



KHM TRAVEL GROUP

Empowering, Educating, Supporting, and Promoting
INDEPENDENT TRAVEL AGENTS



PEOPLE FIRST • LOYALTY • INTEGRITY • PROSPERITY • GENEROSITY • AUTHENTICITY • COMMUNITY

About KHM Travel Group

Sparked by an idea and passion to do something different, KHM Travel Group has grown into an award-winning host agency with over \$290 million in combined travel sales. Our team works daily to support the travel agents and agencies across the United States who are earning money following their dreams of selling travel.

KHM Travel Group isn't just a business. Our team is a group of 75+ passionate people who care about each other, our independent travel agents, their clients, our supplier partners, community members, and guests.

In an industry driven by automation and sales, KHM Travel Group stands out as a leader in customer service and travel agent development, making it one of the best choices for someone looking for unique education opportunities, high commission, and a community of support. KHM Travel Group is committed to building a culture that respects and embraces diversity, inclusion, and equality. We encourage these values to be embraced by our team members, travel agents, and suppliers.

STEWARDSHIP • EXCELLENCE • TEAMWORK • PROFESSIONALISM • POSITIVE ATTITUDE • GRATITUDE

MISSION:

We will empower, educate, support, and promote independent travel agents.

Why Partner with a Host Travel Agency?

As an independent travel agent with KHM Travel Group, you'll be running your business under our umbrella. Our platform provides you with the education, support, technology, and credentials to start and develop your travel agency.

Becoming a KHM Travel Group Agent allows you to be in business for yourself, but not by yourself! By partnering with a host travel agency, you can work from home (or anywhere) and stay connected to our team of experienced industry professionals. Choosing a host agency is one of the most important decisions you will make for your business, and KHM Travel Group offers you everything you need to achieve success.

What Makes us Different?

It sounds cliché, but it's our people! Each of our team members possesses different skills and experiences that they apply to helping our agents develop their own knowledge. That includes accounting specialists, experienced marketers, booking experts, event planners, and business pros.

Each of us is committed to supporting the goals of our independent travel agents. We think creatively, we act compassionately, and we always put people first. Yes, the travel industry is very much about places – but our priority is empowering, educating, and supporting people!

Giving back to our local community, agent community, and the travel industry is very important to the KHM Travel Group team. Our KHM Cares Committee offers a way for our team members and community to come together to live our Core Values by sharing our resources to help improve the lives of others.





We are Here to Support YOU!

Our support team alone has 115 years of experience in the travel industry. They answer questions from new and experienced agents six days a week via email, phone, and live chat. They help agents with everything from booking engines to travel documents to basic marketing ideas.

The only questions they can't answer are the ones they don't get asked – so we always encourage agents to contact them whenever possible. That's what they are there for...to guide our agents through all aspects of starting and running a home-based agency!

We also offer a Coaching Program for agents who may need additional assistance in building and marketing their travel agency. By scheduling a series of one-on-one calls with our team, you'll work together to build your own plan for success.



"The team of agents and staff and KHM lifts us all up – making us all stronger and more powerful. The relationships that I have made with the KHM staff, agents, and suppliers are invaluable – both from a personal and business proposition."

-Kelly M., KHM Travel Group Hosted Agent

"What impresses me about KHM Travel Group is the authenticity and sincerity of the organization at every level. The people of KHM Travel are a family, and they make everyone — agents, suppliers, and industry representatives alike — feel a part of that family."

*-Charles Sylvia, Cruise Lines International Association
Vice President of Membership and Trade Relations*

"I really do feel like every single member of KHM Travel Group cares about us, not just for my business but for our growth as travel agents. It is so apparent that they want to please their agents as much as I want to please my clients. We can only be as good as the people we partner with, and I have a lot of faith in the KHM family. THANK YOU!"

-Lisa P., KHM Travel Group Hosted Agent

"I work with a few host agencies, and KHM Travel Group is one of the best at taking care of their agents. Everything is detailed to make you successful at building your travel agency and selling travel. The KHM Travel Group team really does care about their agents and their agents' success in this business — anyone interested in becoming a successful travel agent would be wise to become part of the KHM Travel Group family!"

*-Kathy Killen, Royal Caribbean International
Business Development Manager*

What We Offer our Travel Agents

- Learning Management System with courses for agents at all levels of experience
- Weekly commission payouts
- Online Agent Portal with resources, templates, and forms
- Exclusive supplier webinars and Facebook Lives
- Agent Support via email, phone, and live chat
- Coaching Program
- Access to a dedicated Group Team
- Supplier incentives and contests
- KHM Travel Group-hosted Events, FAM Trips/Seminars at Sea, Team-Ups
- 7 Regional Coordinators located throughout the United States
- Basecamp, Pinnacle, and Agency programs for top producers
- Marketing resources including social media graphic library, monthly kits, and digital magazine
- KHM Travel Insider and Agent Access Weekly email newsletters
- Travel Agent Connection consumer marketing website
- myTravelCRM client management system
- Active Agent-Only Facebook page
- Opportunities to make a positive impact through our Diversity, Equity, & Inclusion and KHM Cares Committees



*Check Out our
YouTube Channel*

for Travel Agent Tips,
KHM Today, Exclusive Agent
Benefits, & more!

[YouTube.com/KHMTravelGroup](https://www.youtube.com/KHMTravelGroup)

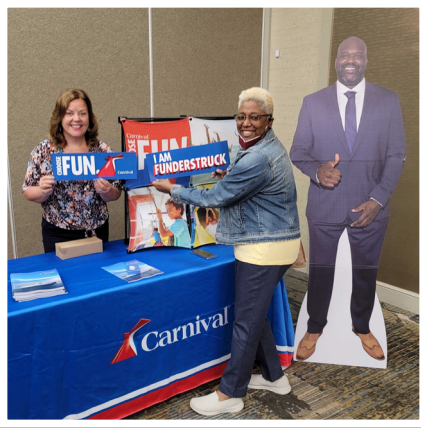
Do People Still Use Travel Agents?

