



NIPOMO
TRAVEL

How We Work Guide

LET'S PLAN YOUR JOURNEY OF A LIFETIME!

This How We Work Guide will review all the details of our travel planning process to ensure it runs as smoothly as possible!



Welcome To The Family!

Thanks a million for letting me tag along on your travel escapades! Whether I'm crafting a tailor-made trip just for you and your crew or you're hopping on a wild adventure with our fabulous groups, I can't wait to help you create unforgettable memories!

Wishing you all the best,

Kimberly Sargen, Nipomo Travel

WELCOME!

YOUR NEXT ADVENTURE AWAITS.
LET'S EXPLORE THE WORLD TOGETHER.

Meet the Team



KSARGEN@NIPOMOTRAVEL.COM

Kimberly Sargen

OWNER / TRAVEL ADVISOR

I began my travel career in the autumn of 2018, not knowing the twists and turns the world would bring. Navigating the challenges of a global pandemic and personal trials has only strengthened my commitment to helping others discover the joy of travel.

Whether you're creating lasting family memories, celebrating a milestone, or seeking a meaningful escape, I'm here to design an experience that reflects your story. From group adventures to solo explorations, each journey is crafted with care, insight, and attention to detail.

My path to travel advising has been as varied as the destinations I love — spanning hospitality, event planning, music education, and even a stint at a roller rink snack counter. Along the way, I discovered that what excites me most is connecting with people and exploring the richness of diverse cultures.

That passion is at the heart of Nipomo Travel. Here, every itinerary is more than a trip — it's the beginning of the journey of a lifetime.

How It Works

Ready for an introduction?

Embark on a journey of a lifetime! Let's chat, at no cost to you, about how we can tailor an unforgettable wanderlust-filled vacation just for you.



The Nitty-Gritty: Costs, Documents, and All That Jazz.

Should you choose to embark on this journey with me, there'll be a few digital postcards headed your way! These will help you get cozy in my digital camp, handle the expedition cost, and set the wheels in motion for crafting your bespoke travel plan. Let's explore the world together!

Now, onto the Exciting Adventure!

After we collect all the necessary details, I'll craft an exclusive journey tailored just for you. We'll deliberate over your choices, finetune them, and once we've nailed the perfect blend, I'll handle the booking! Then, all you have to do is sit back, relax, and anticipate the adventure of a lifetime.



Our Planning Options

Travel Planning

FOR FAMILIES AND COUPLES
\$150 PLANNING FEE

- Complimentary Intake meeting (up to 1 hour)
- 1 Proposal Draft and up to 2 Proposal Edits
- Daily Itinerary Creation (tour, activities, etc.)
- Confirmation & Management of Travel Components
- Destination Entry/Exit Requirement Guidance
- Optional Pre-Departure Call/Meeting (Up to 1 hour)
- Personalized Digital Itinerary
- WhatsApp and Cellular Emergency In-Travel Communication

Group Travel Planning

LARGER FAMILIES, DESTINATION
WEDDINGS, ETC.
\$300 PLANNING FEE (MINIMUM)

- Complimentary Intake meeting (up to 1 hour)
- 1 Proposal Draft and up to 2 Proposal Edits
- Daily Itinerary Creation (tour, activities, etc.)
- Confirmation & Management of Travel Components
- Destination Entry/Exit Requirement Guidance
- Optional Pre-Departure Call (Up to 1 hour)
- Personalized Digital Itinerary
- WhatsApp and Cellular Emergency In-Travel Communication

Nipomo Travel Groups

OUR OWN SMALL GROUP ADVENTURES

Packages vary depending on the trip planned. Keep your eyes open for what we have planned next!
Current trips include group space on a two-week cruise for the total Solar Eclipse in August 2026, and and a Panama Canal Cruise in April 2027.

À La Carte

AVAILABLE UPON REQUEST

- Airfare Booking: \$75 consultation fee to book your own or \$25 per ticket Ticketing Fee
- Hotel Only Bookings: Select 4/5 star only, \$75/Room
- Travel Consulting: \$150/hour
- Just ask for whatever you may need!



Our Planning Checklist

PLEASE SHARE AS MUCH INFORMATION AS POSSIBLE

My endless queries serve one purpose - to ensure you experience an impeccable journey. Yes, it might feel a tad intense, but whether it's about coordinating convenient transfers or informing the tour company of your cucumber allergy, it's all in the spirit of creating a comfortable, seamless adventure for you. Come, explore the world with us!

PLEASE CAREFULLY REVIEW YOUR DOCUMENTS

Should a detail slip through the cracks or a date seem astray, we implore you to play your part in this adventure and flag it to us post-haste. After all, we're in this journey together; if something is amiss, and we both overlook it, it could put a damper on our smooth sailing.

