



As travel professionals representing NACTA on FAM trips, all agents are expected to present themselves in a professional manner. Before attending a NACTA FAM, we ask you to review each bullet point below and agree to adhere to these provisions throughout your trip by signing the bottom of this form. If any violations occur, you may be asked to leave and/or not be permitted to attend future FAMS or Seminars.

- Be respectful of guests at the resorts or ships you are visiting. When touring rooms or cabins, keep your voice down in the hallways and areas where guests are present. Make sure a path is kept open for the guests to get past you.
- Be on time. Please arrive 10 minutes before the announced time to meet.
- Dress appropriately - business casual, not jeans, short-shorts or t-shirts unless the agenda states otherwise. Follow the appropriate dress codes at resort/cruise ship restaurants when dining.
- When viewing rooms, keep off the furniture - especially the beds. When you leave, the room should look the same as it did when you entered.
- Do not complain about the room you are assigned or ask to be moved to a better location. If there is something drastically wrong with your room, speak with your FAM host directly about it. Please do not make a scene at the front desk.
- You are expected to attend every class and scheduled tour on the FAM. Please note that if a certification is involved (i.e. Hawaii Master Specialist), you may be denied certification if you do not attend all events/classes and you may be charged full current rates from the supplier or host instead of FAM rate.
- Mind the time when given a break by the FAM host: 15-minutes, means 15-minutes. Being late holds up everyone else and reflects poorly on you as a professional.
- If you are permitted to bring a companion who is not an agent, your companion is expected to maintain the same professional behavior as you and not complain about the itinerary or anything else on the trip. The purpose of the trip is to educate agents about the host's product. It is not meant to be a leisure vacation for you and your companion.
- Stay sober - know when to stop.
- Bring a large supply of business cards - enough for all the suppliers and/or agents you may meet.
- Purchase travel insurance to attend a FAM. Some FAMS will not be refundable. If you are sick consider canceling so you don't infect others on the FAM.
- Do not tell other guests that you are a travel professional or attempt to solicit business. This is strictly prohibited by NACTA and by most suppliers.
- Do not discuss the cost of your trip with other guests.

The following behaviors extend to trade shows and supplier dinners:

- If the supplier has giveaways at a trade show booth, they aren't all for you. Take one and leave the rest for other agents in attendance.
- Do not bring baggies or containers to bring food home to your family and friends. Do not ask to have dinners boxed to take home unless they are your own leftovers.
- If you RSVP that you will attend an event, make sure you attend. Your hosts must pay for meals for people who don't attend. You may also deny another agent a chance to participate.
- Do not talk or text during presentations (this also includes a bus driver who is narrating). It's disrespectful to the speaker and distracts other agents around you who are there to learn.

I agree to the above and any violation may be cause for my dismissal from the FAM.

Printed Name

Signature

Date