



Thank you for your interest in working with Vacations by Sally to create the trip you have envisioned.

- My service includes a complimentary 30-minute phone consultation to understand the trip you want to experience, who will be experiencing it with you, when you will be traveling and the length of travel. We will talk about what your expectations are for this vacation.
- I customize your itinerary based on what you have said you want and like. I will advise and make recommendations during our initial complimentary consultation and throughout the planning stages. I devote time curating the best experience for your travel.
- I partner with suppliers that have proven to give great experiences and customer service.
- I'm your point of contact throughout the planning, during and after travel. I'm available to you during travel. I'm your advocate!
- All documents are emailed to you throughout the booking/payment process. When payments are made, I will email both supplier invoice if available and agency invoice for your peace of mind.
- You will have access to the client portal to view all your reservations and itinerary. You will print all travel documents from this portal. If you don't have access to the portal or printer, I will print and mail to you prior to travel.
- I have an appointment with you prior to departure to go over the details of the trip and what to expect during travel. Every single client I have serviced over the years, have all said this was most helpful to ease the stress of travel.
- Upon return, we communicate about the experience and how I can better improve my service.

- As a professional travel advisor, I work with clients that understand the value I bring to their investment of travel. Being in this business for over 11 years, I have invested much time and money in order to gather first hand experience to better help my clients. I ask that my itinerary not be shared with anyone that hasn't paid for my service.
- My non-refundable agency planning fee allows me the ability to service clients at a higher level with more time to be assessable to answer questions and concerns. As soon as the planning fee has been paid, I will begin the process of gathering options for you. Once you have decided on the best option for you, I will then take care of the rest so that you can enjoy dreaming of your upcoming vacation.

Ask yourself, is this agency planning fee worth the stress being removed from planning this trip on my own?

Do I have the time to be on hold with airline and hotels to make changes if needed?

Do I want to speak or text directly with my travel advisor or speak with someone different every time I have a question or concern?

Thank you for considering using my expertise in planning your next trip.

*Sally Pavao*

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