

Frequently Asked Questions

MAGIC MOMENTS TRAVEL

Is there a required minimum booking amount?

No, there are no minimum booking or sales requirements. One of the things I value most about this opportunity is the flexibility it offers. I want you to have the freedom to build your business in a way that aligns with your goals, your schedule, and your family's needs. Whether you choose to book an occasional trip for friends and family or grow a full client base over time, the program is designed to grow alongside you, on your own terms.

What happens after I join?

You'll receive full access to our online Agent Portal with an onboarding checklist, supplier registration and training information, planning resources, a W-9 form, the commission portal, and more! The onboarding checklist walks you through everything step by step, so you always know what to do next and never feel like you're guessing. From there, you can register with the suppliers that interest you most, explore the training library, and start getting familiar with the planning tools you'll use with clients, all in a way that feels comfortable and manageable to you.

What kind of training and support is provided?

Beyond onboarding, we provide ongoing support with bookings, planning checklists, learning sessions, and the opportunity for 1:1 mentoring with Haley (the owner). We're with you every step of the way and are always available for questions. Each supplier also provides their own training modules for orientation and continuing education, so you'll always have a clear path to deepen your knowledge of any destination, resort, or cruise line you want to specialize in. Whether you're brand new to travel planning or already experienced, there's a layer of support designed to meet you where you are.

Are there any fees to join?

There's an annual fee of \$200 to maintain your membership, plus a one-time \$100 startup fee when you join the team. These fees are designed to be straightforward, with no hidden costs or surprise charges along the way. Many agents find that the value of the resources, templates, and supplier access they receive more than offsets these costs once they begin booking.

What do the startup and annual fees cover?

The \$100 startup fee gives you access to our Agent Portal, including planning guides, weekly planning worksheets, individual park planners, and more. All of these guides are completely customizable via Canva templates, so you can personalize them with your own branding and share them with clients right away. The fee also covers registering you with any suppliers you'd like to work with. And if there's a supplier you're interested in that we don't currently offer, we're always open to adding new ones to expand what we can offer families. The annual fee keeps you connected to these suppliers and gives you ongoing access to frequently updated resources, ensuring your tools and templates never go stale.

What tools do you use to manage clients?

In addition to the Agent Portal, we use TravelJoy as our company CRM. It includes client inquiry forms, proposals, a full library of resorts and cruise ships, intake forms, credit card authorizations, itineraries, and all planning guides built right into the templates, creating a seamless, secure workflow for collecting client information and booking details. TravelJoy isn't required, but it's highly recommended. TravelJoy is normally \$39/month, but you gain access to our team account for just \$15/month at traveljoy.com. Having everything centralized in one platform makes it much easier to stay organized as your client list grows.

Can I market myself under any name?

Yes, you're welcome to brand yourself on social media. Just be sure to identify as an independent contractor with Magic Moments Travel or add [@magic.moments.travel](https://www.instagram.com/magic.moments.travel) to your bio, and avoid using Disney-owned names or characters (like Mickey or Minnie), which are copyrighted. Many agents build their own personal brand around their travel interests and personality while still being clearly connected to Magic Moments Travel, which helps build trust with potential clients while staying compliant with supplier guidelines.

Do I need to set up my own LLC?

No, you aren't required to have your own LLC to get started. Magic Moments Travel is already established as an LLC, has its own tax ID, and carries the necessary business insurance. As an independent contractor working with our agency, you'll receive a W-9 for your tax records at the end of the year. While an LLC is not required to get started as an independent contractor, I strongly recommend considering one as you establish your travel business. An LLC can help create separation between you and your business, provide added legal protection, and may offer tax benefits depending on your individual situation. You're welcome to create one whenever it makes sense for you.

Do you offer E&O Insurance?

Yes, all Magic Moments Travel agents are covered under our E&O insurance. This gives you peace of mind as you work with clients, knowing that the agency carries coverage designed to protect agents in the course of normal business operations.

How and when are commissions paid?

Commissions are typically paid after your guests travel, which is standard across the industry. You'll receive 70% of the commission on each booking, paid out on a rolling basis. Because payouts are tied to travel dates rather than booking dates, your income may be spread out over time depending on when your clients are traveling. That's something to keep in mind as you plan your own schedule and goals.

Can I work part-time?

Absolutely! This program is designed to let you grow at your own pace. Many agents start by booking trips for friends and family in their spare time, then gradually expand as they become more comfortable and build a referral base. There's no requirement to treat this as a full-time job unless that's what you want.

Can I book companies other than Disney?

Yes! You can earn commission booking Universal, Royal Caribbean, Expedia, Celebrity, Princess Cruises, Norwegian Cruises, MSC Cruises, Viking, Hilton, Marriott, Away We Go Transportation, Kingdom Strollers, Viator, and more! We're always researching new suppliers to add, so the range of trips and experiences you can offer clients continues to grow over time. This also means you're not limited to one type of traveler. Whether someone wants a Disney cruise, a European river cruise, or a weekend hotel stay, there's likely a supplier that fits.

How do I access Travel Agent Benefits?

Once you complete Disney's Travel Agent training, you can access discounts on cruises, theme park hotels, and tickets (subject to availability and change). These benefits require an individual CLIA membership card. Many agents find these benefits especially helpful for their own family travel, while also gaining firsthand experience that helps them speak knowledgeably with clients about the destinations they're booking.

How do I get my CLIA card/Travel Agent ID?

A CLIA card isn't required to book travel, but it is required for Travel Agent discounts. You can register individually using the agency CLIA number provided on the Agent Portal at cruising.org. There's no minimum booking requirement to join CLIA under our agency, though the card carries its own additional cost. We're happy to walk you through this process step by step if you decide it's something you'd like to pursue.

Do you offer refunds if I change my mind?

Since we limit the number of agents who join, we don't offer refunds. We want agents who are ready to commit. You can cancel your membership at any time, and simply won't be renewed the following year. We find this approach helps maintain a supportive, engaged community of agents who are genuinely invested in building their travel business.

Can I start booking right away?

Once you're registered with a supplier, you'll gain access to their booking portal and online training resources. Each supplier's training is designed to help you learn their booking process, and completion typically takes 3–5 days. After that, you'll have everything you need to start helping clients plan their trips, with ongoing support available whenever questions come up along the way.

Have more questions? We'd love to hear from you!

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