



# Guide to working with Experience Culture Travel

## Introduction

Hi! I'm Kara, and I'm so glad you've scheduled your travel consultation with me. I own Experience Culture Travel and I am **passionate about getting people out there to see the world**. In order to ensure that you get the most out of working with me, I made this guide to ensure you have all the info you need!

## What I do

If you've never worked with a travel agent before, or at least haven't ever worked with me before, I **plan as much or as little as you wish**, starting with when you get to the airport. Some of my clients want everything planned, some wish to have some open spaces for self-exploration, and some just want flights and accommodations booked. Any of those are ok with me! It's easier to state what I don't do: I **don't do flights only** and I **don't do dining recommendations/reservations** (because restaurants have fast turnover and I can't keep up to date on them).



# PLANNING PROCESS OVERVIEW

## TRAVEL CONSULTATION

Before I start planning a trip, I always require a travel consultation. This allows me to better get the necessary details about what you are envisioning for your travels. I ask questions, and give feedback as well, so we can quickly hone in on that perfect trip. It also provides us both an opportunity to get to know each other, and ensure we feel that we are a good fit.

## CLIENT INTAKE FORM

After the travel consultation, I will send over an email with important information that I need from you before I start creating a quote. The link in the email will bring you to my client intake form, where you will provide the information I need to book on your behalf (legal name, DOB, etc.). From there you will be able to read through my terms and conditions and agree to them, and finally it will bring you to the page where you can pay the planning fee (see next section for information on this).

## RESEARCH

Once I see the client intake form and its components come through, I start researching and creating your quote based on the discussion we had during our travel consultation. Typically I get pretty close to what you're looking for and we only need to make minor adjustments. The turnaround time for this quote will depend on the type of trip you're requesting - typically it is between 2-10 business days.

## REVIEW & COMMENT

When you receive your quote(s) via email, you can review them and then reply with detailed feedback if you would like to see any changes or modifications. I'll rework it based on your feedback until we come to that perfect itinerary for you. If this part of the process takes longer than 30 days, a new planning fee will be due.





## PAYMENT

When the quote is finalized and approved, a payment is required. This may be just a deposit (if we are far enough out from the departure date and the supplier we are using allows it) or it may be payment in full.

## TRAVEL INSURANCE QUOTE

After a payment is made, I will quote travel insurance for you. Travel insurance is based on the cost of the trip as well as the travelers' ages, so it makes the most sense to quote after the trip is finalized and pricing is locked in. Travel insurance is typically about 10-20% of the total trip cost. Travel insurance is not mandatory (unless a tour operator requires it), but if you'd like to opt out I do require you to sign a waiver that states I offered it to you.

## FINAL PAYMENT & TRAVEL PREPARATION

If a deposit was all that was required to confirm your booking, I will work with you for your final payment - whether you'd like to do it in a lump sum before the final payment due date or in installments.

I'll also send periodic emails to prepare you for your upcoming travel, and will be available should you have any questions or concerns that you want to ask about.

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## ITINERARY DOCUMENTS

While your electronic itinerary will be updated with confirmation numbers and electronic documents as we go, **2 weeks prior to your trip** I will also mail the lead passenger one physical copy of all confirmation documents, vouchers, and paperwork. This ensures you're not reliant on cell reception or wifi.

## EMERGENCY ASSISTANCE

While you are traveling, you will be provided with contact information for 24/7 emergency assistance.



# TYPES OF PLANNING FEES

As a travel advisor, I charge a planning fee upfront to ensure personalized and unbiased recommendations, allowing me to prioritize your unique travel needs and preferences rather than being influenced solely by commissions.

## BEACH VACAY

Starting at **\$150**

- 3 Resort quotes based on your travel consultation
- Up to 3 more based on your feedback of initial quoted options
- Additional options may require additional fee

## ESCORTED TOUR

Starting at **\$250**

- 3 Tour options based on your travel consultation
- Up to 3 more based on your feedback of initial quoted options
- Additional options may require additional fee

## CUSTOMIZED TRIP

Starting at **\$500**

- Completely customized itinerary based on your preferences & requests from our consultation
- Up to 3 major updates; unlimited minor updates

\*For larger groups, a group planning fee is used which is a per person fee. The amount varies depending on the trip type.



