



# Key Connection

Key to the World Travel® Planner Newsletter



Conference price includes: two general sessions, two days of breakout sessions, two catered receptions, two catered breakfasts, and two lunches and much more. Discounted rooms available at Yacht Club, Beach Club, and Port Orleans Riverside.

## KeyCon 2018

We're very excited to announce that we'll be opening registration for KeyCon 2018 on Tuesday, May 1!!

Below you'll find the details of our our 5th Anniversary KeyCon, which will take place September 12-15, 2018 at Walt Disney World.

We're well underway planning our biggest event yet, which will include presentations from suppliers and KTTW experts. New this year, we're planning Breakout Sessions, including a very exciting series we're calling "Ask a Mentor" that will delve deeper into topics like time management, marketing on a tight budget, all-inclusive resorts, and much more.

While we're still planning on the details, we can share with you the basic timeline:

### Wednesday, September 12

- Registration
- Optional Hotel Site Inspections (to include Copper Creek, newly refurbished Pop Century rooms, Good Neighbor Hotels and more)
- Opening Reception

### Thursday, September 13

- Registration & Group Breakfast
- General Session I
- Group Lunch
- Breakout Sessions

### Friday, September 14

- General Session II & Group Breakfast
- Group Lunch
- Breakout Sessions

**Saturday, September 15**

- Team Building Activities in the parks
- Closing Reception

Group rates are available at Yacht & Beach Club and Port Orleans Riverside, and group pricing on tickets can be added to your room. The block is good from September 11-15 plus three days before and after depending on availability. **Please remember that all KeyCon attendees must stay at least one night in the group block in order to attend.**

**Stay tuned for more updates as they become available!**

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## Walt Disney World Updates

### Walt Disney World Gateway Hotels Available to Book Online

Walt Disney World® GATEWAY HOTELS - a collection of quality hotels that offer choice proximity to Walt Disney World Theme Parks! Walt Disney World GATEWAY HOTELS will be available to book online through the Disney Travel Agents website as part of a Walt Disney Travel Company package beginning today.



This collection of hotels offers accommodations for groups of all sizes and budgets, and includes the following properties:

- Waldorf Astoria Orlando
- Hilton Orlando Bonnet Creek Resort
- Wyndham Bonnet Creek Resort

Each package includes:

- Accommodations at a select Walt Disney World GATEWAY HOTEL.
- Magic Your Way® Base Ticket with choice of ticket length from 2 to 10 days. For each day of the ticket, your Clients can enjoy admission to Magic Kingdom® Park, Epcot®, Disney's Hollywood Studios® or Disney's Animal Kingdom® Theme Park (one Theme Park per day).
- Keepsake Luggage Tag (one per person).

And best of all, when you book your Client on a Walt Disney Travel Company package at a Walt Disney World GATEWAY HOTEL, they will be eligible to receive Magical Extras: discounts and special perks for activities, entertainment, dining and shopping.

Same as always, Guests of these hotels can utilize a 30-day booking window for FastPass+ selections.

### Four Seasons Resort Orlando at Walt Disney World Benefits and Booking Update

For 2018, Walt Disney World® has extended some benefits that are currently available to Disney Resort hotel Guests, Walt Disney World® Swan and Dolphin Hotels and Disney Springs Resort Area Hotel Guests. Each Guest, with a valid theme park admission, staying at the Four Seasons Resort Orlando at Walt Disney World will be extended these benefits.

Through Dec. 31, 2018, Guests at the Four Seasons Resort Orlando at Walt Disney World, with a

valid theme park ticket, will be able to link their hotel reservation on My Disney Experience. These Guests can utilize a 60-day booking window for FastPass+ selections, as well as take advantage of the Extra Magic Hours benefit each day that one of the four Walt Disney World Theme Parks opens early or extends later for Guests to enjoy select attractions.

Additionally, Four Seasons Resort Orlando at Walt Disney World is now available to book online through the Disney Travel Agents website as part of a Walt Disney Travel Company package.

