

2024 Clients



NEW CLIENT WELCOME HANDBOOK

WWW.MELISSAYOUNG.CA



Welcome! I'm so happy you're here!

Thank you so much for trusting me to come alongside you in this process. I'm so glad you've chosen to become a part of the Melissa Young Travel family! I am officially committed to the utmost delight and success for you and your vacation. It is truly an honor to get to know you and come alongside you in this process.

Your trust and confidence mean everything to me, so please take a few minutes to read through this packet of information that will empower both of us to have an incredible, seamless experience working together! Consider this your handbook on how we'll collaborate to create your dream vacation. In this document, you'll find the details on how to get in touch, give me feedback, and maximize your vacation planning experience. We're officially in this together, and I'm thrilled to be on your team!

Melissa



"Wherever you go
go with all your heart."

Confucious



— ABOUT MELISSA —

Get to know Your Travel Advisor



FAMILY/SELF

Married to Mike and Mom to Katelyn and Emily, and our dogs Roxy and Miley. I was raised in BC - mostly Vancouver Island. We currently live on an acreage in Northern Alberta, but dream about moving closer to palm trees. :)

FUN FACTS

Avid reader, love to cook, Enneagram 9, obsessed with sunrises and sunsets.



FAVORITE DESTINATIONS

Hawaii, Jamaica, Vancouver Island, Las Vegas

NEXT TRIPS

Puerto Vallarta, Greece





THE DESIGN PROCESS

Planning Timeline

01

INQUIRE

Once you're ready to start planning and fill out the Request a Quote form and schedule your consultation call via my Calendly link, both found on my website. This will allow me to get to know you on a personal level and I can have a clear understanding of how to best serve and come alongside you.

02

SAVE YOUR SPOT

Once you are ready to move forward and begin planning your vacation, I will encourage you to submit your planning fee so that we can begin working right away. As soon as this is completed, you are officially a part of the Melissa Young Travel family and your vacation is added to my calendar.

03

TRIP RESEARCH & PROPOSALS

Now it's my time to get to work matching the feedback you've given me to the right experience and destination for you! I use my expertise and work with destination partners to present your customized itinerary to you.

04

TWEAK & REVISE

After you take time to review your proposal, we will make necessary adjustments based on your personal preferences and lock in your official plan!

Final Steps Timeline

05

BOOK YOUR VACATION

Pop the bubbly! Your deposit is made and your vacation is officially in motion! I will be there for you step by step from now until you return. All that's left for you to do is get the countdown started!

06

SPECIAL DETAILS (1 MONTH PRIOR TO TRIP)

Between booking your trip and your travel dates approaching, you are sure to have a few extra things you've thought of that you'd love to have included. Rather than sending individual requests one email at a time, approximately 1 month prior to departure, I will reach out to help make sure all of the little, special details are included in your experience to make your trip complete.

07

FINAL PREPARATIONS

Two weeks before you leave, I'll send you off with hard or electronic copies of every document you may need. This includes your custom itinerary, reservation confirmations, and tickets. I'll also send helpful reminders, recommendations, and travel tips unique to your destination!

08

DEPART FOR YOUR VACATION

When you board the plane, you will board with the full confidence that you have someone back home who has your back. My job isn't done until you are home, and I will be working behind the scenes of your vacation confirming appointments, touching base with your hotels ahead of time, and tracking flights.



— WORKING TOGETHER —

How We'll COMMUNICATE



How

After our initial discovery call or meeting, communication during your trip planning process will be mainly through email. If you would like to discuss your trip to any extent by phone, I am more than happy to do so. To ensure my attention is focused completely on you and your vacation, please preschedule calls when possible by booking it ahead of time through my Calendly link. (Also, I understand completely if an urgent concern comes up, so exceptions will be made, of course!)



Email

We will communicate primarily through email. Your emails are always important to me and I will always answer them as promptly as possible. I prioritize emails by current travelers first followed by confirmed travelers. Please refrain from text messaging questions or information. Keeping our communication completely through email and phone calls helps keep a running history of our conversations and ensures nothing slips through the cracks.



Office Hours

My office hours are flexible but I plan for Monday - Thursday 6:00 pm -9:00 pm, and some weekends. However, if you are traveling, I am available around the clock for you.

