



**CHECK:
EUROPE**
travel.culture.party

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Guideline to your Professionally Planned vacation

What we need from you:

- 1) Tell us a little more about your dream vacation so we can get a better picture of what would be the best trip for you. Therefore please answer the following questions for us.
 - a. Where would you like to go?
 - b. How long would you like your vacation to be?
 - c. Do you have a set time schedule for your trip yet or are your travel dates flexible?
 - d. How many people are in your party?
 - e. What type of accommodation do you prefer – 3***, 4****, 5*****, B&B?
 - f. Do you have any special interests or things you would really like to do on your trip – art, architecture, history, food, wine, beach, riding an elephant etc. that are on your bucket list?
 - g. What is your budget for the trip with/without airfare – maybe you have airline miles for the flight to your destination that you could use?

What we do: **Give you up to three free estimates**

- 2) Within 72 hours we will give you up to three **free** estimates for your ideal vacation based on the information you provided. We separate estimates into two parts, transatlantic airfare and land package – then we send you a word document to fill out your data

What is next for you: **Provide your information**

- 3) If you like our estimate and work with us you will have to fill out the traveler datasheet with your personal information, passport and credit card information.
 - a. Please make sure your name is exactly as it is written in your passport (you may also send us a scan of your passport)
- 4) You send us a signed and dated copy of our guideline, that we know you have read and understood how we work

What is next for us: **Prepare your offer**

IMPORTANT: We like to keep our service on a tip basis but we also don't like to be taken advantage off. At this point we will charge a refundable planning fee of \$135 per party to the credit card provided. The planning fee will be deducted from your tour price upon acceptance of our offer

- 5) We do detailed research on accommodation, transfers, entrance tickets etc. and send you your offer
 - a. Depending on the complexity of your trip, your offer will be valid between 2 – 7 days.

Your turn again: Accept or decline our offer

- 6) Our offers have validation dates on them – if you agree with our offer please accept it before the offer expiration date.
 - a. We guarantee the prices offered for land packages only for the time the offer is valid, if for whatever reason you miss the deadline we can check availability and prices again and send you an updated offer.

The booking process:

- 7) The land package:
 - a. We require a 25% deposit at the time of booking, the remaining balance is due 3 months before departure and will be charged to your credit card at that point (*please inform your credit card company that there will be a charge coming from Check: Europe Travel, we are based in Europe sometimes fall under the fraud protection mechanism*)
- 8) Airfare:
 - a. If you would like to help us with airfare, we are happy to. We will send you a suitable flight and have your flight charged directly to your credit card at the time of booking by our ticket consolidator or travel portal
- 9) Your travel documents:
 - a. All our travel documents with minor exceptions are provided in digital form
 - b. Approximately 4 weeks before departure we send you your detailed itinerary with exact times and suggestions on what to do in cities, what places to check out for food etc.
 - c. 3 weeks before departure we upload your travel documents to a dropbox folder. You will have access to print them out and can also access them while you are on tour.
 - d. You have any pre-trip questions or last minute additions – please ask us, we are happy to help you with our know how

While you are traveling:

- 10) We believe in providing excellent service, our job is not done when you receive your travel documents or board your plane. We offer our assistance if there are any major problems during your vacation – we cannot work miracles, but are excellent problem solvers.

After your vacation:

- 11) We love to hear from you.
 - a. Please give us some feedback about your vacation
 - b. Send us a dozen of your favorite pictures
 - c. If you were satisfied with our service – reward us with your tip

Date

Signature