## Add Premium Airfare Options to Walt Disney Travel Company-Florida Packages

Are your Clients interested in first class and other premium airfare options for their next Walt Disney World® Resort vacation? You can now add these premium fare options to your Clients' Walt Disney Travel Company package (based on availability; phone reservations only). These fares can be booked for individual legs of the itinerary or the full round trip.

Participating airlines and fare options include:

- American Airlines - First Class
- Air Canada - Flex and Comfort
- Alaska Airlines - First Class
- Delta Air Lines - Comfort Plus and First Class
- JetBlue - Blue Plus and Blue Flex
- Sun Country Airlines - First Class
- United Airlines - First Class and Economy Flex

## Digital Key

Digital Key is now live in the My Disney Experience app for Guests staying at Disney's Wilderness Lodge, Copper Creek Villas & Cabins at Disney's Wilderness Lodge and Boulder Ridge Villas at Disney's Wilderness Lodge.

With Digital Key, your Clients can use the My Disney Experience app to quickly unlock their hotel room, as well as the hotel entrance gate and doors to common areas like pools, fitness centers, elevators and lounges. Plus, Guests who have completed online check-in may be able to bypass the front desk and use Digital Key to go directly to their room upon arrival.



## Upcoming Training Opportunities

### TravelEx

We've scheduled two TravelEx Insurance Webinars for **Wednesday, May 2** at 10 a.m. and 5 p.m. Please see your KTTW email for links to join.

## Expedia TAAP

Key to the World Travel® will be having Expedia TAAP webinars on **Wednesday, May 9** at 10 am and 7 pm. Please check your email for details.

## Sandals & Beaches

The 2018 Workshop is an in-person fast-paced class that will cover all that's new and exciting for 2018 including their brand new Sandals Royal Barbados (premiering next level design & luxury), the launch of the new Aisle to Isle Wedding program, their groundbreaking new Certified Autism Centers program at Beaches Resorts...and much, much more. This class fulfills the educational requirement to become a Certified Sandals Specialist as well as your maintenance requirement to retain your status. To find a workshop in your area, click [HERE](#).

## Marriott

The Hotel Excellence! online training is designed to help you, the professional travel consultant, navigate the ever-changing travel industry landscape, so you can help your clients choose hotels that best suit their needs and style. Travel agents need to recertify each year by ensuring that a) HE! Core training is completed and b) each current year's Continuing Education training is completed to maintain Fam-Tastic® benefits.

You can access more information about the Hotel Excellence! Program by visiting [www.marriott.com/travelagents](http://www.marriott.com/travelagents).

[HERE](#) is a PDF that can help you navigate the Marriott Hotel Excellence Dashboard.

## Dominican Republic

Dominican Republic has it all, and this course is going to educate you on all the DR has to offer your clients! Click [HERE](#) for free online training for the Dominican Republic!

## Hawaii

The Hawaii Destination Specialist Program is a tiered, self-guided educational program that delivers in-depth knowledge and insights into the Hawaiian Islands as well as effective sales tips to transform you into a booking pro. Best of all, the program is free and online so you can take it anytime, at your own pace. Click [HERE](#) to sign up and get started.

## AMResorts Brand Evolution

As the travel industry evolves, so do AMResorts' six unique brands. AMResorts is hosting a webinar on **Tuesday, May 8** from 1-2 pm EST. First, learn about what it means to Live Big and Breathe Deep at Breathless Resorts & Spas. Then, you'll discover the new Sunscape Star Cancun and updates to Sunscape Resorts & Spas brand offerings. Sign up [HERE](#).

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## Spring Fling - UOR Training Reminder

For everyone attending Spring Fling at Universal Orlando this year - please remember you **MUST** complete the annual UOR training on [www.universaltravelagents.com](http://www.universaltravelagents.com) in order to attend.

They will be checking to make sure, and will cancel your reservation if you don't complete it before Spring Fling.

If you are not attending Spring Fling, it is a good idea for you to complete this training as well!



