

## Welcome to Fire Mountain Travel

We're excited to have you join our team of Independent Contractors (ICs)! At Fire Mountain Travel, you'll enjoy the freedom of running your own travel business while having the support, tools, and community of a professional host agency.

Our program is designed to give you:

- Generous commissions (80% payouts)
- Professional systems and compliance support
- Marketing and lead opportunities
- A team atmosphere

This handbook outlines everything you need to succeed: your Independent Contractor Agreement, Standard Operating Procedures (SOP), communication best practices, and the many benefits of being part of Fire Mountain Travel.

## Section 1: Independent Contractor Agreement

This Independent Contractor Agreement ('Agreement') is entered into as of the date below by and between Fire Mountain Travel ('Agency') and Independent Contractor ('Contractor').

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### 1. Independent Contractor Relationship

- Contractor is engaged as an independent contractor and not an employee, partner, or joint venturer of Agency.
  - Contractor is responsible for paying their own federal, state, and local taxes, insurance, and any other obligations as a self-employed individual.
  - Nothing in this Agreement shall be construed to create an employer-employee relationship.
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### 2. Commission Structure

- Contractor shall receive **80% of earned commissions** for all travel booked through Agency systems.
- Agency shall retain **20% of earned commissions** for administrative support, supplier access, and overhead.

- Commissions will be paid to Contractor only after Agency has received payment from suppliers **and funds have cleared and been deposited into the Agency's account.**
  - Commission payments will be distributed to Contractors on the **5th of each month** for all cleared supplier payments received in the prior month.
  - Bonuses, overrides, and supplier incentives will be distributed to Contractor per supplier rules and Agency discretion.
  - The parties agree that if Agency discontinues use of its physical storefront, such closure shall not affect the commission split or other terms of this Agreement.
  - If a Contractor chooses to share their commission with another Contractor, such arrangement is strictly between the Contractors. The Agency has no set agreement regarding commission-sharing between Independent Contractors. However, once such an agreement is reached, it must be submitted in writing to the Agency Manager and bookkeeper to ensure a paper trail and proper payout allocation.
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### 3. What your fee and commission cut covers:

- Contractor agrees to pay Agency a monthly fee of **\$49**, due on the **5th of each month**, for participation in the Independent Contractor Program.
- This fee covers access to Agency systems and benefits, including but not limited to:
  - Use of Agency's office space (non-exclusive, per Section 4).
  - **Travefy access and use** — a professional trip planning and itinerary management platform that allows Contractors to:
    - Create custom client proposals and quotes.
    - Send branded, mobile-friendly itineraries.
    - Collect **Credit Card Authorization Forms** securely for all transactions.
    - Track bookings and client communications in one place.
    - Manage client profiles and trip histories with a professional system instead of personal spreadsheets or emails.
  - Agency's CLIA (Cruise Lines International Association) membership.
  - Training resources provided through CLIA, Travel Leaders Network, and supplier partners.

- Use of Agency's Seller of Travel registration with the State of Washington.
- Errors & Omissions (E&O) coverage under the Agency's policy.
- Access to major booking platforms, including:
  - **VAX VacationAccess** (air, hotel, packages, tours).
  - **Expedia TAAP (Travel Agent Affiliate Program)** for hotels, car rentals, flights, and vacation rentals.
  - **SNAP (Simple Niche Agent Platform), the Travel Leaders Network booking tool** used by top agencies and advisors worldwide.
- **Supplier Freedom:** Unlike many host agencies that restrict ICs to a limited set of preferred suppliers, Fire Mountain Travel will establish relationships with **any supplier that pays commission to travel agencies**. This gives Contractors **unlimited earning potential** and the freedom to serve clients with the best fit for their needs while maximizing commission opportunities.
- **Up to 500 Fire Mountain Travel-branded business cards per year**, provided at no additional cost to the Contractor.
- Ongoing marketing and branding support as described in Section 9.
- Any other program benefits Agency deems reasonable for Independent Contractor use.
- Contractor will become eligible to receive their **CLIA travel benefits card (CLIA EMBARC ID)** once they have earned **\$2,500 in paid commissions** through Agency. The CLIA card requires a **\$125 fee**, which is the responsibility of the Contractor to pay directly to CLIA at the time of application.
- The CLIA EMBARC ID can only be applied for **once per year**, with an application deadline in **August**. Contractors must meet eligibility and be prepared to apply prior to that date to avoid waiting until the following year.
- The CLIA card provides:
  - **Industry recognition** as a verified professional travel advisor.
  - **Access to travel agent discounts and FAM opportunities** (familiarization trips) on cruises, resorts, and hotels.
  - **Eligibility for ship inspections and Seminars at Sea** hosted by CLIA.
  - **Exclusive cruise line perks**, including reduced-rate sailings and agent-only offers.

