



Dear Global Traveler,

It's said that the whole (all of us together) is greater than the sum of the parts. To harness that knowledge of the whole, we are launching a series of panel discussions which is designed to let us catch our breath, hear the perspectives of our various supplier partners, Virtuoso and fellow advisors to learn and share best practices.

Hopefully this will inspire us and be a much-needed positive in our life.

To do this, we need your input... we need to hear about your wins... the actions you are taking to helping you retain future business and creative solutions that others may benefit from.

Would you please take a few minutes (less than five) to take the following survey? Your input and best practices will help shape the panel discussions.

[Complete the Survey](#)

Please reach out to me should you have any questions.



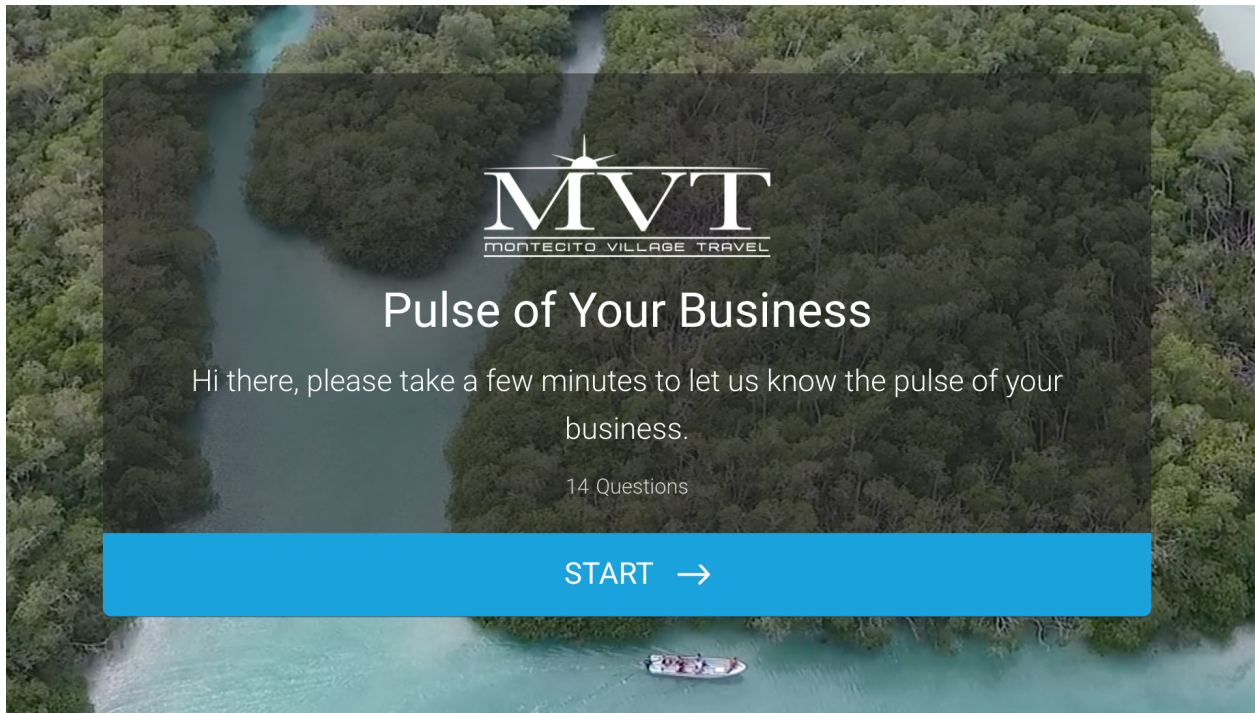
Warm Regards,

Connie Miller, CTIE

VP of Business Development

Montecito Village Travel

[CLICK TO VIEW SURVEY](#)



Where/what do you need help with the most right now?

<input type="checkbox"/> Communication Tips for Travelers	<input type="checkbox"/> Supplier Issues
<input type="checkbox"/> Training or Knowledge	<input type="checkbox"/> If other, please type it in here

← PREVIOUS

NEXT →

Agents asked for inspirational content, we delivered.



Dear Global Traveler,

As our valued client, your well-being is of utmost concern and none more so than during the present global COVID-19 outbreak. We recognize that for many it is a time filled with uncertainty and our hearts and thoughts go out to each and every one of you.

We'd like to share with you that during our 30 plus years in this amazing industry, we have experienced countless highs as well as a number of lows. We know from experience that when this situation passes, not only will we be here for you, we will be here in a stronger position than ever before to assist you.

Looking to the future, we will continue to provide you with travel inspiration from across the globe. And when you are ready, whether to de-stress now at a local getaway or a bit further in the future when world travel reconvenes, we will be here for you. If travel this summer or later in the year is on your radar, we feel that the current lenient cancellation policies, together with wide availability, will provide you a variety of ideal travel experiences choices.

One last word, travel is the heart of what we do at Montecito Village Travel and we welcome your questions and concerns. Please do not hesitate to reach out to us personally or visit montecitovillagetravel.com for the latest travel information.

In the meantime, we urge you all to continue to act with compassion and care.

Please be safe and stay healthy.



Respectfully,

Colin Weatherhead
President | Montecito Village Travel



Below, you will find two sets of images that you can download, unzip and share to your Instagram, Facebook or other social media networks.

The content is centered around our "What the World Needs Now" message that we released last week and have been utilizing on all our marketing materials.