**UNIVERSAL ORLANDO RESORT**



## Client System Accuracy - Trip End Date

It's very important to make sure you're inputting an accurate Trip End Date into the client system. The post-trip survey sent to every client is triggered by the Trip End Date you enter, and because many people aren't checking to make sure that date is correct, clients are receiving the surveys before they travel.

The client system defaults to the current day's date in both the "start" and "end" field, so please make sure you're double and triple checking that you changed it to the correct date that your client's trip ends!

## Commission Research Procedure



What should you do if your client has traveled and you don't see the commission marked as received in the client system?

1. Have Patience - the first thing to do is consider the type of reservation. Cruises, Tickets Only and most Disney Reservations pay us the commission relatively quickly, usually within 2-3 weeks of checkout. However, some suppliers take much longer. Hotel Only can take up to 90 days after the guest checks out. Bookings through VAX pay us via check, and have to be manually processed using the report that comes with the check. This can take time!
2. Initiate a Commission Research Request - if too much time has passed (30 days for a Disney reservation, 60-90 for others) then you will need to contact the supplier to request a commission search. If they tell you it was paid, we need to know a check number or ACH number and date in order to look for it. Usually when the supplier gives you a "paid" date, what that really is is the date they sent it to their accounting department for payment, not the date we received it. If they sent a check, that adds a lot of additional time. Checks have to be received by the office and deposited, and then 2-3 times a month the accompanying reports sent to Kendra to be logged into the system.

Kendra spends a lot of time in the two weeks before payroll checking for missed payments and making sure everything for the previous month has been logged in and marked for payment. Please don't contact her in the two weeks before payroll asking about a specific payment from the current payroll month - she's still working on it!

If you have any questions about commission payments or how specific suppliers pay, please contact Kendra directly at [kendra@keytotheworldtravel.com](mailto:kendra@keytotheworldtravel.com).

## Universal Orlando Resort Reference Guide

The Universal Orlando Sales team has set up an amazing resource for all things UOR! The interactive reference guide they've developed uses Dropbox, and



they keep it accurate and up-to-date with the most recent tools and information (including some great tips on using VAX).

1. Set up a Dropbox account using the PDF guide (see attachment) using your KTTW email
2. Once you've set that up, email Al Johnston at Universal (al.johnston@universalorlando.com) to let him know you set it up and provide him with your Dropbox email address (please note this **MIUST** be your KTTW

email). He'll then email you an invite

3. Refer to [THIS PDF](#) of instructions to complete set up.

One note - Al says in the instructions PDF that it doesn't work well with Chrome and suggests using a different browser, however it seems to work fine in Chrome! But, if you have trouble try switching to Safari, Firefox or IE.

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## Client Support Ticket

This has been shared many times, but there still seems to be some confusion on who to contact. If you have any technical difficulties or any issues at all with the Key to the World Client System, please submit the following form, filled out in its entirety:



### CLIENT SYSTEM SUPPORT TICKET

The support ticket is the only method you should be using to report client system issues - please do not email/call/message Jeff or anyone else directly. We can't look into the issue unless we have all of the information on the Support Ticket, so please fill it out completely and with as much detail as possible.

Remember to bookmark this link for future reference.



## Incredible Summer Booking Contest

It's time to gear up for an Incredible Summer and get your clients excited for an amazing summer vacation! For our next sales contest, you can earn one entry for every eligible booking you make for summer travel, June 1-September 1, 2018. The

winner will be chosen via a random drawing on June 1 and will receive a trip for 4 to Walt Disney World to check out Toy Story Land!

So get out there and get your clients excited to visit Buzz, Woody and the rest of the gang at Toy Story Land in Florida or at Pixar Fest in California. Or, send them on an incredible adventure on Disney Cruise Line or Adventures by Disney. Make this your very own Incredible Summer!

