



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

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Guideline to your Professionally Planned Vacation

A lot of people are not quite how a travel planning service works. We plan your trip from start to finish with airfare, hotels, transfer, tours, tickets, restaurant recommendations etc. The idea behind it is to plan trips for individuals or small groups like a guide would be with them, but you save the money a guide would cost you.

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 (**without international airfare, food and shopping expenses**)
 - h. Let us know if you will book your own flight or need help with airfare. If you would like our assistance with airfare, please provide the airports(s) you could fly out of
 - i. Do you have a passport that is valid for at least 6 months after your return date?
- 2) Provide your personal information
 - a. Fill out the traveler datasheet with your personal and passport information and send it to us. Please make sure your name is exactly as it is written in your passport (you may also send us a scan of your passport)

What we do: **We tell you if we think your vacation can be done within your budget**

- 3) With the information you gave us we initiate our research process and will give you up to two **free** estimates as you might want options on different routes or destinations, within 72 hours after we receive your information.
 - a. We separate estimates into two parts, airfare to/from your destination and land package

What is next for you: Provide your personal information

- 4) If our estimate sparks your interest and you would like to work with us add your credit card information to the traveler datasheet or provide it over the phone
- 5) You send us a signed and dated copy of the tour planning guideline, that shows you have read and understood the process of our trip planning.

What is next for us: We charge our planning fee and prepare your offer

Planning a tour is an intense and time-consuming activity. At this point we will charge a non-refundable planning fee depending on the length of your tour to your credit card provided.

The planning fee is independent from the tour cost and will be charged separately does include a personalized day-by-day itinerary as pdf and smart phone app with offline access to it.

- \$199 per party for trips up to 5 calendar days
- \$299 per party for trips from 6-11 calendar days
- \$399 per party for trips from 12-17 calendar days
- Tours of more than 18 calendar days or inquiries within 2 months of departure are charged at \$65 per hour (incl. 20% VAT)
- If you book your own travel arrangements and just want our know how in your destination(s), we write customized itineraries at \$65 per hour (incl. 20% VAT)

We do detailed research on accommodation, transfers, entrance tickets etc. and send you your offer

- a. Depending on the complexity of your trip and the time of booking your offer will be valid between 1 – 7 days. Offers for trips within 6 weeks of departure will be valid for 24 hours only!
- b. ***Itemized offers are available upon request and cost at \$45 per offer (incl. VAT) as it is a manual process and due to changes of pricing and currency exchange rates have to be recalculated on a daily basis***

Your turn again: Accept of 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 4 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 out of Europe and sometimes fall under the fraud protection mechanism)***
 - i. *Alternative payment schedules can be arranged for upon request*
- 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 3-4 weeks before departure we send you your personalized day-by-day travel itinerary – with exact times and suggestions on what to do in cities, what places to check out for food etc. Your itinerary will be provided as
 - i. Pdf document for you to print out
 - ii. Travefy app for you to have access to it on your smartphone, also offline
- c. 3 weeks before departure we either upload your travel documents to a dropbox folder or send them to you by email. You will have access to print them out and can also access them while you are on tour through the travefy app
- d. You have any pre-trip questions or last minute additions – please ask us, we are happy to help you with that

10) Please let us know if you have any special needs, for example food allergies, disabilities etc. so we can implement that into your trip to make your trip as enjoyable as possible.

While you are traveling:

11) Your trip should be planned out well, but sometimes things change at the last minute. If you wish for us to be on standby to trouble shoot or help you with advise and our know how during your trip - you can add that service to your trip to benefit from our network and hotline numbers and we will help with rearranging transfers after flight delays or strikes etc.

- a. Here is an example that could happen:
 - i. The airline decides to cancel your flight and the alternative you are given means you have to fly a day earlier or later, in this case we help you to make arrangements to get there (for example by train), change your transfers, help with accommodation etc. Basically, we take the stress out of making alternative travel arrangements for you so you can still enjoy the remaining time of your vacation
- b. For tours in Europe, we provide you with a European cell phone that you can use during your trip
- c. What we don't do is babysit our travelers, for example if you have a restaurant reservation and you don't feel like going, call them and let them know

I would like to add standby service for my trip for \$180 (per party) YES NO

Please note: As one of our staff has to be on standby we need a minimum of 4 weeks before your trip departure in order to assure we can provide this service. If you did not opt for our standby service, but require our assistance during your trip, we will bill you on an hourly basis at the rate of \$65 per hour (incl. VAT)

After your vacation:

12) We love to hear from you.

- a. Please give us some feedback about your vacation
- b. Send us a hand full of your favorite memories in pictures or videos

By signing this document you confirm that you have read und understood the way the booking process and service works and that the information that I provided will be treated confidential.

Date

Signature