

Heart of Europe Tour

FAM Trip Information



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- **Image Tours will award you a \$25 per person FAM Trip Credit for each traveler, valid up to ten years.**
An itemized list of FAM Credits earned will be sent to your agency within a few weeks after your clients travel.
- **NOTES:** Image Tours will no longer send paper/printed FAM Vouchers and previously received vouchers are no longer valid. Currently valid FAM Trip credits will be based on clients who traveled over the last ten years. Group bookings do not earn FAM Credits.
- **The FAM Trip Rate is the current discounted 'TOUR ONLY' price minus 25%.**
Agents can use their available FAM Trip Credits to further reduce the "Tour Only" price. FAM Trip eligibility applies to currently active travel agents with 4 or more full-paying Image Tours passengers who traveled within the last year.

How To Reserve Your FAM Trip

1. Within 100 days prior to departure, fax or e-mail the following:
 - a) A completed, signed reservation application marked "FAM" in the upper right corner.
 - b) A copy of your agency's most current (no older than one year) IATAN Personnel Listing.
 - c) Written authorization from an owner/manager to use any available earned FAM Credits to further discount your trip.
 - d) Your first and second choice of departure date for the ***Heart of Europe® Tour***
2. If your request is approved, Image Tours will verify the total available FAM credits and add them to your invoice along with the 25% FAM discount. An invoice and ACH form will be forwarded to you so that you can authorize your bank information for payment of any balance due. Within 3 business days, please return the ACH authorization by fax 616-957-0103 or e-mail info@imagetours.com. Checks and credit cards are not accepted for reduced rate trips.
3. For travel protection plans/insurance, we recommend looking into the coverage offered through IATAN or other special plans that apply specifically to free or reduced rate travel.

Conditions and Restrictions

1. Space for FAM Trips is confirmed at the sole discretion of Image Tours.
2. FAM requests are not accepted until 100 days prior to departure.
3. FAM Rates and FAM credits only apply toward "Tour Only." The FAM Rate is a net, non-commissionable price. Regardless of the number of FAM credits available, a non-refundable minimum payment of \$250 per person will be required. No FAM Credits or discounts will apply toward the \$250 per person non-refundable minimum payment, travel protection, single supplement, air, taxes, extensions, fees, penalties, or optional excursions.
4. Payment must be by ACH only, with authorization returned to us by fax or e-mail within 3 business days of confirmation. Checks and credit cards are not accepted for FAM Trips.
5. Agents need to arrange their own air transportation. Image Tours does not handle air for FAM trips.
6. 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 credits, and the Agent's name must appear on reservations for at least 4 Image Tours passengers who traveled within the last year.
7. 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.
8. Subject to approval by Image Tours, FAM Rates and use of FAM Credits may also be requested for your roommate.
9. Image Tours allows a maximum of two reduced-rate trips (FAMs) per departure date.
10. Image Tours allows a maximum of one FAM request per agency within the same calendar year.
11. The FAM program is for the Heart of Europe® Tour. Image Tours may consider a request for another tour only if the requesting agent has already traveled on the Heart of Europe® Tour. These exceptions have a low chance of confirmation due to fewer departures which limits availability and ideal circumstances. Image Tours will not start to discuss such requests or consider such exceptions until within 100 days prior to the departure date of interest.
12. Image Tours reserves the right to change or discontinue this program at any time without prior notice.

**Upon request, Image Tours will provide a report of all earned FAM Credits.
Please do not request a full report unless you are considering a FAM trip within the year.**

Contact –Laura at 800-968-9161, ext. 2215 or laura@imagetours.com

8/5/2024