**Contest Booking Dates:** April 1-May 31

**Eligible Bookings:** All trips with a check-in date between June 1, 2018 and September 1, 2018 for any WDW package or Room Only of 3 or more nights, any DLR package or Room Only of 3 or more nights, any Disney Cruise Line reservation, any Adventures by Disney trip, and any Tickets Only order of 4 or more days for WDW or DLR. Remember, the trip must travel this summer, between June 1 and September 1.

**Prize:** 3-Night/4-Day stay at Walt Disney World Resort in 2018 at a moderate resort, includes 4-

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## Marketing Livestream Giveaway Winner

Congratulations to **Gabby Hoover**, the winner of the Livestreaming 101 Marketing Workshop contest!!



## April Social Media Contest

Keep sharing those posts - the prize for April is a notebook, luggage tag, and small tray directly from Disneyland Paris!

Remember, you need to share directly from the KTTW Facebook page for it to count! Each share gets an entry - good luck!!

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## Adventures By Disney - Southern California and Disneyland Tour

Who wants some VIP access to Disney history, Disneyland Resort, Walt Disney Studios, and even a peak inside Imagineering?

KTTW has the opportunity to have a private departure of the new Adventures by Disney Disneyland Resort & Southern California Short Escape next year (May 16-19, 2019).

You can take a look at the itinerary [HERE!](#)

We will be emailing everyone with more details; it will be open to KTTW agents and their friends, family and clients only. We'll have room for a maximum of 40 guests. We have a special price that's a bit lower than the public rate for that time of year, \$2,269 per adult or \$2,159 per child, plus you'll earn commission.

Watch your email for the details on how to book! I highly, highly recommend this tour.

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## Facebook Roundup

There was A LOT of great information shared on Facebook in the past few weeks - here are some things you may have missed!

### Thank you!!

Multiple agents posted about what an amazing team we have. With so many people having issues with the Free Dining release, it was wonderful to see so many of our agents reaching out to help one another - way to go!!

### Disney Copyright

#### Heather Straight

Please DO NOT access or download anything from the Disney Copyright site. Copyrighted material is intended for agency use only and there are very strict rules about where and when that material can be used.

### Key to the World Travel® Disclaimer

#### Jeff Williams

I've redone our Insurance disclaimer form in an effort to strengthen our terms of service and to protect us and our agents better in the event of a claim that we have done something wrong. Please take a moment to go read the new terms, and see the new form that all of our clients will be receiving.

<http://www.123formbuilder.com/form-607461/Insurance-Disclaimer-Form>

Also, while you're there, bookmark the form address so that you can send it to a client if they have trouble with, or didn't receive the auto-triggered one from the client system.

### Make Sure You Are Entering Your Information in the Client System

#### Heather Straight

Another day, another batch of DCL documents for reservations that aren't in the client system. By the time documents reach us, final payment has already been made and DCL has already paid the commission - which means if you didn't bother entering the reservation into the system, you also won't be bothered by not getting paid. That ship, as they say, has sailed.

Also, please know that we can also see when a trip was entered into the client system, so if you enter it after the commission has been received we will know.

### Key to the World Travel® Approved Logos

HERE are the files for the two logos we'd like you to use for all of your KTTW needs. These were also mailed out to everyone. Please do not email Jeff or the office to get copies of these logos.



Please remember, however, all graphics/marketing materials must be submitted to Jeff for approval before use.

## New Suppliers

### Heather Straight

We encourage you to research and find new suppliers that we can work with for all elements of our guests' vacations, but there is a specific procedure that needs to be followed for setting up KTTW with a new supplier:

- 1) Kendra Leonard is the only person authorized to set us up with a new supplier; all requests must go through her. Do not try to set up a new supplier yourself.
- 2) Kendra needs adequate time to set up new supplier accounts; in some cases, the paperwork can take a few weeks, so please contact her well in advance. DO NOT, under any circumstances, email her on the day your client wants to book asking her to set up an account.
- 3) Provide Kendra with as much information as possible - name of the supplier, contact information, any emails you've exchanged with the supplier contact
- 4) Once she has set us up, Kendra will add the supplier to the client system. DO NOT do this yourself. We're slowly trying to fix the messy supplier list that has resulted from people adding suppliers that are already there (a million versions of the Walt Disney Travel Co, for example) or adding them in haste and not listing them correctly. Only Kendra should be adding new suppliers.

