



WEDDING TOURISM SPECIALIST

**QUALITY RECOGNITION
IN WEDDING TOURISM**



IADWP



INCORPORATION GUIDELINES FOR TRAVEL AGENTS AND DMCs

Travel Agents and/or DMCs are the individuals or companies who specialize in organizing romance travel for clients, either individuals, groups and/or companies, as well as honeymoons, destination weddings, engagement party and family moons. Their work is to plan and draw up itineraries of all kinds, simplifying and planning both individual and group travel, and to provide consulting services and travel packages.

To begin the process, they must meet the Basic Requirements. These are mandatory for those who decide to join the Quality Recognition in Wedding Tourism and obtain the corresponding Distinction. Consequently, any interested party who does not satisfy the basic requirements will not be able to participate in the incorporation process.

After these have been satisfactorily accredited, the Quality Committee will inform the applicant in writing so that he can begin the incorporation process.

Basic Requirements

The basic requirements are:

1. Individuals must be a registered taxpayer and companies must be legally constituted and registered taxpayers, in both cases provide their legal address.
2. Have at least 2 years of experience providing services related to romance travel tourism.
3. State their interest in participating in the Quality Recognition in Wedding Tourism and agree to respect the guidelines and provisions.



Incorporation Process

1. Have proven experience in travel management.
2. Assign at least one executive who specializes in coordinating each service.
3. Have bilingual personnel trained in customer service and who are able to communicate at the different destinations where services are offered.
4. Assure that the venue offered or selected by their clients meets the following conditions:

Note: If the hotel and/or venue selected currently has the Distinction for Quality Recognition in Wedding Tourism, then the following points can be omitted as they will be understood as pre-qualified.

- a. Operating permits necessary from the authority related to their business and activity.
 - b. Preventive health policies and procedures as established by the authorities.
 - c. Procedures and policies for cases of fire, earthquake, flood, or public security risks.
 - d. Basic first aid kit and personnel trained to provide care in case of minor accidents and/or health problems.
 - e. Access to medical services either at the venue or at a clinic, health center or hospital near their installations, that can be reached in less than one hour by road.
 - f. Permanent and/or temporary security service to adequately serve the event.
 - g. Security procedure to control access and exit of guests and suppliers.
 - h. Personnel trained in applying security procedures allowing access and exit of guests and suppliers.
5. Assure that the hotel and/or venue to be used has the following services and adequate equipment for a correct service operation:

Note: If the hotel and/or venue selected currently has the Distinction for Quality Recognition in Wedding Tourism, then the following points can be omitted as they will be understood as pre-qualified.

- a. Potable (drinking) water
- b. Electricity
- c. Emergency generator (fixed or temporary)



- d. Firefighting equipment
 - e. Wastewater drainage or treatment
 - f. Services and installations are handicap-accessible
6. It must have the following services:
- a. Know the local codes where the wedding will be held
 - b. Have a functioning system for evaluating customer satisfaction
 - c. Active social networks and/or updated web site to promote its services and customer service
 - d. Have and implement procedures to reserve and hire their services
 - e. Provide the client with official address and contact data
 - f. Define the services and hiring conditions in writing, including adjustments, date changes and/or cancellations, as well as a detailed description of the services that it will offer and provide to the client.
 - g. Have a formal written contract with suppliers that are hired directly by the travel agent and/or DMC.
 - h. Assist the client with hiring suppliers that are directly hired by the client and see that these agreements are formalized in writing.
 - i. Have a space in their office to receive clients.
7. Research and inform their clients in a timely manner of any political, social, safety, health or any other situation that could affect the selected destination in order to prevent, as much as possible, organizing travel to destinations or venues whose conditions could affect the normal development of the travel.
8. The travel agent and/or DMC and their collaborators, if any, participate in training and/or continuous education courses.
9. Have a portfolio of suppliers to organize trips related to the Wedding Tourism such as:
- a. Venues and hotels in the place of origin
 - b. Venues and hotels in other destinations

In order to facilitate the evaluation of the file prepared by the interested party, it is very important that it include minimum all of the information requested. Participants can amplify the information requested at their discretion.