We made two sets of images for you to extract and share with your clients. There is one based on the single advisor and the other based on a group of advisors. In a nutshell, "I" or "We".

What the World Needs Now - "I" Version

Extract the files by clicking above or download each individual image separately below.



What the World Needs Now - "We" Version

Extract the files by clicking above or download each individual image separately below.



Questions?

Reach out to the MVT marketing department at marketing@ytc.com

Agents asked for additional resources, we delivered.



Dear World Traveler,

As we navigate through this together, we want you to know that we are doing everything we can to support you, your clients and your business. We are committed to providing you with frequent information to ensure you feel informed as the current situation continues to evolve. Due to the amount of updates, extensions and revisions to latest key policy updates and resources available to you we cannot possibly inform you of each one via email. Because of this we make sure to add as many of these important updates possible to [360](#).

Many cruise lines have recently extended their suspension and many more will soon follow suit we imagine. Hotels are closing their doors across the globe and tour operators are canceling scheduled departures. Again, more will follow suit.

For those who do not have a login for [360](#) yet, please reach out to chrisweatherhead@ytc.com and he'll be sure to get you set up.

Another recommendation to ensure you stay up to date on industry information is to subscribe to the following trade publications:

- [TravelWeekly E-Newsletters](#)
- [Skift Daily](#)
- [Travel Pulse](#)
- [TravelAge West](#) (scroll to the bottom of the page to subscribe)
- [ASTA SmartBrief](#)
- [Travel Agent Central](#) (sign up is on the right hand side)
- [Travel Market Report](#)
- [PhocusWire Daily](#) (sign up is on the right hand side)
- [Luxury Travel Advisor](#) (sign up is on the right hand side)

There are others available but this should be a good place to start for those who aren't registered to receive any of these at the moment.

Questions?

Reach out to the MVT marketing department at marketing@ytc.com

Agents asked for us to continue to communicate with our supplier partners, we delivered.

Click [here](#) to view what we sent over 3,500 preferred partners.



Genuine support & care during challenging times is appreciated. This goes both ways, Partner to Advisor and vice-versa



Celebrate success stories, small wins and other heroics



Connect, Network, Nurture Relationships



Take the momentary pause to educate on product and services



Utilize our [database](#) of advisors to engage with them individually, they'll remember it



Adjust your messaging or content marketing to reflect the current environment



Send your updates to marketing@ytc.com so we that we can update 360 or pass along your white label content for us to distribute

Proven
Methodologies

Agents asked for us to keep them apprised of the status of the industry and to offer professional development sessions, we delivered.

First Session: Supplier Responses



Starting this Friday, the MVT team will begin to utilize our **Rapid Friday Recap** weekly time slot to launch a new informational **Weekly Forum series** centered around today's business climate.

In our first weekly meeting, we will be focusing on the immediate issues at hand such as supplier issues, cancellation policies, general re-booking challenges and recommended best practices in managing these processes.

We will also provide some insight into our latest [Survey](#) which should provide everyone with an idea how the MVT network is navigating through this unprecedented time. If you have not yet taken the survey please do so before our meeting tomorrow.

Questions, comments and concerns related to **supplier situations** can be placed ahead of time by visiting the following site:

- <https://www.sli.do/>
- Event Code - #MVTForum

Due to the nature of the call, we may not be able to address all the submissions during the call.

Panelists will include Chris Weatherhead, Loretta Alva & Connie Miller

Registration Details:

- Friday, April 3, EST 3:00 pm/PST 12:00 pm
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

- [View the Recording](#)
- [Weekly Forum Deck - Extended](#)

Second Session: Client Communications



This Friday's **Rapid Friday Recap** is our second installment of our Weekly Forum Series centered around today's business climate.

This meeting will focus on client communications and how to answer those difficult questions that arise surrounding cancellations, re-bookings and concerns about future travel due to COVID19.

It's back to the basics as we provide communication tips and suggested responses to common questions. We will also have a panel of your peers to answer your specific questions regarding client communications.

Have a situation or question that you are not sure how to answer? Questions, comments and concerns related to **CLIENT COMMUNICATIONS** can be placed ahead of time by visiting the following site:

- <https://www.sli.do/>
- Event Code - #MVTForum

Due to the nature of the call, we may not be able to address all the submissions during the call.

Registration Details:

- Friday, April 10, EST 2:00 pm/PST 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

Questions?

Reach out to [Connie Miller](#), [Loretta Alva](#) or [Chris Weatherhead](#)

- [View the Recording](#)
- [Weekly Forum Deck](#)

Third Session: Knowledge & Training



This Friday's **Rapid Friday Recap** is our third installment of our Weekly Forum Series centered around today's business climate. Our advisor survey indicated a strong interest in industry **knowledge and training**.

Presenters will include Pam Bonin from ASTA and Guida Botelho from The Travel Institute. Pam and Guida will explain the opportunities and discounts available (as well as a few free offerings) from ASTA and The Travel Institute. We will also explore programs available from the Virtuoso Travel Academy, Supplier Training Programs and Tourist Board certifications. All designed to help you recraft your areas of expertise and skills.

Have a situation or question that you are not sure how to answer? Questions, comments and concerns related to **knowledge & training** can be placed ahead of time by visiting the following site:

- <https://www.sli.do/>
- Event Code - #MVTForum

Due to the nature of the call, we may not be able to address all the submissions during the call.