Please stick to this procedure so that all new registrations can go smoothly!

## Free Dining Commission Glitch

### Heather Straight

Make sure you're checking any Free Dining modifications or reservations you made before they fixed the commission glitch, so you can put the correct amount into the client system! If they have not been corrected, you can call into DRC and have the Cast Member update the commission.

## Dining and Bibbidi Bobbidi Boutique Reservation Tip

### Tiffany Harmon

Good morning and Happy Monday! Just a little tip, in case you didn't know. You can also use the Earmarked phone number (877-569-3276) to call in to make dining or BBB reservations. Option 1, then option 3. The wait for calling directly to make BBB reservations this morning was over 2 hours, but by calling the Earmarked line and choosing the dining option, I was through to a Cast Member in 10 minutes.

## Booking.com

### Heather Straight

As far as Kendra and I can tell, booking.com has discontinued their TA platform and now only have an Affiliate program (where you put a booking tool on your website that customers use to book themselves; obviously we don't do that). However pinSight does have booking.com rates, so check there if you need it.

## Sharing Documents

Many agents shared documents that they use to help stay organized or to provide information to their clients. Please keep in mind that what works for you, may not work for everyone, so utilize this information and customize it for yourself - especially the client documents. Here are some of them:

Shauna Damboise - [European Client Intake Form](#)  
Christi Fanklin - [WDW Transportation Tips - Including Minnie Van Service](#)  
Nicole Newgas - [Universal Orlando Resort Intake Form](#)  
Nicole Newgas - [Universal Orlando Booked Client Form](#)  
Nicole Newgas - [Universal Orlando Checklist](#)  
Deon Tait - [Vacation Countdown Calendar](#)  
Sarah Little - [Future Vacation Gift Vouchers](#)  
Rachel Keohane - [FP+ List](#)

## Inspiration

### Nicole Kammeraad

Hey Family! I just have to pass on a little inspiration for your Tuesday!

So, back in the fall I had a lady contact me that they heard about me AFTER they booked a huge family Disney Cruise with a local travel agency. They worked years to pay off a building in our downtown, and they decided to take their kids and grandkids on a DCL cruise as a celebration. Well, they booked with local agency, literally the lady booked, gave them the confirmation and said "good luck". Offered NO help in booking their excursions, etc. She heard about me through the grapevine and reached out to me. It was outside of the transfer window. I didn't care. I knew how hard they worked for this vacation - and I was NOT going to let someone else ruin this trip. So, I took it all on and worked my buns off for nothing. I wouldn't let her pay me because I knew how much she already 'paid' the other agent. On the day I met her to go over her final travel documents, she gifted me the most beautiful diamond earrings. She assured me that she will NEVER book through anyone else.

Fast forward only 2 weeks, and I already have an appointment set up with her because she and her husband want to go to Aulani! I now have a client for life (and they LOVE to travel). I could've said "no", but that would've been really dumb of me!

To the newer agents: I had a lot of non-commissionable tickets when I started... they've been some of my clients that refer me the most! Don't always live in the present, the future may hold so much more!

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## Articles Worth Reading

There are a lot of travel blogs and articles out there that can really help you and your business. These are just a few of them.



## Annual Disney Dining Promotions Keep Agents Up After Hours

Travel agents with customers booking Disney resort vacations are currently engaged in an annual rite, getting up early in the morning to capture Free Dining discounts that could save their clients hundreds, and in some cases, a thousand dollars or more. Read more [HERE](#).

## Why Everyone Should Use a Travel Agent in 2018

As business for 2018 begins to build, we asked travel agents why they think travelers should never travel without an advisor behind them heading into the New Year. [HERE](#) is what they said.

