



Service Fee Schedule

Last updated: 04 June 2025

At **The Bespoke Travel Agency** (previously known as **Sister Act Travel**), we offer high-touch, bespoke planning services. To provide maximum flexibility and fairness, we charge for planning, booking, and support on a **time-spent basis**, ensuring you only pay for the work done.

Effective from 04 June 2025

Service	Fee (AUD)
Advisory & Booking Services	
Standard travel planning	\$165 per hour
Complex itinerary planning	\$195 per hour
Group/corporate planning	\$185 per hour
Expedited/urgent (<48 hours)	\$250 per hour
Amendments & Admin	
Booking changes or reissues	\$165 per hour (30-min minimum)
Minor updates (seating, meals, etc.)	\$145 per hour
Extraordinary Circumstances Services	
Disruption response, rebooking	\$165 per hour
Refund or credit handling	\$165/hour or 5% of value (whichever is lower)
After-Hours & Emergency Support	
After-hours/public holiday	\$250 per hour
In-travel emergency support	\$250 per hour

Notes

- Minimum engagement may apply for complex trips or group planning.
- Fees are due upon booking confirmation or presentation of final itinerary.
- All fees include GST.
- Discounts or waivers may apply for returning or high-value clients.
- Time is tracked in 15-minute increments. A typical itinerary takes 2–4 hours of planning