# Preparing You For Travel



## What you can expect from me

For some of you, travel is no big deal. But I know there are others who haven't traveled internationally for a while (or maybe even ever!). Part of the planning fee that you pay to hire me is to have access to my knowledge and expertise to help you ready yourself for your trip. This includes both what I've prepared and send out to each and every client as well as any questions you have that you'd like to run by me. I also offer to do a walk through of your final documents prior to your departure to give you yet another chance to feel like you are fully prepared for your amazing trip you're going on!



### 2 months out

2 months from the start of your trip I send an email with some tips and things to think about, as well as an attachment that goes into further detailed travel advice for preparing for your trip.

### 1 month out

When you are only a month away from your trip you'll get another automated email from me, with more tips that are applicable for that timeframe.

### 2 weeks out

At the 2 week marker, I email out all your electronic confirmation documents, make sure you've got the invitation to utilize the Planiteasy app to access your itinerary, and mail you a physical copy of your documents too.

### 1 day prior

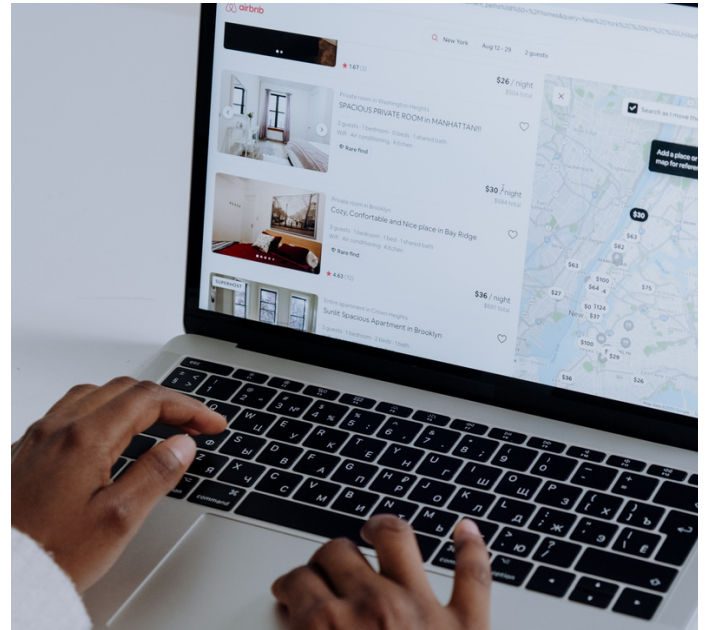
1 day prior to your trip I send a final email to remind you how to get in contact with me should you need to.

# ADDRESSING SOME FAQs

## I prefer to stay at AirBnBs...

I do not book AirBnBs for several reasons:

- AirBnB's terms and conditions prevent 3rd parties from booking on behalf of someone else,
- AirBnB's are often not vetted or able to be guaranteed to look and feel the same as the photos in the listing,
- I can book other apartment/villa style accommodations elsewhere that are vetted & run by a business.



## Can you price match?

My job is to find the best value for your travel investment, which does not always translate to the lowest cost. I will work to stay within your budget, but ultimately, I keep your best interests and the best travel experience in mind when I create your quote. I also try to use suppliers who don't create large markups, but that means that often I am unable to provide an itemized price list for the packages I create.

And please keep in mind, prices and availability are subject to change at any time until the package has been confirmed with the required payment.

## I want to use points/miles for my air...

Other than for Delta Skymiles, I can't utilize points or miles to book your air, but I *can* make suggestions as to which flight itinerary you should book using your points/miles. When you've booked them, you can forward me the confirmation information and I'll enter it into the itinerary so that you only have to look one place for all your confirmation information.



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