



# 2012 FAM Trip Information

*Earn unlimited credit toward a FAM Trip on our escorted tours!*

- Each time you receive final documents for an Image Tour, you will receive a **\$25 FAM Trip Voucher**.
- The FAM Trip Rate is the current land only price minus 25% and applies to travel agents with 4 or more full-paying, traveled Image Tours passengers within the last year. A 10% discount applies to air, insurance, and extensions. No discounts apply to taxes or Optional Excursions.
- Agents can use their FAM Trip Vouchers to further reduce the price on the land portion of the tour and maybe earn a free land tour!
- **Please Note:** Group bookings do not earn FAM Trip Vouchers.

## How To Reserve Your FAM Trip

1. Within 100 days prior to departure, fax a completed, signed reservation application marked "FAM" in upper right corner, along with a copy of your agency's most current (no older than one year) IATAN Personnel Listing, and the names, Reservation ID, tour and departure date of at least 4 passengers who traveled in the last year to 616/957-0103. Provide your tour request and first choice of departure date for either the Heart of Europe Tour or the Heart of Europe Grand Tour. You may submit a request for a FAM on one of the other tours only if you have already taken the Heart of Europe Tour or the Heart of Europe Grand Tour.
2. If your request is approved, express mail the following within 48 hours of confirmation:
  - \*Original, signed Reservation Application with **FAM** written in upper right corner.
  - \*An agency check for full payment (credit cards are not accepted). **NOTE:** For travel insurance, we recommend looking into the coverage offered through IATAN or the special plan offered through TripMate that applies specifically to free or reduced rate travel.
  - \*FAM Trip Vouchers. Once we receive these vouchers, they cannot be returned (even in the event of cancellation).
3. A confirmation packet will be sent within 2 weeks after receipt of above information.

## Conditions and Restrictions

1. **Space for FAM Trips is confirmed at the sole discretion of Image Tours, Inc.**
2. FAMs are not applicable on group dates.
3. FAM requests are not accepted until 100 days prior to departure.
4. Payment must be by agency check only. Credit cards are not accepted for FAM Trips.
5. FAM Vouchers may not be used to cover the insurance, single supplement, air, extensions, change fees, cancellation penalties or optional excursions.
6. Full payment and FAM Trip Vouchers are due in our office within 48 hours of confirmation. We cannot accept faxes or copies of FAM Vouchers and it will be your responsibility if they are delayed or lost. Therefore we recommend you send payments and vouchers by trackable mail (2-day UPS or similar).
7. Your agency must be an active CO-OP advertiser or Preferred Seller with Image Tours at time of travel. The Agent must be employed full time (30+ hours per week) by the agency through which they earned the vouchers, and the Agent's name must appear on reservations for at least 4 Image Tours passengers within the last year.
8. Once Image Tours receives your payment on an approved request, the cancellation conditions and change fees as stated in the Tour Contract of our most current Europe Escorted Tours brochure will apply.
9. Subject to approval by Image Tours, FAM Rates and use of FAM Vouchers may also be requested for the roommate of the travel agent, provided they travel on the same tour and date.
10. We allow a maximum of two reduced-rate trips (FAMs) per departure date.

**Questions? Contact –Laura at 800-968-9161, ext. 215 or [laura@imagetours.com](mailto:laura@imagetours.com)**