



How We Work - *How You Benefit*

🌀 Initial Consultation. In our first conversation we will ask you questions websites cannot, as we have three goals:

1. Find out what trip you have in mind and what will make it amazing for you.
2. Determine if we are a good fit for you.
3. Review the value and benefits of our [‘At your Service’ Vacation Assurance Program](#).

We encourage you to ask questions; we want you to be completely comfortable working with us.

🌀 Moving forward. No two vacations are the same, and our services vary with your trip requirements. Our Vacation Assurance program not only covers our professional time for planning, research, advice and booking. It includes essential benefits, including our duty of care till after you return home. Our professional travel expert will advise you their nominal, non-refundable charge.

We want you to travel with confidence knowing we are handling all the details for you.

🌀 What’s next? Once you decide to move forward, your travel expert will draw up a [Service Agreement](#) reconfirming your travel request and outlining the services needed, along with our [Terms & Conditions](#) for you to review and approve.

We want to be sure we properly understand your needs and that we convey our mutual responsibilities related to your travel.

🌀 ...And then... Once you have contracted for our services and send us your acceptance of our Terms & Conditions, we will start designing a customized trip with your travel goals in mind. We will make all the recommendations we think you may like considering your preferences and present the proposed itinerary for your review and approval.

We work for you, and we will make the amendments necessary until we have an itinerary that fulfills your travel wishes.

🌀 Locking it in. When you approve the itinerary, we will advise you of the terms, including each supplier’s cancellation and change fees, and give you a schedule of payment deadlines. A deposit (perhaps full payment) or credit card guarantee will be required to secure arrangements. (Availability and price can change at any time until payment is made.)

Whether it is room preferences, dining reservations, spa appointments, private guides and drivers or tours and excursions, we take care of the details and provide concierge-level services.

🌀 Before you go & while you’re traveling. A few weeks prior to departure we will present you with your trip documents, including all reservations and arrangements that have been made. We will finalize your electronic itinerary using [our Pocket Travel mobile app](#), as well as destination guides with our Vacation Assurance Plus plan. We’re there for you even after you return home.

With our mobile app on your device, your travel expert will be in your pocket as you will have access to real-time flight updates and messaging capability.