Registration Details:

- Friday, April 17, EST 2:00 pm/PST 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

- [View the Recording](#)
- [Weekly Forum Deck](#)

Fourth Session: Marketing



This Friday's **Rapid Friday Recap** is our fourth installment of our Weekly Forum Series centered around today's business climate. Our advisor survey indicated a strong interest in **marketing**.

Presenters will focus on the value of knowing your client's needs, how to take the pulse of your clients needs, ways and means of marketing in today's climate, newsletter and blog opportunities and hitting the right message in the current environment.

Questions, comments and concerns related to **marketing** can be placed ahead of time by taking our short survey:

- [Click Here](#)

Due to the nature of the call, we may not be able to address all the submissions during the call.

Registration Details:

- Friday, April 24, EST 2:00 pm/PST 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

- [View the Recording](#)
- [Weekly Forum Deck](#)

Fifth Session: Instagram Marketing



This Friday's **Rapid Friday Recap** is our fifth installment of our Weekly Forum Series centered around today's business climate. Our advisor survey indicated a strong interest in **marketing**. We touched on the topic last week and will continue to take a deeper dive into one of the primary platforms -- Instagram -- this Friday.

Presenters will focus on the importance of utilizing Instagram and share a few best practices. We'll have a guest panelist from Virtuoso, Amy Cassell, who oversees their Digital Marketing campaigns. She will bring us to speed on what is available to you through their Creative Service's department.

We have one or two questions related to **Instagram marketing** we are asking you to fill out ahead of time by clicking below:

- [Click Here](#)

Due to the nature of the call, we may not be able to address all the submissions during the call.

Registration Details:

- Friday, May 1, EST 2:00 pm/PST 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

- [View the Recording](#)
- [Weekly Forum Deck](#)

Sixth Session: Service Fees



This Friday's **Rapid Friday Recap** is our sixth installment of our Weekly Forum Series centered around today's business climate. Our advisor survey indicated a strong interest in **service/planning/cancellation fees**.

Service fees are a key component to any successful business and if implementing service fees or restructuring an existing fee structure is on your agenda, you will want to [register](#) for this week's Weekly Forum. Tomorrow, we will explore the benefits and methods of charging fees and share the different fee structures used by your peers. We will also include Barbara Hearn & Sharon Maag from Allianz Global Assistance to speak on what role travel insurance plays with your fee structure. If you haven't already taken the survey please do so by clicking [here](#).

Due to the nature of the call, we may not be able to address all the submissions during the call.

Registration Details:

- Friday, May 1, EST 2:00 pm/PST 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

- [View the Recording](#)
- [Weekly Forum Deck](#)
- [Q&A Deck](#)

Seventh Session: Facebook Marketing



Due to the holiday and our Executive River Cruise Forum we hosted yesterday we decided to not host a Weekly Forum or a Zoom Zoom Zoom Happy Hour today. Moving forward we will be hosting one Zoom Zoom Zoom Happy Hour each month. They will take place the first Thursday of each month. Please register for our next one [here](#). It will be held on June 4th at 4:30 pm pst. We will have some fun interactive games for you to enjoy. Hope to see you there!

In case you missed yesterday's Executive River Cruise Forum please find the link to the recording [here](#). This session was particularly detailed and was well received. Definitely recommend checking out the Q&A towards the end of the presentation if your time is limited.

Next Friday's **Rapid Friday Recap** is our seventh installment of our Weekly Forum Series centered around today's business climate. Our advisor survey indicated a strong interest in **Facebook marketing**.

Presenters will focus on the importance of utilizing Facebook and share best practices. We will look at both organic tactics as well as paid initiatives. We'll dive into groups, business pages and a host of other topics. We'll also bring on some guest speakers. Don't miss it!

We have a few questions related to **Facebook marketing** we are asking you to fill out ahead of time by clicking below:

- [Click Here](#)

Registration Details:

- Friday, May 29th, EST 2:00 pm/PST 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

- [View the Recording](#)
- [Weekly Forum Deck](#)

Eighth Session: Corporate Tools



Next week's **Rapid Friday Recap** is our eighth installment of our Weekly Forum Series centered around today's business climate. Our advisor survey indicated a strong interest in **corporate tools**.

We will take a look at the various **corporate tools** available to you and your customers. It will also include corporate presentation materials and more!

Registration Details:

- Friday, June 5th, EST 2:00 pm/PST 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

Questions?

Reach out to [Connie Miller](#), [Shane Lefeber](#) or [Chris Weatherhead](#)

- [View the Recording](#)
- [Weekly Forum Deck](#)
- [Safe To Go Overview - Video](#)
- [Corporate Travel Survey](#)

Ninth Session: 360 Clientbase Sync



We have an exciting new feature available on 360 that we'd like to go over tomorrow. Please join us for a brief 15 to 30 minute call where we'll walk you through this exciting new Clientbase sync feature. We'll also touch on some other tools available to you within 360 that you may not be aware of. **Don't miss this webinar!**

Registration Details:

- Friday June, 12 EST 2:00 pm/PST 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

10th Session: 360 Profiles



Last last week's webinar going over the 360 Clientbase sync feature was a great success, however we have more to unveil this Friday!

Please join us for a brief 15 to 30 minute call where we'll walk you through this exciting new personalization feature. We'll also touch on some other tools available to you within 360 that you may not be aware of. **Don't miss this webinar!**

Registration Details:

- Friday June, 12 EST 2:00 pm/PST 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

11th Session: Ask Us Anything



We are relaunching our **Rapid Friday Recap** next Friday which will be centered around our internal tools, resources and the current business climate. First up next week we are going to hold an AUA (Ask Us Anything) session which will be perfect for those new to the MVT family or those who still have questions on 360, Virtuoso, Marketing, Social Media and/or anything else related to your business.


