

Expectations

- Please allow up to 72 business hours for email responses
- My official business hours are 9-5 M-F
- We work in a very detailed CRM system and like to keep everything in the workflow that contain details about your trip so we can stay organized. This helps us help you and information doesn't get lost. It keeps things in date and destination order and updates us if it we are waiting for info from you or if you are waiting on info from us.
- Phone calls direct to me are always welcome and are taken on a first come first serve basis around my scheduled appointments. If I am awake, I will likely answer, but in general I like to keep it from 10-7 Eastern Time 7 Days a week. Written messages do not reflect intent or mood. There is no better communication than verbal communication. We like to connect with our clients and really understand your needs so we can help you best. Many times, questions lead to answers that lead to questions and it is just more efficient with a 10 min call.
- Quotes are not guaranteed until deposit is made.
- We can only provide one quote at a time and require the planning fee, all names and dates of birth, dates of travel and destination to begin the process.
- This is a collaborative process. If you are not happy with the first itinerary, we can make up to 2 revisions. We will require a phone call if these are not working for you in order to move forward. Additional fees may apply.
- All itineraries are presented as a package plan and some restrictions apply and we do not itemize
- We only handle full vacation packages with or without air/trains/ferries
- We can only add on ferries or trains if you have booked the entire package with us
- We cannot work with airline or hotel points
- We only add tours and activities after a booking is on file as these are handled as part of our concierge services which is only offered to clients who have already booked their hotel or vacation package with us.
- Concierge service is where we can use outside vendors as an addon to your package to make the trip memorable. Occasionally these are non-

commissionable and why we only add them once we have a booking on file.

- We only work with travel partners who have delivered a positive service and experience to us and/or our clients so we can best assist you. If they have long hold times or have not proven to deliver positive outcomes to our clients during COVID, we will not work with them.
- We only work with clients originating in the US
- Feedback is always welcome. We prefer this to be on the phone so we have a better understanding so we can constantly improve.
- We will always try to work within your budget but our main job is to advise when something just cannot be done or why it is something I just will not do. (ie: I will not book something that is going to make you miserable and hate me for it later)
- **PHONE CALLS ARE REQUIRED IF YOU ARE WITHIN 14 DAYS OF TRAVEL**