

LAVISHLY *travel*

FAQ

Standard Office Hours

9-5 M-F Eastern

After Hours

Disclaimer for after hours

- I can set professional time aside for after-hours appointment for a fee
- I can do this as a courtesy but should not be evaluated on my professionalism during this time (remember this is my free time)

Out of Office Dates

8/11-8/15

9/12-9/29

Weekends By Appointment Only Reserved for

- Finalizing trips less than 30 days out
- Complex Questions and Answers
- Refunds
- Wow Factor Baseball Reconciliations
- Trip Cancellations or Changes
- Special Circumstances to accommodate professionals who have an unusual work schedule

Final Documents

- Typically sent 7 days prior to trip start date
- You may request them sooner, but it cannot be guaranteed.

Communication

- By email
- Best to respond to this email by hitting reply

- Bullet Points are always best
- Please do not write straight to my Gmail, it may get lost

Want me to call you?

- Please use my calendar link.

Want to call me?

- Please feel free anytime. If I am available, I will answer.
- If I am not, available please leave a voicemail
- Or please use my calendar link.
- I usually return calls quickly if I see a missed call especially if your trip is coming up in less than a week or if I am actively working on your trip.

Texts

- My liability doesn't cover texts.
- If I receive a text, you will be directed to my calendar link.
- Texts are reserved only for trips I am currently working on that need live attention and is at my discretion as I am managing over 30 + trips on a daily basis
- Texts can be used for photos of trips or for me to send reminders.
- Texts cannot be used to hold a conversation or for emergencies.

In Travel?

- You are provided with an emergency in travel customer service number on your documents
- If any vendor says to contact your travel agent, it means use the in-travel customer service number provided on your final documents.
- This is the fastest way to resolve any needs while you are traveling.
- Vendors may ask you to call your travel agent, this usually means the in-travel customer service number on your documents

Activities

- Must be submitted to me 60 days before travel
- Via the activity request form.
- Please only check mark those related to your destination for this trip only
- Use the text section to type in specific activities
- Or respond to this email
- I work on these by Destination and the order of date of travel usually 30-60 days before travel
- I can also provide self booking options
- If you provide me a list and I have questions, I will send you a calendar link or I will call you

Changes

- I cannot accept any no urgent changes or requests within 2 weeks of travel
- Urgent changes please ask for a change request calendar link. Most require instant decisions on active bookings.

Cancellations

- Ask for a cancellation request form
- Ask for a cancellation request calendar link'

How it works

- I have everyone in date of travel and destination order
- I create a standard trip task that keeps things organized

Standard Trip Tasks

- Initial inquiry
- Send initial phone consultation email within 24 hours
- Create Client Profile Collection Form
- Create Client Passport Collection Form
- Collect Planning Fee
- Send Welcome Agreement
- Send a Reminder that we cannot get started without all of these above
- Set up A task for dates that rates come out for trips more than 300 days out
- Start the research process
- Send 1st proposal
- Send friendly reminder email
- Review the 1st Proposal 7
- Revise 1st proposal and repeat the process from there
- You accept proposal
- I set up invoice for deposit and final payment
- Set up auto reminder for final invoice date 7 days before due date
- Set up Task Dates for the following to occur after booking
 - Activities Request Form (Anytime up to 60 days before trip start date)
 - Train or Ferry Booking (30-60 days before trip start date)
 - Bon voyage call link (7 days before trip start date)
 - Finalize Documents period for me (14-30 days before trip start date)
 - Send final invoice for added items such as ferries, trains and added tours and activities (14-30 days before departure)
 - Send final documents (7 days before trip start date)
 - Send form to confirm receipt of final document (7 days before trip start date)
 - Send destination guide (Any time after trip is booked)
 - Send Travel Check list form (7 days before trip start date)
 - Send Bon voyage email (1 day before trip start date)
 - Check flight Status (1 day before trip start date)
 - Send Check in Email (1 day after trip start date)
 - Send Welcome Home email and Feedback request (t 1 day after return)
 - Set up follow up reminders on any feedback, refund request etc (1 week after trip end date)