We will field live questions as well as walking through whatever we can via a live screen-share. We do have some items we will touch upon at first to get the ball rolling however if you have any questions prior please submit them during the registration process and we'll be sure to have the team prepared to address it on the call.

Registration Details:

- Friday, August 7th, EST 2:00 pm/PST 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

12th Session: ASTA Updates



Next week we are holding a special webinar session covering a variety of topics associated to ASTA. Bob Duglin, Vice President, will be presenting.

Topics being covered:

- Joining ASTA under YTC/MVT
- ASTA Lead Program
- ASTAPAC
- ASTA Virtual Conference 2020
- Q&A

There will be a plethora of great information presented so we recommend you don't miss out!

Registration Details:

- Wednesday, August 19th, EST 2:30 pm/PST 11:30 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

View the recording [here](#) and/or view the presentation deck [here](#).

13th Session: Airdesk Updates



This Friday we are holding a special webinar session covering a variety of topics associated to YTC's Airdesk. Yvette Angel, Janet Wagstaff & Robin Sanchez will be presenting. Please make sure to pass along your questions to Yvette Angel at yangel@ytc.com so she can be sure to address them during the call.

Topics being covered:

- Airdesk basics for GDS and non-GDS agents
- Frequently Asked Questions

There will be a plethora of great information presented so we recommend you don't miss out!

Registration Details:

- Friday, August 28th, EST 2:00 pm/PST 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

- [View Webinar](#)
- [View Presentation](#)

14th Session: Book YTC (Our Online Booking Tool)



This Friday we are holding a special webinar session covering Book YTC. Yvette Angel, Janet Wagstaff & Chris Weatherhead will be hosting. Please make sure to pass along your questions to Chris Weatherhead at chrisweatherhead@ytc.com so she can be sure to address them during the call.

Topics being covered:

- Book YTC Walkthrough
 - Air
 - Hotel
- Frequently Asked Questions

There will be a plethora of great information presented so we recommend you don't miss out!

Registration Details:

- Friday, September 11, EST 2:00 pm/PST 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

- [View Webinar](#)
- [View Presentation](#)

15th Session: Service Fees via 360



Earlier today we held a special webinar that covered our brand new feature available to you on 360. This new platform allows you to charge your clients service fees via My Arc (Arc Pay Hub) and invoice via 360. No knowledge of the GDS is required. Jacki Jones, Shane Lefeber and Chris Weatherhead presented and fielded questions.


Topics covered:

- 360 Service Fee Platform
 - Overview
 - Walkthrough
- Q&A

There was a plethora of great information presented so we recommend you check out the recording and/or view the deck used during the presentation. To garner the most out of the material that was presented it is recommended to watch the webinar recording.

- [View Webinar](#)
- [View Presentation](#)

16th Session: Town Hall Forum




Hello Global Traveler,

Today, I would like to invite you to join the MVT management team for an exclusive Town Hall Meeting being held on **Tuesday, June 1, 2021 at 10:00am PDT.**

Together we will discuss the state of the travel industry. The team and I will address some of your frequently asked questions along with other important updates happening internally. We invite you to provide any questions ahead of time during the registration process.

Please register to join us here.



We look forward to "seeing" you soon!



Best wishes,
Colin Weatherhead
President | Montecito Village Travel

Please see the [presentation deck](#) and [recording](#) here.

Agents asked for guidance with unemployment, we delivered.

Please read this entire email.

It has come to our attention from a reliable source that **Individual Independent Contractors** as well as **sole proprietors and corporations** may be able to apply for the following programs in addition to filing for unemployment (when the various states have the forms available).

There is a lot of confusion about what you will and will not qualify for, so **YTC urges you strongly** to contact your **CPA, Financial Advisor or Business Attorney** to explain the different options and application processes available to you.

YTC is **unable** to offer advice or direction to you with regards any of these programs or respond to you individually on questions you might have.

The **Paycheck Protection Program loan (PPP)** requires you to apply directly through a **bank** for the Small Business Association (SBA) assistance for payroll.

The **Economic Injury Disaster Loan (EIDL)** might provide you with a 10K advance and can be applied for at <https://www.sba.gov/>

Small Business Association (SBA) Loans may also be an option for you and more details can be found at <https://www.sba.gov/>

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Also, An Independent Contractor in California shared the following information with us which may be of use to you.

After I got through the preliminary personal info this is how I responded to the questions.

Last Employer:
 Employer name: I used my name since I don't have a different business name
 Employer address/Employer physical address: my address

Last Employer info:

1. Name of immediate supervisor: I just put Independent Contractor and they can ask later
2. Last date worked: I used end of March
3. Reason no longer working: There is a drop down and I chose Laid off/No work. Separation Explanation: use drop down to Related to the coronavirus (COVID-19)
4. If you received or **expect to receive**....: The last option is Other Pay. Under Other pay I entered the commission amount I expect to receive in April. Under "explanation" I said something to the effect of I'm an Independent Contractor/Travel Agent. This is for commission received in March and paid out in April.