PLEASE STAY IN TOUCH

Keeping the lines of dialogue open is essential! If there are any modifications to your contact details or preferences, or you desire more or less information from my end, do let me know. I'm here at your service!

IF YOU LIKE WHAT I DO, SHARE WITH SOMEONE NEW

Your endorsement is a tremendous honor, the grandest form of flattery one can receive. Thank you!



How To Contact Me

EMAIL: KSARGEN@NIPOMOTRAVEL.COM

OFFICE PHONE: 805.904.1611

CELL PHONE: 805.608.0356 (IN-TRAVEL, TEXT, EMERGENCIES)

OFFICE HOURS: MONDAY - FRIDAY, 9 AM - 5 PM PST

ADDITIONAL HOURS BY APPOINTMENT ONLY

PLEASE NOTE:

I prefer to communicate primarily via email, as it provides a clear record of our conversations and helps me keep notes on your preferences. I typically return phone calls in the afternoon after addressing emails and handling pressing reservations in the morning.

To ensure I can assist you efficiently, please use the scheduling system whenever possible. This allows me to prepare thoroughly and provide you with the best information. Thank you!



Frequently Asked Questions (FAQ)

WHY SHOULD I USE A TRAVEL AGENT?

In this digital era, personal touch still matters. Guided by travel experts, your journey becomes uniquely yours. We're here to troubleshoot the unexpected, anticipate bumps in the road, and keep you updated with the latest travel norms. Together, let's embrace the world's diversity!

WILL I PAY MORE IF I BOOK THROUGH AN ADVISOR?

Let's talk investment, not cost. Most often, you'll find that the value of your unforgettable travel experience far outweighs the cost of my expertise. Quality over quantity is my mantra, and that's where I put my energy. Cheap trips aren't my game; instead, I curate journeys worth every penny. So come, let's fill your passport with stamps and your heart with memories!

WHY DO YOU CHARGE FEES?

My time and expertise are valuable. Commissions alone don't cover the hours of work that go into research, coordination, and support. Fees ensure I can continue to deliver personalized, high-quality travel planning.

WHAT IF MY TRIP IS CANCELED?

The cancellation fee (\$200 or 5% of trip cost, whichever is less) applies because I lose the commission and still spend hours on cancellations. Travel insurance is the best way to protect yourself from this expense.

WHAT IF I NEED TO CHANGE MY TRIP AFTER BOOKING?

Minor changes are \$50; major changes are \$100. Changes required by airlines, hotels, or tour providers do not incur fees.

CAN YOU BOOK AIRFARE ONLY?

Typically, no, as airlines don't often pay commission, and service fees may outweigh the benefit. Exceptions can be made with an airfare consultation or ticketing fee.

DO YOU BOOK HOTEL-ONLY STAYS?

Yes, but only for select 4–5 star properties, with a \$50/room fee.

DO YOU HANDLE GROUP TRAVEL

Absolutely! From destination weddings to family reunions, I can arrange group bookings. Fees start at \$300 and vary with complexity.

DO YOU RUN YOUR OWN GROUP TRIPS?

Yes! I curate special group adventures that anyone can join. Watch for announcements on the Nipomo Travel website and blog.

More FAQ

HOW CAN I HELP MAKE THE PROCESS SMOOTHER?

Please respond to emails and calls promptly, review your documents carefully, and share all travel preferences and needs upfront. This ensures your journey is seamless.

Fees

Below is a breakdown of my professional service fees, effective September 15, 2025. These are separate from the FAQ section so you can quickly see what applies to your type of trip or request.

TRAVEL PLANNING FEES (NON-REFUNDABLE)

- Solo, Couple, or Small Family Trips: \$150
- Larger Groups / Destination Weddings / Complex Itineraries: \$300 and up

Covers your personalized proposal, two sets of adjustments, and complete booking management once approved.

CHANGE FEES (AFTER BOOKING CONFIRMED)

- Minor Change: \$50
- Major Change: \$100

Some changes may also incur fees from suppliers

CANCELLATION FEES

- \$200 or 3% of total trip cost (whichever is greater)

Covers the time required to cancel bookings and loss of commission. This is why travel insurance is strongly recommended.

À LA CARTE SERVICES

- Airfare Booking: \$75 consultation fee if you book your own flights; \$25 per ticket ticketing fee if Nipomo Travel handles booking.
- Hotel-Only Bookings: \$75 per room (4–5 star properties only).
- Travel Consulting: \$150/hour (for research, itinerary design, or advice outside normal planning packages).

GROUP TRAVEL PLANNING

Group Planning Fee: Starts at \$300; varies by group size and complexity.

These fees allow me to devote the necessary time, attention, and expertise to each client while ensuring fair compensation for the professional work involved.



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If You Have Any
Questions, Please
Let Me Know!

Come, and explore the world with us!
Let me send you on ***the journey of a lifetime.***