

GetYourGuide - Frequently Asked Questions

General

1. Is ARC MarketPlace still closing? If so, when is the official end date?

Yes, ARC MarketPlace will officially close at 11:59 p.m. EST on December 29, 2017. After this date, the ARC MarketPlace website will no longer be available.

2. Why is ARC recommending GetYourGuide?

ARC realizes that agents rely on commissionable products as a valuable source of revenue. We wanted to be able to recommend an alternative Tours and Activities supplier agents can trust. GetYourGuide has the breadth and depth of product that ARC MarketPlace agents have come to know and love.

3. Will GetYourGuide market directly to my clients?

No, GetYourGuide respects the relationship you have with your clients and will not market directly to your clients unless your clients are already GetYourGuide customers or they sign up with GetYourGuide on their own to receive promotional materials.

4. What does GetYourGuide offer to my agency?

GetYourGuide is an online booking platform that offers:

- *Over 31,000 tours and activities in over 7,200 destinations worldwide*
 - *Exclusive Skip the Line tickets*
 - *Signature Tours for top attractions*
 - *Inventory for low availability attractions*
 - *GetYourGuide is adding 250 new activities weekly*
- *24/7 customer support for you and your clients.*
- *An easy booking process for travel agents and their clients through GetYourGuide's partner link.*
- *A partner portal where agencies can view their account information, including bookings and commission payments.*
- *The best prices guaranteed.*
- *Frequent discounts organized by GetYourGuide suppliers.*

Getting Started with GetYourGuide

5. How does my agency sign up for GetYourGuide?

The agency owner or manager can register your agency here

<https://partner.getyourguide.com/en/register>

Once the agency is registered, the agency can work with GetYourGuide to set up unique booking links for their travel agents. By providing each travel agent at your agency a

unique booking link, the agency can track all bookings and commissions at both the agency level and by the travel agent associated with the booking.

Please refer to the GetYourGuide step by step registration instructions and Getting Started Guide for specific details.

6. How do I start booking?

Once registered with GetYourGuide, your agency will have a partner Reference Number and Tracking ID. Agencies can also work with GetYourGuide to set up individual agent booking links that roll up to the agency for tracking bookings. Bookings can be made through the agency or agent booking links as well as through the agency partner portal.

7. What is the partner Account Reference Number?

The Reference Number is unique for every account. Through these GetYourGuide can immediately identify your account. It is your GetYourGuide agency number so to speak. Please always be aware of the number when calling the GetYourGuide customer or partner support team.

8. What is the Tracking ID?

Upon registration, your agency will be assigned a Tracking ID. This will be placed in your individual booking links at the agency or agent level. Any bookings made through a link including your Tracking ID will be credited to your account. Your account will be automatically linked to any visits and bookings, resulting from your link.

9. Is a login required when using a booking link?

No, you do not have to login anywhere. When using a booking link on either agent or agency level your tracking ID is included in your link, hence all bookings will be automatically credited to your account.

10. Who receives the booking confirmation and the voucher?

After the selection of the tour and proceeding to the checkout you will be asked to fill in your billing details. The booking confirmation and voucher will always be sent to the email address you put in under "Billing details". Please then forward the voucher to your client. Also fill in the "Traveler details" as the tour providers will contact your clients in case there are any unforeseen changes (meeting point, etc.).

11. Can I share my agency booking link on social media, my website, or through emails?

Yes, you are encouraged to share your agency booking link through all these channels. This will increase your number of bookings. Through sharing the link you will give clients the opportunity to book before the trip or even in the destination itself. You will receive the full commission on all bookings. GetYourGuide also offers a banner, which you can request at: ta.bd@getyourguide.com

Get Your Guide

Book tickets for top attractions around the world

Search

The world's biggest collection of things to do

Best price guarantee

Top-notch 24/7 customer support

Commission

1. How much commission will my agency earn with GetYourGuide and how will I get paid?

GetYourGuide is offering a special incentive of 12% commission to ARC MarketPlace agencies on all bookings that are conducted (or have traveled) through December 31, 2018. For bookings that are conducted (and travel) after December 31, 2018, commission will start at 8%. Agencies will sign up directly with GetYourGuide and all bookings will be completed through GetYourGuide's partner links and/or portal. Commission payments will be managed by GetYourGuide.

2. When will I receive my commission?

Your commission earnings will be transferred to the bank account provided by the agency during registration or what is displayed in the Partner Dashboard on the 5th of each month. You are only getting paid if the balance of your accumulated commission is higher than \$50 USD. This threshold is there to avoid unnecessary bank charges. Commission will be paid on tours, which have been conducted (where the tour has taken place).

3. Will my agency be able to track my GetYourGuide bookings and commission payments?

Yes, once registered, GetYourGuide will provide the agency with an agency partner link and access to their online Partner Dashboard. Agencies can work with GetYourGuide to get partner links for each of their booking agents to track each individual agent booking and tie them back to the agency.

4. How can an agency track which agent did what bookings?

Please follow these steps:

1. Please login to your Agency portal under:

<https://partner.getyourguide.com/en/login.html>

2. Select the "Analytics" tab

3. Choose the data field "Bookings"
4. Adjust your date range
5. Select "detailed list"
6. Under "Campaign" you will see which agent was responsible for which booking

Choose data:

Bookings ⌵

Choose date range:

From 06-11-2017 to 06-12-2017 Submit

Overview Detailed list Export

Visits	2	Bookings	2	Conversion rate	100.00 %	Conducted tours	0	Income	0.00 USD
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ID	Shopping cart	Visitor ID	Campaign	Title	Location	Booking	Conduction	Total	Commission	Active
1	25,104,603	43,201,062	agent1	Lisbon: Free Walking Tour	Lisbon	05-Dec-2017	22-Dec-2017	0.00 USD	0.00 USD	✓
2	25,107,681	43,245,336	agent2	Royal Prague Free Walking Tour	Prague	05-Dec-2017	22-Dec-2017	0.00 USD	0.00 USD	✓

Support

12. Who do I call for support?

GetYourGuide provides 24/7 support for you and your customers.

For customer questions or booking inquiries:

- Provide your Agency Reference Number
- Call 855-664-8235
- Email booking@getyourguide.com

For GetYourGuide Partnership Questions:

- Provide your Agency Reference Number
- Call: 855-664-8235
- Email: partner@getyourguide.com

For questions about the recommendation of GetYourGuide:

- ARC's Customer Care Center:
- Call: (855) 816-8003
- Email: arcmarketplacehelp@arccorp.com

13. How do cancellations work?

*You will find information on cancellations for each individual tour in their description.
Most are cancelable up to 1 day in advance and you will receive a full refund.*

- *The agency or agents need to send an email including the tour ID to support@getyourguide.com*
- *In case it is short notice (within 72 hours before the tour starts) please call Customer Service at: +1 855 664 8235*