Add Employment Information:

1. Did you work for any employer from 1/1/2019 to 3/31/2020? **Yes**. Then click the Add Employer button

Employer Name: My own since I don't have a different business name

1. Employer Information: Employer Name: My name; Mailing address: mine
2. First day you worked for this employer: I used the date on my contract
3. Last day you worked for this employer: I used 3/31/20
4. Did you work full time or Part time: Full time
5. How much did you earn per hour? I left this blank since it didn't have an asterisk
6. On average how many hours did you work per week: Whatever number is appropriate but if fulltime is marked it should be at least 30
7. Provide wages earned: I used the pay stubs to get gross earnings

Employment History:

1. Did you work for other employers? **Yes/No**
2. Which employer did you work for the longest: I used my name;
 1. Years/months
 2. Select Industry: Drop down to **Private Employer**
 3. What type of business...: **Nonclassified Establishments** (none of the other options were applicable)
 4. What kind of work did you do? There is a little box to do a search. Type in "Travel" and you will see **Travel Agent**

School Employee info:

Availability Info:

1. What type of work: Travel Agent
2. What other type of work can you perform: Keep is simple. Travel Agent
3. Is the type of work seasonal: No
4. Do you expect to return to work for a former employer: Yes
5. Do you have a date to start work: No
6. Are you ready and willing....Yes
7. **Are you currently self-employed....: Yes**
 1. Provide details about your self-employment: I am a travel Agent-Independent contractor
 2. Are you willing to modify or abandon your self-employment: Say yes.
8. Union: no

Additional Info: 5 questions

Disaster Information: No

Before submitting review everything. Be consistent. Choose either self-employed or independent contract.

Agents asked for financial assistance, we delivered by paying their Virtuoso Travel Week registration fees.



Dear Global Traveler,

As you are well aware, *Virtuoso Travel Week | The Virtual Experience* is around the corner and as promised I would like to help you participate. I know that it's important for you continue to receive Virtuoso updates and to have access to Virtuoso benefits. Montecito Village Travel is offering to pay your **full registration fee** to attend *Virtuoso Travel Week | The Virtual Experience* coming up next month. Registration opens next Tuesday (July 7th) and from what I have heard space is **limited**. It is very important, therefore, you set your calendars and alarm clocks early on Tuesday so that you are able to register for what looks to be a very good opportunity to remain connected.

The event is slated for August 10 - 13, 2020 and more information can be found [here](#).

We will have more information regarding the procedure of registering on Monday in terms of payment but wanted to let you know today ahead of the holiday so that you can be prepared for Tuesday's registration window.

Please do not hesitate to reach out with any questions and concerns you may have. Our partnership with you, Virtuoso and our suppliers is critical to everyone's success. We firmly believe that by working together, we will be in a better position to rebound even stronger than before.

Stay safe & healthy.



Respectfully,

Colin Weatherhead
President | Your Travel Center, Inc.

Agents asked for example COVID client waivers, we delivered.



Dear Global Traveler,

Many of you have asked for a **client waiver form** with regards to COVID19.
At your request, we have secured several versions for your consideration.

Please note that these are in Word format so that you can edit them where you see fit.

- [Version 1](#)
- [Version 2](#)
- [Version 3](#)

While these waivers have been reviewed by our attorney, every Independent Contractor should consult with their own lawyer before considering to implement a COVID19 waiver.



Respectfully,

Robin Sanchez
COO | Your Travel Center, Inc.

- [Version 1](#)
- [Version 2](#)
- [Version 3](#)

Executive Forum #1 – Hotels & Resorts



This week we are introducing the first in a series of Supplier Forums. Our first Forum we will be focusing on today's business climate as it pertains to hotels. Many of you have already shared your questions, comments & concerns via last week's questionnaire. If you haven't had the opportunity to provide your questions, please do so by clicking [here](#).

Our panelists for tomorrow's Hotel Forum will include Melanie Perry (Belmond), Aiko Accame (Dorchester Collection), Jonathan Hamel (Marriott), Julie Matthews (Peninsula) and Jennifer Guevara (One & Only). Each panelist will provide a brief overview of their associated brands, their "State of Affairs" as well as insider information on the hotel industry's challenges ahead. We will be asking those tough questions you have provided us as well as fielding live questions during the panel discussion.

Have a situation or question that you need clarifying? Questions, comments and concerns related to **hotels & resorts** can be placed ahead of time by visiting the following site:

- [Click here](#)

Due to the nature of the call, we may not be able to address all the submissions during the call.

Registration Details:

- Tuesday, April 21, EST 2:00 pm/PST 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

Questions?

Reach out to [Connie Miller](#), [Shane Lefeber](#) or [Chris Weatherhead](#)

- [Listen to Audio Recording](#)
- [Download the Hotel Forum Deck](#)

Executive Forum #2 – Ocean Cruise



In just two days time we are hosting the second in a series of Supplier Forums. With our second Forum we are excited to bring together the executives from six of our closest ocean cruise partners.

In preparation of next week's call and to make sure we get those questions answered for you please take the time to provide your questions, comments & concerns via our questionnaire. Please do so by clicking [here](#).

Our panelists attending our Executive Ocean Cruise Forum that are featured below will each provide a brief overview of their "State of Affairs" as well as insider information on the ocean cruise industry's challenges ahead. We will be asking those tough questions you have provided us as well as fielding live questions during the panel discussion.