## Seven Things to Consider When Booking Cruise Shore Excursions

Selling a cruise is no longer just selling a cabin. Instead it's about selling the entire experience, including the shore excursions at each port of all. Cruise Specialists, the cruise travel agency owned by Travel Leaders Group, is offering insights on current trends within shore excursions, including the growing popularity of tours focused on cultural immersion, preservation and philanthropy, along with top tips for maximizing time ashore. It recently conducted a survey of more than 1,300 travel agents revealing that "what to do ashore" is the number one question among consumers who are planning a cruise vacation. Click [HERE](#) for more.

## Profile of American Family Traveler Survey Reveals High Value Market

Family Travel Association (FTA), the leading coalition of the family travel industry, and Longwoods International, a leader in tourism market research, have released a new profile of family travel in the United States. The study confirms that the family travel market is a vital and valuable segment of the travel industry, representing 35 percent of all domestic travel. Read more [HERE](#).

## What Countries Do Luxury Travelers Want to Visit in 2018?

If you had a Crystal Ball to determine the travel desires of your luxury customers, what would you discover? Click [HERE](#) to find out!

## The Most Fascinating Attraction at Disney World You Aren't Allowed to Visit

Before launching a new restaurant, a team of food geniuses labors in a hidden food laboratory on a Walt Disney World back lot - we managed to sneak inside. Read more [HERE](#).

## TSA Launches Stricter Carry-On Screenings Nationwide

The Transportation Security Administration (TSA) this month rolled out enhanced screening procedures for carry-on baggage nationwide, after testing the stronger security measures at select airports. Read more [HERE](#).



## KeyNotes: Key to the World Travel® Blog

Do you love to write? Have a great idea for a blog post? Do you want to get your name out there, and attract more clients? The Key to the World Travel® blog can help!

You can find the **Blog Submission Process** information by logging into the Agent Area and following the direct link to the Blog Submission Process or by going to [HERE](#)! To submit an idea for

a blog post, please utilize this [form](#), and be sure to read all of the instructions before submitting. If you have any questions, feel free to [email Cheryll](#)!

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## Getting to Know You Series - Melissa Sundbye

The Key to the World Travel® Mentor and Management teams are all here to answer your questions, and help you succeed. Since we all work far apart, and only get to meet up in person at KeyCon, we are adding this fun new feature where we will highlight one Mentor or Manager so that you can get to know us a little bit better!



### What made you fall in love with Disney?

Disney has always been a favorite vacation spot for my family. My dad took me every other year since I was two years old. The magic is real when you walk into the gates of the Magic Kingdom. Disney's service and hospitality blows all other destinations out of the water. I love that it is always growing and changing. Visiting the Disney parks makes me feel like a kid again and my family can forget everything else that is happening at home while we are there.

### Favorite Disney Destination and Why

My first love is Walt Disney World. It is home and I love all of the theme parks for their own unique vibes. Disney Cruise Line is my second favorite. The service and experience on their ships is second to none.

### Favorite Disney attraction, restaurant, and/or experience

Hands down my favorite attraction is Flight of Passage. My favorite restaurant is 1900 Park Fare. Anastasia is my spirit animal and the food is excellent.

### Favorite Disney Character

Captain Jack Sparrow

### #1 Marketing or Sales Tip

"Live the Disney life"- Jeff Williams. Wear Disney or KTTW shirts and speak Disney. Branding yourself as the Disney travel professional will help you grow your business.

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## Roll Tide!

Key to the World Travel® has an amazing opportunity to market a special room block directly to your University of Alabama Football Fan Clients!!!

We have set up a room block for discounted rooms and theme park tickets for the University of Alabama Season Opener on Sept 1 in Orlando!!! Please [EMAIL](#) Erin Jensen and let her know that you are interested, and she will send you the details, so you can start to sell this awesome opportunity to your clients!

Please note: Tickets to the game are NOT included and would need to be purchased by the client on their own.

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**If there are ever any topics you would like covered in  
KeyConnection, please email  
[cheryl@keytotheworldtravel.com](mailto:cheryl@keytotheworldtravel.com)!!**

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STAY CONNECTED:

