

## Why do I need to charge a Professional Fee?

I realize the charging of a professional/planning fee could be a new concept for some. As a result of COVID-19, we must evaluate our business model for the implementation of this fee. There is constant change with travel protocols, restrictions, and requirements that we tirelessly navigate for our clients. Many suppliers also do not pay a commission for services that we provide to our clients, such as booking a flight. There are a lot of hours spent that go above and beyond in our services that we are not compensated for, by the suppliers. In fact, many of us receive no income when clients' bookings are cancelled, as commission is only paid to us after the client has travelled.

### What does my fee cover?

As a travel professional, my fully inclusive research and planning fee allows me to personalize your holiday for you. Just like a lawyer, accountant, home contractor, photographer and wedding planner all charge fees, this fully inclusive fee secures my services and I work for you from the moment we start planning to the moment you return home. The fee structure is based on time and work involved. My professional fee includes but is not limited to:

- Pre-trip planning including a review of past trip experiences to determine your likes, dislikes, travel needs and any special requests you may have
- Researching suggestions based on your past travel experiences to match your specific needs and wants to the best cruise or resort options
- Reviewing and analyzing each element of the vacation, prior to booking, to ensure familiarity with all terms and conditions
- Providing notice of in destination tourist or departure fees, entry requirements specific to COVID-19, and any visa or additional travel documentation requirements (if applicable)
- Confirming the actual booking of your reservation(s)
- Suggesting optional in destination activities and excursions
- Providing a fully itemized invoice and itinerary detailing each element of your vacation including the fine print for each element
- Liaising special requests – preferences for beds, rooms, views, flight seats and diets
- Providing travel tips to get the most out of your vacation and while traveling
- Unlimited support to provide you with any travel assistance, should any issues arise, and should you need assistance while on your trip, whether it be changing your return flight, extending your stay or any other assistance you may need

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