Viking Cruises

CONTACT INFORMATION	
Head Office Address:	5700 Canoga Avenue, Suite 200, Woodland Hills, CA 91367
Consumer Website:	www.vikingcruises.com
Agent Website / Online Reservation:	www.myvikingjourney.com/agent
Canada/USA reservation #:	1-877-668-4546

COMMISSION STRUCTURE – VIKING RIVER	
For New Bookings made as of 1/1/19 – Agencies will qualify for commission tiers, based on River revenue sailed in 2018	
Commission Amount	**River Revenue sailed in 2018**
18% + NO NCFs	All member locations with $250,000 & more
17% + NO NCFs	All member locations with $125,000 - $249,999
16% + NO NCFs	All member locations with up to $124,999
For New Bookings made as of 7/1/19 for 2020+ Sailing – Agencies will qualify for commission tiers, based on River revenue booked between 1/1/18 thru 12/31/18 regarding of sailing year with deposits or paid in full.	
Commission Amount	**All booked** River revenue between Jan 1 and Dec 31, 2018 regardless of sailing year
18% + NO NCFs	All member locations with $750,000+
17% + NO NCFs	All member locations with $250,000 - $749,999
16% + NO NCFs	All member locations with $125,000 - $249,999
15% + NO NCFs	All member locations with up to $124,999

COMMISSION STRUCTURE – VIKING OCEAN (Updated as of Jan 29, 2019)	
New bookings made as of 1/1/19 thru 6/30/19 – no change from prior year (agencies will receive 16% commission regardless of sailing year). ***New bookings made as of 7/1/19 - based on all Ocean revenue booked between 1/1/18 thru 12/31/18 regardless of sailing year with deposits or paid in full***	
Commission Amount	**All booked** Ocean revenue between Jan 1 and Dec 31, 2018 regardless of sailing year
17% + NO NCFs	All member locations with $1,000,000+
16% + NO NCFs	All member locations with $500,000 - $999,999
15% + NO NCFs	All member locations with $250,000 - $499,999
14% + NO NCFs	All member locations with up to $249,999

COMMISSION STRUCTURE – ADDITIONAL ITEMS	
Commission Amount	**Item**
12%	Land

® CruiseShipCenters International Inc.

Viking Cruises

10%	Insurance
5%	Air including taxes, fees and transfers; gift orders and beverage packages

ABOUT THE SUPPLIER

Viking Cruises offers its guests great service, fine cuisine, shore excursions and scenic cruising exploring the greatest destinations in the world. Expertly planned itineraries range from 8 to 141 days with daily guided tours, enlightening demonstrations, hands-on activities and leisure time to explore, shop and mingle with local people. At Viking, we fundamentally believe that travel is about the destination and the cultural enrichment that comes with visiting new places. We invented river cruising, setting a new standard where guests expect more from the destination experience; where they are able to explore in depth, and spend more time ashore. Our ships lead the industry in design and comfort, but always the focus is on the destination.

RIVERS

Viking owns and operates the world's most award-winning river cruise fleet. Their comfortable and intimate ships take your clients to the heart of every destination and every stateroom has an "outside" river view. The Viking Longships maintain a long standing tradition of setting new standards: since their launch in 2012, they have received acclaim for their innovative design, outstanding quality and state-of-art engineering. In an unprecedented move, *Cruise Critic* editors recognized the *entire* Viking Longships fleet as the year's "Best River Cruise Ship". This marks the first time this award has been presented to an entire class of ship. In addition, Conde Nast Traveler readers voted Viking River Cruises the #1 River Cruise Line for 2017. The Viking Longships feature more full-size verandas and full-size staterooms than any other ship in Europe. The Aquavit Terrace found on the Viking Longships feature Viking's patent-pending design allowing floor-to-ceiling windows to roll aside combining the comfort of the indoors with the exhilaration of the outdoors. And, great news for you is that the average commission on a 2017 Viking Longship booking is more than $1,600 USD.

OCEANS

By 2018, Viking will introduce four all-new, all-veranda ocean ships, the *Viking Star*, *Sea, Sky, Sun and Orion*. These ocean ships are designed to maximize the destination experience in understated elegance and comfort. To make the cruise experience the best possible, Viking has limited these ships to only 928 passengers, for ease of embarkation and debarkation, closer access to more ports, less and quicker tendering, and to continue to provide the warm, friendly service our guests have come to expect. Ships of understated elegance - yet crafted to provide fantastic value. In short, Viking offers your clients *small ship cruising at big ship value.* And, with Viking Cruises, you can earn valuable commissions on every aspect of your clients' bookings. You—our valued travel partners—is a major part of our on-going success. And to show our appreciation, we provide you with the best sales support in the industry to maximize your marketing efforts and grow your business. Plus, no NCFs! So you can earn commission on all this: cruise, airfare, travel protection, port charges, pre- and post-cruise hotel packages, and taxes and fees.

KEY CUSTOMER DEMOGRAPHIC

- 50+ Baby boomers

TOP 8 MAJOR SELLING POINTS

- Viking is the most awarded river cruise line
- Award-Winning Viking Longships® and Ocean Ships
- Inclusive Fares with Cultural Enrichment and great value on air
- Largest River Cruise Fleet and growing small ship ocean fleet (930 guest, all veranda)
- Over $1600 USD Commission per Viking Longship booking
- No NCFs – every part of your client's booking is commissionable including optional shore excursions when booked by consultant on www.myvikingjourney.com/agent.
- Service Guarantees & 99% customer satisfaction

Viking Cruises

- Travel Agent Website – www.myvikingjourney.com/agent with awarding winning *Travel Agent Academy*, book/manage bookings online, customizable marketing materials and ongoing webinars.

DESTINATIONS

Worldwide – Europe, Russia, China, Southeast Asia

PRIMARY CONTACTS

IMPORTANT NOTICE:

For post cruise issues or comments, please contact or clients may contact Customer Relations directly either by phone (best option) or email at:

Monday through Friday, 6:00 a.m. to 8:00 p.m. and Saturday & Sunday, 7:30 a.m. to 4:00 p.m., all times PST, and any Independent Case Manager would be happy to speak with you.

Phone: at 877-523-0579,

Email: Customerrelations@vikingcruises.com

The Sale team cannot respond or offer any compensation to clients for issues which happen onboard their cruises and it is must quicker to go directly to Customer Relations team.

To contact your Director, Business Development, ensure you log in with your email and password when you Click Here for a list of your Sales Director contacts.