Tab 1

SUNWINGAGENTS.CA

<https://www.sunwingagents.ca/en/login>

1. Booking & Manage my Booking
2. Groups
3. StarCard
4. BDM Contact & Client Complaint/Flight delay Compensation
5. Travel Agent Helpful Links
6. **1) Booking & MANAGE MY BOOKING**
7. **\*Bookings can only be made via Galileo Vacations. Be sure to quote Sunwing Worry Free during the selling process. It can only be added up to 48 hours after booking has been made.**
8. **To Manage Booking on** [**sunwingagents.ca**](http://sunwingagents.ca)
* - Enter booking number & last name
* Once in the booking, there are many self-serve options available. The below can be done without having to Call Sunwing. If you call to perform any of these functions, Sunwing will charge $25. This fee is the responsibility of the Agent and will be deducted from your commission.
* \*Select seats
* \*Add Requests under Special assistance requests (Get SAR SSR)
* \*Add [Sunwing worry free](https://www.sunwing.ca/en/be-worry-free) within 48 hours of making the booking
* \*Add your agent star card within 24 hours of making the booking
* \*Add excursions
* \*Pre-purchase carry-on bag ($25 per direction fee as they are no longer included) or additional checked bags
* \*Change Traveler name (outside of 21 days prior to departure)

If you attempt any of these functions and they do not work, please take a screenshot of the error message. You can then take this information and call the Call Centre , they will waive the fee.

\* Edocs will be ready 28 days prior to departure.

Please read through them very carefully to ensure spellings are correct and booking details are correct before sending them out. I prefer to email myself a copy and then add more details to the body of the email about the check in process, transfers, hotel check in etc.

\*Refer to [Sunwing BonVoyage & documents example](https://docs.google.com/document/d/1r_rqAMvmminxCPQTyK7Knu9XzQ__hY92g61-pJA1v7I/edit?tab=t.0) .

\* Make sure to adjust country entry requirements, departure tax info, tourist visa according to the destination your clients are traveling to.

1. **2) GROUPS - All group quotes must be vetted by management before proposal sent to clients**
2. Sunwing requires a minimum of 3 rooms/10 paying guests to constitute a group.
3. Instant Group quote Tool
4. \* Enter Guest lead name, Group type and number of guests
5. \* Destination, departure city, departure & return date, more detail number of guests
6. \* You can choose up to 3 resorts and 3 room categories
7. \* Get the Quote

\*Group quotes are always net (you must add commission before quoting the per person price to guests).

\* Always check promotions such as Tax promo & booking deadlines before sending the quote to your clients.

\* TC’s Please check with Management to discuss how to offer these to clients

\* Final payments - These are usually due 60 days prior to departure (be sure to check this). It is crucial to advise guests that finals are due 70 days prior to departure. This allows a buffer in case there is an issue with payment from some of the guests.

\*Questions, please contact your coordinator (email will be on quote ) or reach out to groups@sunwing.ca\*

**Once Group lead has closed :**

**\*** Go over invoice and contract closely before signing and sending back to your assigned coordinator

\* Booking can be accessed under Manage Booking using group booking number.

\*To view the entire group manifest use booking number as password or leave this blank if only trying to access one room at a time

\* Guests names/birthdates can be added via the agent portal

\* Deposits, payments along the way, final payments can all be applied via agent portal or revnet (in galileo)

\* Make sure to always go over the invoicing from your Sunwing Group Coordinator to ensure no major issues arise along the way.

\* Once final payment has been made, please review invoice and correct any discrepancies

\* Edocs are issued 28 days prior to departure. Please reach out to your coordinator to request release if necessary

\* Send each room individually to avoid confusion

**3)** **STAR CARD**

Once you have a Sunwing account, please register for a Star Card.

Once you receive one, be sure to add that number in Galileo under Profile Settings.

The Star Proxy number is the last 6 digits on the back of your card.

\*Every time you make a Sunwing on Galileo your star card will be automatically attached and you will earn points.

\*Provide Proxy number to Sunwing agent if making a booking via call centre

\* Double check under Travel Agent info of Manage Booking to ensure the star card is applied correctly (within 24 hours of booking).

https://www.sunwingagents.ca/en/helpful-info#star-program

**4) BDM CONTACT & Sunwing Assistance**

We currently do not have a BDM for BC.

Contact :InsideSalesYYZ@sunwing.ca

1-877-877-1755 Inside sales

If there is ever trouble with a file and it can not be resolved through the reservations department, please reach out to Inside Sales. For escalated issues or to reset your account (if forgot password not working), please reach out to Inside Sales.

\*Special assistance requests : https://www.sunwing.ca/en/sunwing-airlines/special-assistance

\*Flight delay compensation form : <https://www.sunwing.ca/en/sunwing-airlines/delay-claim>

\*Customer Complaints/Feedback : <https://www.sunwing.ca/en/sunwing-cares>

**\*In destination?**

Download the [Sunwing App](https://www.sunwing.ca/en/sunwing-mobile-app) for 24/7 access to a Sunwing Virtual Concierge, [submit an online request](https://www.sunwing.ca/en/sunwing-cares) or check your e-documents for a local contact number.

**5) Travel Agent Helpful Links**

**All Agent Tools :** [**https://www.sunwingagents.ca/en/all-agent-tools?brand=swg**](https://www.sunwingagents.ca/en/all-agent-tools?brand=swg)

**Helpful Information : https://www.sunwingagents.ca/en/helpful-info?brand=swg**

Tab 2