**Commission Policy**

**Overview of Commission Structure**  
The commission amount varies based on the resort and supplier involved in the booking process. Agents can expect commission rates to range from **10% to 20%**, depending on these factors.

**Payment Schedule**  
It is important to note that commissions are not disbursed until the client has completed their travel. This ensures that all services rendered are fulfilled before any financial compensation is allocated to agents.

**Viator Bookings Update**  
Effective **August 1st, 2024**, all bookings made through Viator will be compensated at a rate of **100% for agents who achieve over 70% commission**. It is crucial to understand that no other commissions will be paid out at this full rate.

**Booking Entry Requirements**  
To ensure timely processing and payment of commissions, all bookings must be entered into the system within **48 hours of deposit**. Failure to adhere to this timeline may result in delayed payments or forfeiture of commission.

**Payment Updates Responsibility**  
Agents are responsible for updating payment information accurately. If payment updates are not made, agents will not receive their due commission for those bookings.

**Agency Transition Protocols**  
In the event an agent decides to leave the agency while having active bookings, it is essential to note that the agency will assume control over these bookings. Consequently, agents will not receive any commission for these transferred bookings.

If Agency Administrators must input final payments on behalf of an agent, there will be a reduction in commission to **50%**, reflecting the additional administrative work required.

**Correct Booking Entry Requirement**  
To qualify for commission, it is imperative that all bookings are entered correctly in TESS (Travel Event Support System). Any inaccuracies in entry may lead to non-payment of commissions.

**Commission Reduction Policy**  
Agents are strictly prohibited from reducing commissions on any vendor package under any circumstances. This policy maintains consistency and fairness across all transactions.

**Gross Rate Payment Requirement**  
All bookings must be processed using the gross rate. Any booking made with a net rate will not qualify for commission, and agents will also bear responsibility for remitting the percentage owed to our agency.

**Commission payments are disbursed on a biweekly basis. Please note that the processing of these payments may take up to 30 days from the end of the commission period**

By adhering to these guidelines, we can ensure a smooth and efficient process regarding commission payments and maintain a professional standard within our agency operations.