Registration Details:

- Thursday May, 7 EST 2:00 pm/PST 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

Our Executive Panelists



Dondra Ritzenthaler
Celebrity Cruises



Carmen Roig
Crystal Cruises



Nikki Upshaw
Oceania Cruises



John Chernesky
Princess Cruises



Randall Soy
Regent Seven Seas Cruises



Mark Conroy
Silversea

Click [here](#) for the recorded version.

Executive Forum #3 – River Cruise



Tomorrow we are hosting the third in a series of Supplier Forums. Our second Forum we brought together the executives from six of our closest ocean cruise partners. For our upcoming Forum we are taking it to the rivers.

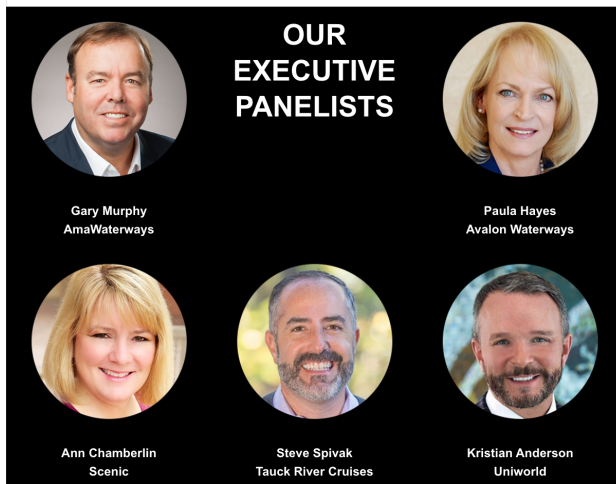
In preparation of next week's call and to make sure we get those questions answered for you please take the time to provide your questions, comments & concerns via our questionnaire. Please do so by clicking [here](#).

Our panelists attending our Executive River Cruise Forum that are featured below will each provide a brief overview of their "State of Affairs" as well as insider information on the river cruise industry's challenges ahead. We will be asking those tough questions you have provided us as well as fielding live questions during the panel discussion.





Registration Details:

- Thursday May, 21 EST 4:00 pm/PST 1:00 pm
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.



**OUR
EXECUTIVE
PANELISTS**

 Gary Murphy AmaWaterways	 Paula Hayes Avalon Waterways	
 Ann Chamberlin Scenic	 Steve Spivak Tauck River Cruises	 Kristian Anderson Uniworld

- [View Recording](#)
- [View Presentation](#)

Executive Forum #4 – DMC's



In just under two hours we are hosting the fourth in a series of Supplier Forums. Today we will be taking it to the land with our Executive Onsite Forum.

In preparation of today's call and to make sure we get those questions answered for you please take the time to provide your questions, comments & concerns via our questionnaire. Please do so by clicking [here](#).

Our panelists attending that are featured below will each provide a brief overview of their "State of Affairs" as well as insider information on the onsite industry's challenges ahead. We will be asking those tough questions you have provided us as well as fielding live questions during the panel discussion.

Registration Details:

- Thursday June, 4 EST 3:30 pm/PST 12:30 pm
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

Our Executive Panelists



Gary Duffy
Alaska & Canada by Design



Norman Aynbinder
American Excursionist



Ashish Sanghrajka
Big Five



Andrea Grisdale
IC Bellagio





Zachary Rabinor
Journey Mexico



Anna Vo
Legends

- [View Recording](#)
- [View Presentation](#)

Executive Forum #5 – Viking Cruises



Tomorrow we are hosting a Supplier Forum dedicated to Viking Cruises as we were unable to get Viking Cruises on our River Cruise Forum due to scheduling conflicts a few weeks back.

In preparation of tomorrow's call and to make sure we get those questions answered for you please take the time to provide your questions, comments & concerns directly to Chris Weatherhead at chrisweatherhead@ytc.com.

Michele Saegesser will provide a brief overview of their "State of Affairs" as well as insider information on the river cruise industry's challenges ahead. We will be asking those tough questions you have provided us as well as fielding live questions during the discussion.

Registration Details:

- Thursday June, 11 EST 4:00 pm/PST 1:00 pm
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

- [View Recording](#)
- [View Presentation](#)

Learning Series – Redefining Your Business



We are excited to launch our Virtual Learning Series intended for our community of travel advisors to develop and hone individual business skills.

True to the MVT philosophy, our virtual learning series is being built with your business in mind. Each week we are offering at least one in-depth session to develop your skills and bring you purposeful and inspirational content.

This year, we aren't holding our annual conference but that doesn't mean we aren't bringing you the tools, resources and industry information needed to secure your future in travel.

The Montecito Village Travel Virtual Learning Series is a collective journey of courses, industry panels and networking sessions to stimulate self-improvement. Joining us for this series only requires a commitment of a few hours a week, Wednesday to Friday.

[Learn More Here](#)

As we are still in the process of finalizing some of the scheduled events, dates and times may change; however, you may register now for the upcoming sessions in our Virtual Learning Series hub and we will send out weekly and daily reminders of class times and changes.

A big thank you to our support team for developing and creating this exciting Virtual Learning Series focused on your success.



Respectfully,

Colin Weatherhead

President

Montecito Village Travel

[Learn More](#)



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Why should you participate?



Industry Leaders

Throughout the series we will be hosting industry panels, subject matter experts and other great minds to share their knowledge and insider perspectives. With the resurgence of travel being at top of mind, all sessions will center around that premise.



Personalized Content

Every aspect of our learning series will be specifically designed around the MVT advisor, with our tools and resources in mind. You will emerge with more knowledge and confidence to better understand our offerings so that you can be equipped for the recovery of travel in 2021.



Networking Events

Of course we'll try to bring a social aspect to our learning series by hosting our virtual happy hours, networking calls and by opening up the communication channels to fully integrate your needs into our material. As we move through the next so many months we all must remain agile and connected.

Session #1 – Airline Panel



This Friday, please join us for a comprehensive update on what flying looks like today with American Airlines & Delta. We are hosting an Airline Panel with our key contacts and will ask the pointed questions that we are all eager to hear the answers to. Of course, we will also field your live queries. **Please email [Robin Sanchez](#) with your questions ahead of time to make sure we get them on the docket.**

We highly recommend you join us for this informative panel session!

Host:

- Robin Sanchez

Registration Details:

- Friday, October 9, EST 2:00 pm/PST 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

- [View Panel Discussion](#)

Session #2 – Airline Tools



This Friday, please join us for a comprehensive update on a comprehensive update on our Air desk, Book YTC, AirCom Lite and Virtuoso Air. **Please email [Yvette Angel](#) with your questions ahead of time to make sure we get them on the docket.**

We highly recommend you join us for this informative session!

Host:

- Yvette Angel
- Janet Wagstaff

Registration Details:

- Friday, October 16, EST 2:00 pm/PST 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

- [View Recording](#)
- [View Presentation Deck](#)

Session #3 – Enterprise Holdings



**Don't forget to register for today's Learning Series
Spotlight session with Enterprise Holdings!**

Enterprise Holdings Spotlight

Date: Thursday, October 22, 2020

Time: 11:00 AM - 12:00 PM PST

Overview:

Please join us for an immersive virtual session where we'll learn about all the wonderful things Enterprise Holdings offers us.

[Register Here](#)

- [View Recording](#)

Session #4 – Airline Tools for GDS Agents



Airline Contracts

Date: Friday, October 23, 2020

Time: 11:00 AM - 12:00 PM PST

Overview:

Please join Janet, Yvette, and Robin Sanchez for a comprehensive update on how to make sense of our airline contracts among many other items.

[Register Here](#)

- [View Recording](#)
- [View Presentation Deck](#)
- [Master Hotel Program Cheat Sheet for all GDS's](#)

Session #5 – Accounting



Don't Miss Friday's Learning Series Webinar!

Accounting Session

Date: Friday, October 30, 2020

Time: 11:00 AM - 12:00 PM PST

Overview:

Please join Jacki and Leanne for a comprehensive update on all things accounting. A deep dive with an Ask Us Anything session.

[Register Here](#)

- [View Recording](#)
- [View Presentation Deck](#)

Session #6 – Tour/Wholesaler Executive Panel



On Wednesday October 28th at 11 am pdt we will be hosting the second Executive Panel session during our Virtual Learning Series.

In preparation of that call and to make sure we get those questions answered for you please take the time to provide your questions, comments & concerns via our questionnaire. Please do so by clicking [here](#).

Our panelists for our Executive Tour/Wholesaler Panel will include Abercrombie & Kent, G Adventures, Gogo Vacations, Micato Safaris, Pleasant Holidays and Ultimate Jet Vacations. Each panelist will provide a brief overview of their "State of Affairs" as well as insider information on the Tour/Wholesaler industry's challenges ahead. We will be asking those tough questions you have provided us as well as fielding live questions during the panel discussion.

Have a situation or question that you need clarifying? Again - questions, comments and concerns related to **Tours/Wholesalers** can be placed ahead of time by visiting the following site:

- [Click here](#)

Due to the nature of the call, we may not be able to address all the submissions during the call.

Registration Details:

- Wednesday October, 28th EST 2:00 pm/PDT 11:00 am
- [Register](#)

After registering, you will receive a confirmation email containing all webinar details.

- [View Recording](#)
- [View Presentation Deck](#)

Session #7 – Travel Services Showcase



Don't forget to register for our upcoming Learning Series webinar!

Travel Services Showcase

Date: Wednesday, November 4, 2020

Time: 11:00 AM - 12:00 PM PST

Overview:

Please join us for an immersive virtual session where we'll learn about all the wonderful things from numerous travel service partners.

Service Partners:

- CIBT
- Award Tickets
- Carey
- Blue Ribbon Bags
- Flytographer
- Empire CLS
- Luggage Free

[Register Here](#)

- [View Recording](#)

Session #8 – Executive Hotel Panel



Don't forget to register for our upcoming Learning Series webinar!

Executive Hotel Panel

Date: Friday, November 6, 2020

Time: 11:00 AM - 12:00 PM PST

Overview:

Please join us for an informative executive hotel panel. We'll have a number of industry leaders discussing key topics.

Incentive Details:

- We will be giving away **ONE** United Airlines Domestic Round-Trip Ticket

Participants:

- Dorchester Collection
 - Helen Smith, Chief Customer Experience Officer
- Four Seasons
 - Iain Robertson, Senior Regional Director of Sales, Americas East
- Hilton
 - Feisal Jaffer, Global Brand Head, LXR Hotels & Resorts
- IHG
 - Betty Wilson, Vice President, Americas Sales
- Marriott
 - Alexis Romer, Vice President, Sales
- Viceroy
 - Bill Walshe, CEO at Viceroy Hotel Group

[Register Here](#)

- [View Recording](#)
- [View Presentation Deck](#)

Session #9 – Global Destination Showcase



Don't forget to register for our upcoming Learning Series webinar!

Global Showcase

Date: Wednesday, November 11, 2020

Time: 11:00 AM - 1:00 PM PST

Overview:

Please join us for an immersive virtual session where we'll learn about a variety of destinations around the world.

Incentive Details:

- **We will be giving away ONE United Airlines Domestic Round-Trip Ticket**

Service Partners:

- St. Lucia (11:00)
- Riviera Maya (11:20)
- Los Cabos (11:40)
- Hawaii (12:00)
- Tahiti (12:20)
- NYC (12:40)

**Please note, you do not have to be on for the entire webinar. You can pop in and out based on the schedule above. The incentive will be decided on based on interest level after the call.*

[Register Here](#)

- [View Recording](#)

Session #10 – Corporate Tools



Don't forget to register for our upcoming Learning Series webinar!

Corporate Travel Tools

Date: Friday, November 13, 2020

Time: 11:00 AM - 12:00 PM PST

Overview:

Please join us November 13th, at 11 am pdt for a deep dive into our corporate travel tools. We'll cover AirCom, Booking Builder and more!

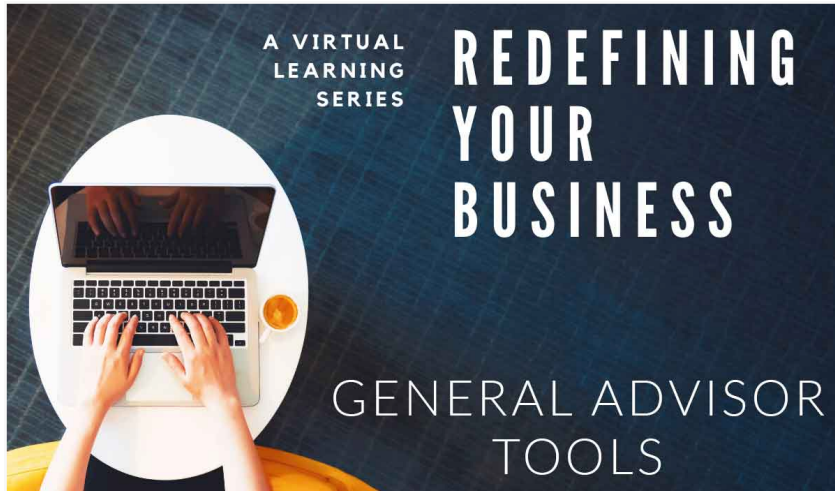
Incentive Details:

- We will be giving away **ONE** United Airlines Domestic Round-Trip Ticket

[Register Here](#)

- [View Recording](#)
- [View Presentation Deck](#)

Session #11 – Advisor Tools



Don't forget to register for our upcoming Learning Series webinar!

General Advisor Tools

Date: Friday, November 20, 2020

Time: 11:00 AM - 12:00 PM PST

Overview:

Please join us November 20th, at 11 am pdt for a deep dive into our general advisor travel tools. We'll cover 360, Clientbase, Virtuoso and much more!

Incentive Details:

- We will be giving away **ONE** United Airlines Domestic Round-Trip Ticket

[Register Here](#)

- [View Recording](#)
- [View Presentation](#)

Session #12 – Executive River Cruise Panel



Don't forget to register for tomorrow's Learning Series webinar!

Executive River Cruise Panel

Date: Wednesday, December 2, 2020

Time: 11:00 AM - 12:15 PM PST

Overview:

Please join us for an informative executive river cruise panel. We'll have a number of industry leaders discussing topics.

Suppliers:

- Ama Waterways
- American Queen Steamboat Company
- Avalon Waterways
- Viking Cruises

Incentive Details:

- **We will be giving away ONE United Airlines Domestic Round-Trip Ticket**

[Register Here](#)

- [View Recording](#)
- [View Presentation](#)

Session #13 – Marketing Tools



Don't forget to register for today's Learning Series webinar!

Marketing Session

Date: Friday, December 4, 2020

Time: 11:00 AM - 12:00 PM PST

Overview:

Please join us for a deep dive into marketing tools. We'll cover internal opportunities, other tools and much more!

Incentive Details:

- We will be giving away **ONE** United Airlines Domestic Round-Trip Ticket

[Register Here](#)

- [View Recording](#)
- [View Presentation](#)

Agents asked for social activities, we delivered.



We have all become accustomed to the realities of virtual meetings due to social distancing. But just because we are distancing ourselves physically doesn't mean we aren't able to connect and come together via webcam!

To spark up our lives a bit and to provide some sense of relief we invite you to join us for an online gathering to laugh, vent, share joyful stories and of course hoist a toast to our beloved travel community.

Join us [Friday, April 3 at 4:30 pm pst](#) to de-stress, meet the pets, share the insider stories only us in the travel industry can and of course show off your fancy Virtual Background. Come prepared with a "Quarantini" or whatever else helps you get through these times of social distancing.

One last word, travel is the heart of what we do and we will get through this together, stronger than ever before. We urge you all to continue to act with compassion and care.

[Secure Your Spot](#)

[Zoom Virtual Background Tutorial](#)+ Instructions below:

1. If you don't have Zoom Desktop – please download [HERE](#)
2. Once you're signed in, in the upper right corner – click your Profile Picture and then click 'Settings'
3. Within 'Settings' in the left menu, click "Virtual Background" and click the (+) icon



Respectfully,

Chris Weatherhead
VP, Hotel Relations & Marketing