Contact	English only
Air - Vols	urgentair@travelbrands.com (For departure within 7 days / Pour un départ à moins de 7 jours)	M-F 9am - 1am, Sat-Sun 10am - Midnight* M-F 6am - 10pm, Sat-Sun 7am - 9pm PST
Car - Voiture	1.207.200.2517	24/7
In Travel: Cruise, Land & Exotik Journeys À destination: Croisières, FIT & Exotik Tours	1.800.890.6956 intravelchanges@travelbrands.com	M-F 9-5, Sat 10-4*

*Eastern Time. Subject to change during public holidays. Check out our Facebook group, YourTravelBrands BDM

*Heure de l'est. Sujet à changement lors des jours fériés. Vérifier notre groupe Facebook, Vos Repts Voyages TravelBrands

As of June 7, 2023

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Don't forget you can redeem Loyalty Rewards Points toward payment on your personal files.

For example: 5,000 Loyalty Rewards Points would be the equivalent of a \$50 Travel Certificate

with these *Travel Agent Incentives:*

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(including TravelGenie, Hotel Only, Add-ons, and Car Rentals)

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5%
Commission*

SUNQUEST:

Additional
5%
Commission*

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\$100
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Valid on new gross commissionable bookings made between February 1-December 31, 2023, for travel anytime. Travel Agent must be registered with TravelBrands to take advantage of this offer and be traveling on the file to qualify. Not applicable to NET hotel or car bookings. *Additional 5% Commission offers are applicable on the following products: TravelGenie packages (Air + Hotel, Air + Car), Hotels Only, Add-ons, Car rentals, and Sunquest packages. Walt Disney World Resorts or Disneyland Resorts including hotels and/or attraction theme park tickets are not applicable to this offer. **Encore Cruises \$100 Onboard Credit offer is applicable on any sailing, in any stateroom category, departing anytime. Onboard Credit has no cash value, is not redeemable for cash, is not transferable, and will expire if not used by 10:00 pm on the last evening of the cruise. Onboard Credit will be applied 30 days prior to sailing. Both offers are not applicable to group bookings. Offers are not combinable with any other discount/fare plan which requires the use of a discount code. Travel Certificates earned by redeeming Loyalty points can still be applied as payment to files booked for personal travel. Travel Agents must submit their files to sales@travelbrands.com for validation and adjustment within 24 hours of making the booking.

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Redeem for: Travel | Gift Cards | Merchandise | Donations

PACKAGES BY SUNQUEST	<ul style="list-style-type: none"> • 575 points per room based on double occupancy (287 points per single room or air only bookings)
CAR RENTAL	<ul style="list-style-type: none"> • Online bookings 1-3 day: 200 points, 4-7 day: 300 points, 8+: 500 points • Phone bookings 1-3 day: 100 points, 4-7 day: 150 points, 8+: 250 points
DYNAMIC PACKAGES BY TRAVELGENIE INCLUDING HOTELS AND ADD-ONS	<ul style="list-style-type: none"> • 1-4 points per every \$10 in sales* • Groups: 575 points per room based on double occupancy
CRUISES BY ENCORE CRUISES	<ul style="list-style-type: none"> • 500 points per stateroom for mainstream cruise lines booked on the web (minimum 7 nights) • 2,000 points per stateroom for premium or luxury cruise lines (minimum 3 nights) • Additional 250 points per booking when air is booked in conjunction with cruise • 750 points per stateroom sold in package with air
FLIGHTS BY INTAIR	<ul style="list-style-type: none"> • 100 to 400 points per passenger in economy class, depending on fare type, from Canada • Up to 1000 points per passenger in business class, depending on fare type, from Canada • Up to 5000 points per passenger in first class, depending on fare type, from Canada • 100 points per passenger, on all fare types, for non-Canadian departures <p><small>*100 points applicable on telephone, branch, Apollo and other type of bookings including groups. Not applicable on B2C bookings.</small></p>
EXOTIK JOURNEYS	<ul style="list-style-type: none"> • 4 points per every \$10 in sales* for bookings of 8 passengers or less • 1,000 points per passenger for bookings with 9 passengers or more



Points required to redeem: **\$25 \$50**

Reloadable Universal VISA (Initial order)	3150	6000
Reloadable Universal VISA (Reload order)	2850	5700
Universal VISA card	-	5750
Max VISA card	2625	5250
E-Cards; Amazon, Best Buy, Chapter (Indigo), Cineplex, Groupon, iTunes (Apple), Sephora, Spafinder, Tim Hortons	2750	5500
Esso	2750	5500
The Ultimate Dining Card	2750	5500
Travel Certificate	-	5000
Donation; DANS LA RUE, SickKids, WaterAid	2500	5000
Merchandise		Various



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Loyalty points may vary based on booking method (phone vs. web). *The term in "Sales" refers to the dollar value of sales less commission, taxes, & surcharges. Complete terms and conditions on the Loyalty program can be found on our agent site. Use of gift cards are subject to the terms and conditions of the gift card provider. Standard shipping in Canada is included; priority shipping is available for an additional fee.



Red Label Vacations Inc - d.b.a. TravelBrands, B.C. Reg. #3597, Ont. Reg. # 50022275, Quebec permit holder #703376, with offices at 5450 Explorer Dr., Suite 302, Mississauga, Ontario, L4W 5N1 • 1050 West Pender Street, floor 22, Vancouver, BC V6A 3S7 • 325-1257 Guy street, Montreal, QC H3H 2K5.



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PRICE MATCH ADDRESS

fitpricematch@travelbrands.com

Applicable to the following products:
Sunquest, TravelGenie, TBA packages,
Hotels, Cars, and Add-On's

24HRS TURNAROUND TIME, MON-FRI 9:00AM-5:00PM EST

IT'S AS EASY AS 1-2-3

1. Send us a screenshot of the booking details; dates, destination, components etc.
2. Send us the final price screenshot of the competitor we need to match; pricing, room categories, flight details etc.
3. Send us the screenshot of our TravelBrands pricing.

*Please include all screenshots in same email. In all cases a price match must be like for like and if it is not after we have received the screen shots, we reserve the right to deny the price match.



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The prices indicated exclude the contribution to the Customer Compensation Fund of \$3.50 per \$1,000 of tourism product or service purchased from a travel agent in Quebec.

[DC TWM-421]