



# TRAVELSTORE

WE'VE BEEN WHERE YOU WANT TO GO

## 'At Your Service' Travel Design Retainer\*

Whether booking a hotel with our added VIP benefits or a fully customized multicountry trip, TRAVELSTORE's professional services are based on your trip requirements and will include, as appropriate:

### PROFESSIONAL ADVICE & GUIDANCE

- Review of the destination travel requirements
- Custom bespoke vacation research and recommendations based on trip type, destination, accommodations, and desired experiences
- Trip tips and suggestions
- Present trip proposal and options
- Review availability on preferred options
- Provide side-by-side cruise comparisons
- Access to our digital travel guides & destination microsites
- Access to our local in-country **Destination Specialist** experts

### OUR TRIP PLANNING CARE

- Secure reservations for your requested cruise, vacation package, hotel or any other travel component
- Provide direct access to your assigned professional travel advisor during their business hours.
- Serve as your liaison & support between you and travel suppliers
- Advocate for you, should you encounter any challenge
- Cruise track program monitoring price reductions and itinerary changes
- Process all payments for secured services
- Pro-rated monthly trip payment plan from **Uplift**
- Pre and/or post extensions for your cruise or vacation packages
- Personalized private guided touring with professional and vetted guides or group excursions as requested.\*\*
- Reservations for transfers, rail tickets, car rentals, shows and events
- Dining reservations (as available)
- Cruise line pre-travel registration guidance
- Land vacation pre-travel registration
- Notification of flight changes & updates as they occur
- Eco-friendly electronic documents, or printed documents if required

## FOR YOUR PROTECTION

- Travel Insurance guidance and booking
- Monitor changes that may impact your vacation
- Provide and review Terms & Conditions, alongside cancellation penalties, governing your travel arrangements

## FOR YOUR PEACE OF MIND

- Review of trip documents and confirmations
- Priority direct-dial and/or email access to your dedicated travel advisor
- Contact before, during and after your vacation as needed
- Emergency assistance during your vacation (fee per call may apply)
- Complimentary pre-trip change requests\*\*

## ADDITIONAL TRAVELSTORE BENEFITS

- Access to our preferred partnership amenities and pricing (varies by destination)
- Review of trip documents and confirmations
- Priority direct-dial and/or email access to your dedicated travel advisor
- Contact before, during and after your vacation as needed
- Emergency assistance during your vacation (fee per call may apply)
- Our Pocket Travel smart phone app with your complete daily itinerary and flight change notifications

\* 'At Your Service' Travel Design Retainer is non-refundable and applies to each traveler. Pricing and service components are subject to change.

\*\*Subject to supplier fees, if applicable

Groups & Meetings Assurance Plan: For groups of 10 or more travelers, please contact us for a group rate.

Annual Plus Plan: If you book two or more fully customized trips per year, you may wish to consider this plan. Ask your travel advisor for details.