- **Hotel discounts** at select major brands that honor CLIA advisor credentials.
  - **Professional credibility** with suppliers and clients as part of a respected global travel association.
  - Monthly fees are non-refundable.
  - **Incentive:** If Contractor's monthly commission payout is **\$3,000 or more**, the \$49 monthly fee will be waived for that month.
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#### 4. Office Access

- Contractor may use Agency's physical storefront office to conduct business, including client consultations and meetings.
  - Office use is **non-exclusive** and shared with other Contractors.
  - Contractor must maintain professional standards, follow office policies, and keep work areas clean.
  - Office use is a privilege and may be revoked by Agency at its sole discretion for misuse or policy violations.
  - **Being present in the office provides Contractors with the first opportunity to assist Walk-In Clients**, as outlined in Section 5.
  - Any **travel-related goods** (e.g., luggage, accessories, or other retail items) sold by Contractor through the Agency's storefront office will be subject to a **10% commission payout** to the Contractor.
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#### 5. Walk-In Clients

- Walk-In Clients (clients who come to the Agency without a pre-arranged advisor) are available on a first-come, first-served basis to whichever Contractor is present and able to assist.
- To establish an Agency/Client relationship, the Contractor must enter the client's **name and contact information into Travefy**.
- Contractors must ask new walk-ins or callers if they are already working with an agent and verify Travefy records.
- If no record exists in Travefy, the client is considered **unassigned** and may be claimed by the Contractor assisting.

- If a client prefers to switch to a different IC, Fire Mountain Travel will honor client choice.
  - Standard commission splits (80% IC / 20% Agency) apply to Walk-In sales.
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## 6. Lead Opportunities

- **Travel Leaders Network (TLN) Leads:** All leads from a Contractor's TLN profile go **exclusively to that Contractor.**
  - **Agency-Generated Leads:** Contractors may receive leads from Agency marketing, including social media ads, email campaigns, and the website. These are distributed at Agency discretion.
  - **Walk-In Clients:** Governed by Section 5.
  - Standard commission splits apply.
  - Leads are not guaranteed.
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## 6A. Service & Booking Fees

- ICs may charge service/booking fees at their discretion.
  - All fees must be processed through Agency's merchant account.
  - ICs keep **90% of fees**, Agency retains 10% for merchant/admin costs.
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## 7. Financial Handling & Credit Card Security

- ICs must never collect or hold cash, checks, money orders, or direct transfers.
  - All payments must be via client credit card, processed through supplier systems.
  - A signed **Credit Card Authorization Form in Travefy** is required for every transaction.
  - Credit card data may not be stored outside Travefy.
  - **Violation = immediate termination.**
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## 8. Required Client Disclosures

- Agency name, business address, phone number, and WA Seller of Travel number.
  - Supplier/vendor identification.
  - Itemized statement of charges.
  - Cancellation/refund policies.
  - Disclosure of non-refundable service fees.
  - Disclosures must use Agency templates.
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## 9. Communications, Branding & Marketing

- ICs receive an Agency-issued email (name@firemountaintravel.com). Personal branded emails may also be used.
  - ICs may list their **personal cell number** alongside Agency's number on cards and materials.
  - **Agency phone calls:** If a client asks for an IC, staff will take a message, email it to the IC, and provide the IC's cell number to the client.
  - Because calls cannot be forwarded, ICs must always list their cell in communications.
  - All marketing must be **co-branded under Fire Mountain Travel** per WA State law.
  - Agency marketing support includes:
    - Personal webpage on firemountaintravel.com.
    - Co-branded Facebook page with daily autoposts.
    - Ongoing social ads and email campaigns.
    - TLN profile positioning ICs as travel experts.
  - Agency assists with initial setup, including required **business license paperwork**.
  - IC expenses: business license, personal phone costs, and any marketing beyond Agency support.
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## 10. Standard Operating Procedures (SOP)

- ICs agree to follow Fire Mountain Travel SOP Handbook.

- Updates may be made by Agency with notice.
  - Non-compliance may result in termination.
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## **11. Confidentiality & Non-Solicitation**

- ICs must keep Agency business information, supplier contracts, and client data confidential.
  - **Client Ownership:** ICs own their clients and may take them if they leave.
  - Prohibited actions:
    - Soliciting other ICs or staff.
    - Taking Agency-wide client lists or another IC's clients.
    - Disparaging the Agency or other ICs during or after departure.
  - Non-solicitation applies during the Agreement and for 12 months post-termination.
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## **12. Recordkeeping**

- ICs must maintain accurate records of all bookings and disclosures.
  - All records remain Agency property.
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## **13. Liability & Indemnification**

- ICs must comply with WA Seller of Travel laws.
  - ICs indemnify Agency against penalties, claims, or damages resulting from IC actions.
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## **14. Term & Termination**

- Either party may terminate with **30 days' notice**.
- Agency may terminate immediately for cause:
  - Mishandling funds or credit cards.
  - Failure to follow SOP.