Absolutely! Not only do travel agents save people time (more than 20 hours of planning per trip, on average), they also help cut down on the confusion and uncertainty. Since the onset of the pandemic, 45% of travelers now agree that the expertise of a travel advisor puts them more at ease when booking a trip.

According to ASTA, 41% of people plan to spend somewhat more or a lot more on leisure travel in 2023. And more than a quarter of all U.S. travel sales are booked by a travel agent. Travel agents have become invaluable for vacation planning!

TRAVEL AGENTS PROVIDE:





Industry Partners

Having trusted partners that can help you work toward achieving your goals is an important part of owning a business. Just as our team is here to support our travel agents, we also have several supplier and industry partners. These suppliers and travel associations provide our agents with access to educational opportunities, FAM trips, exclusive incentives, marketing programs, and more.

Through our team's leadership positions in industry organizations like the American Society of Travel Advisors (ASTA), Cruise Lines International Association (CLIA), and The Travel Institute we're able to serve as advocates for the travel community and learn of industry trends. We also encourage our agents to become involved in these organizations.

In addition to upholding our own Core Values, we're also a proud member of the Professional Association of Travel Hosts (PATH). Our involvement as a PATH member means we uphold their strict Code of Ethics and standards for the benefit of our agents and their clients.

ASSOCIATIONS & PARTNERSHIPS



Join our Success Story

TRAVEL INDUSTRY AWARDS

- #33 on Travel Weekly's 2022 Power List
- Travel Leaders Network: Chairman's Host Award for U.S. Agency Affiliates; 2021 Member Engagement Star Award
- ASTA: 2017 Host Agency of the Year
- CLIA: 2021 Travel Agency Innovator Award

BUSINESS GROWTH AWARDS

- Cascade Capital Corporation Honoree for 2016-2019
- Weatherhead 100 Award Winner for 2015-2019
- Inc. 5000 Fastest-Growing Private Company

SUPPLIER RECOGNITION

- Apple Vacations: National Crystal Apple Award
- Carnival Cruise Line: Excellence Award for Host Agency Network
- Celebrity Cruise Line: 2020 Top 50 Club
- Delta Vacations: Diamond Elite Agency
- Funjet Vacations: 500 Club Platinum Member
- Globus family of brands: Premier Agency Partner
- Norwegian Cruise Line: 2018 Home-Based Partner of the Year
- Princess Cruises: 2019 Host Agency Network Excellence Award
- Royal Caribbean: 2017 Central Partner of the Year
- Vacation Express: President's Club – Platinum Level
- Viking Cruises: Platinum Circle
- The Walt Disney Travel Company: 2018 Outstanding Revenue Growth Performance, Partnership, and Support



How Do I Make Money?

The more time and energy you put into your business, the more you get in return. When you sell travel, you earn commission on the travel you book. The commission rate is determined by the travel supplier and varies based on the type of travel. For example, vacation packages have a higher commission rate than car rentals and hotel bookings. Because KHM Travel Group has longstanding relationships with our travel suppliers and tremendous sales volume, our suppliers pay out commission rates as high as 20%.

KHM Travel Group then pays you a portion of the commission earned, or your commission payout, for each booking. All new agents begin earning an 80% commission payout. Agents become eligible for 90% commission when they reach at least \$5,000 in paid commissions within the calendar year, which resets January 1st.

Our dedicated Commissions Team works every day to ensure agents receive their commissions in a timely, accurate manner. We also pay commissions on a weekly basis.

Let's take a look at an example of what you can earn from booking a cruise with the typical host agency compared to KHM Travel Group. For this cruise, the commissionable portion of the travel package was \$4,000.*

LET'S LOOK AT A COMMISSION EXAMPLE

	Other Host Agencies	KHM Travel Group
Commission Rate with Supplier	10%	16%
Total Commission	\$400	\$640
Agent Split	50%	80%
Your Commission	\$200	\$512

*Airfare is not commissionable

In the example above, you could be earning an **additional \$312.00** with KHM Travel Group because both the **commission rate** and the **commission payout** are higher.

What Does it Cost?

	MONTHLY	ANNUAL	EXPERIENCED AGENTS Monthly/Annual
One Time Registration Fee	\$149	\$50	May be waived*
Membership Fee	\$49.95/Month	\$498/Year	50% off and 100% off levels*
Commission	80%	80%	up to 90%*
Education - Online Learning Management Courses	✓	✓	✓
In Person Education Events	Available for an additional cost	Available for an additional cost	Available for an additional cost
Monthly Marketing Kits	✓	✓	✓
Unlimited support though phone, email, and live chat	✓	✓	✓
One-on-one Coaching Program	✓	✓	✓
E&O Insurance Policy	✓	✓	✓
myTravelCRM Client Management System	✓	✓	✓
Travel Agent Connection Website	✓	✓	✓
MyTravelAgentPortal	✓	✓	✓
Agency Program			✓*
Co-Op Supplier Marketing Funds			✓*
100% Commission Program			✓*

*Dependent on previous sales and/or commissions earned

Regardless of the payment option you choose, you'll gain access to the same support, systems, programs, and resources that have helped thousands of travel business owners be successful. Think of your fees as an investment in yourself and your business. They allow us to build, maintain, and enhance what we can offer you as an agent, so you can focus on the most important thing: your clients!



Learn More & Get Started

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