

Standalone Website Version – Service Fee Schedule

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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.

Advisory & Booking Services

Service Type	Fee (AUD)
Standard travel planning and booking	\$165 per hour
Complex/multileg itinerary planning	\$195 per hour
Group or corporate travel planning	\$185 per hour
Priority/expedited service (<48 hrs)	\$250 per hour

Time is tracked in 15-minute increments. A typical itinerary takes 2–4 hours of planning.

Amendment Fees

Service Type	Fee (AUD)
Booking amendments and reissues	\$165 per hour (min 30 minutes)
Document corrections, seat/meals etc.	\$145 per hour

Extraordinary Circumstances Support

Service Type	Fee (AUD)
Disruption handling & rebooking	\$165 per hour
Refund/credit coordination	\$165 per hour or 5% of refund value (whichever is less)

After-Hours or Emergency Support

Scenario	Fee (AUD)
After-hours/weekend/public holiday work	\$250 per hour
Emergency assistance while travelling	\$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.