- Misrepresentation of Agency.
  - Upon termination, ICs remain entitled to commissions for bookings made before termination once Agency is paid.
  - ICs must return all Agency property.
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**15. Miscellaneous**

- This Agreement is the **entire understanding** between the parties.
- Amendments must be in writing and signed by both parties.
- Governed by the laws of Washington State.

**IN WITNESS WHEREOF**

Agency Manager \_\_\_\_\_

Date Signed \_\_\_\_\_

Contractor \_\_\_\_\_

Date Signed \_\_\_\_\_

## **Section 2: Standard Operating Procedures (SOP)**

These Standard Operating Procedures outline the daily practices, compliance requirements, and expectations for Independent Contractors (ICs) working under Fire Mountain Travel.

### **2.1 Client Management**

1. Enter all client info into Travefy immediately.
2. ICs own their clients and may take them if they leave, but cannot take Agency lists or another IC's clients.
3. Provide all required disclosures before or at payment using Agency templates.

### **2.2 Financial Handling**

1. No cash, checks, or direct transfers — credit card only via supplier systems.
2. Credit card forms must be signed in Travefy; no storing data elsewhere.
3. Booking fees: IC keeps 90%, Agency keeps 10%, all processed via Agency merchant account.
4. Commissions: 80% to IC, paid on 5th of month once Agency is paid. Monthly fee waived if IC earns \$3,000+ in commission.

### **2.3 Communication & Branding**

1. Agency email provided; personal email may also be used.
2. If a client calls Agency line, staff will email message and provide client with IC's cell.
3. ICs must always include cell number in signatures/cards.
4. All marketing co-branded under Fire Mountain Travel (WA State requirement).
5. Marketing support includes website, social ads, Facebook page, and TLN profile.

### **2.4 Office Access & Conduct**

1. ICs may use office for meetings; keep space professional.
2. Walk-ins go to ICs present in office, verified via Travefy.
3. Retail travel goods sold in office = 10% commission to IC.

### **2.5 Lead Handling**

1. TLN leads go directly to IC whose profile generated them.
2. Agency leads distributed at Agency discretion.

3. Walk-ins governed by office rules.
4. Leads created by IC belong to IC; Agency leads belong to Agency.

## **2.6 Compliance & Conduct**

1. ICs must comply with Seller of Travel laws.
2. ICs may not share Agency contracts, client data, or supplier agreements.
3. ICs may not solicit Agency staff or ICs, or disparage Agency/ICs during or after departure.
4. Professional, team-first conduct required.

## **Section 3: Client Communication Guide**

### **Email**

- Use @firemountaintravel.com when possible; personal email optional.
- Always include your cell phone number in signature.

### **Phone**

- Clients calling Agency main line: staff will email you the message and provide your cell number to client.
- Always encourage direct calls to your cell.

### **Travefy**

- Enter all clients immediately.
- If it's not in Travefy, the client is unassigned.
- Travefy ensures professional itineraries, secure payment authorization, and client ownership clarity.

## Section 4: Benefits & Commission Examples

### How You Earn

- 80% commission on bookings.
- 90% payout on service fees.
- Supplier incentives and bonuses.
- Commission even on your own travel.

### Examples

- Mexico Cruise (\$4,000): ~\$400 commission → \$320+ to you.
- Cancun All-Inclusive (\$3,500): ~\$420 commission → \$336 to you.
- European River Cruise (\$6,000): ~\$900 commission → \$720 to you.
- Disney Vacation (\$5,000): ~\$500 commission → \$400 to you.
- Church Group (\$50,000 total): ~\$6,000 commission → \$4,800 to you.

### Why It Works

- Friends/family pay the same price — you just earn the commission.
- If you're already the "trip planner," now you get paid.
- Group trips can generate thousands in commissions.

## Section 5: Included Support & Benefits

Your \$49/month fee covers:

- Travefy access (proposals, itineraries, payments).
- VAX, Expedia TAAP, and SNAP booking platforms.
- Supplier freedom — any commission-paying supplier.
- Errors & Omissions insurance.
- Seller of Travel registration coverage.
- Marketing: personal branded webpage on [www.firemountaintrave.com](http://www.firemountaintrave.com), social media autoposts on your own branded Meta accounts, social media ads reflecting your contact information, email campaigns from suppliers to your leads.
- 200 business cards per year.
- Business license setup support.
- CLIA EMBARC ID card (after \$2,500 earned commissions; \$125 fee; apply by August).
- Supportive, team-based environment.

## Section 6: Key Contacts

- Agency Manager: Jakki Millo
- Bookkeeper: Carrice Bond

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**Fire Mountain Travel Host Agency Program –**  
**“Work for yourself, not by yourself.”**  
Independence and teamwork, combined.