KEYS TO SUCCESS

Perfecting your trip is my goal, and it is most easily achieved by focusing on three key elements.

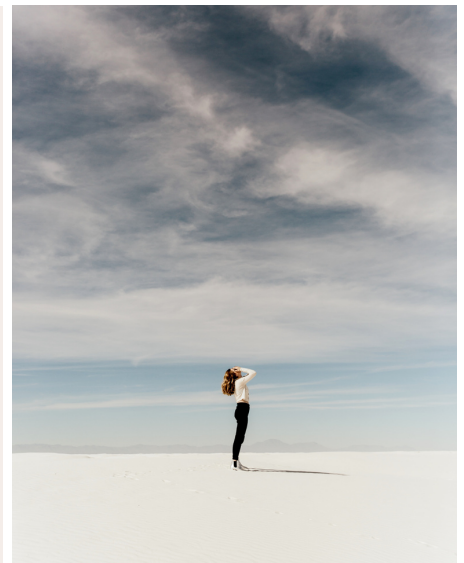


HONESTY

Your honesty and feedback throughout the entire process ensures we are creating the perfect vacation for you. I can only know you as well as you allow me to know you, so please, let's be fast friends!

SPECIFICITY

The more specific you can be about yourself and your desires for your vacation, the better chance I have to get it right for you.



TRUST

Trust is essential to any relationship, and ours is no exception! Even though we will certainly be collaborating, your trust in my knowledge, experience, and expertise is what allows me to create meaningful, delightful vacations specific to each of my clients. There is no point in both of us doing the same work, so please allow me to do what I've been trained and hired by you to do!



FAQ'S

FREQUENTLY ASKED QUESTIONS

Q:

When will I receive my travel documents?

A: The most convenient option for your documents will be my completely electronic itineraries. These e-documents can be accessed on your smartphone at all times on your trip and shared with loved ones who want to know your itinerary as well. When the time comes, I will send you instructions on how to utilize them to the fullest. If you prefer a hard copy of your itinerary, just let me know, but more often than not, my clients end up choosing the electronic versions.

Q:

How do I make payments?

A: Once we confirm your itinerary and you are ready to make a deposit, I will send over a secure credit card authorization form and invoice. Your credit card isn't charged immediately upon authorization, but what this does is give me all of the information I need as well as permission to make charges on your behalf. Your information is then saved, so you can easily revisit your invoice and make future payments quickly and easily.

Q:

Do you book AirBnbs?

A: No, I am not able to book with Airbnb for my clients. Because of Airbnb's protection policy for their owners, the person staying at the home must be the one who books. Additionally, Airbnb negatively impacts the economy and culture of the destinations I book most often, and has caused many problems in major cities around the world. Because of this and my lack of ability to properly vet and vouch for an Airbnb property, I do not include booking Airbnbs as a service.

Q:

What if I need to cancel my trip?

A: In today's travel climate, I understand how important flexibility and the option to cancel your trip has become. Part of my job as your travel advisor is to educate you about each aspect of your trip's cancellation policy. The tour guides, hotels, properties, and experiences I curate for my clients often have their own unique set of cancellation policies, so I will include all cancellation details clearly in your trip proposal.

FREQUENTLY ASKED QUESTIONS

Q:

Do you promise the cheapest price?

A: My job is to find you the best value on vacation, although not necessarily the lowest cost. Pricing, while very important, is only one of many factors I consider when putting together the best package. I take my clients' budgets very seriously and treat them with the same respect I would want my own vacation budget treated, but ultimately I keep your best interest in mind and make my travel recommendations with all relevant factors considered. Also, I am unable to provide line-item pricing, as your package consists of many components.



Q:

Can I make changes to my trip?

A: Yes, absolutely! After you've looked everything over, you and I can talk through any changes that you would like to make. I offer 3 complimentary changes to your itinerary.

Q:

How can I reach you?

A: After our initial consultation call, the best way for us to communicate is through email. If you have something more urgent to discuss, we can find a time to schedule a phone call. Of course, while traveling, you will have my personal contact information so that I'm only a phone call away to help should a need arise.

Q:

Do I need Travel Insurance?

A: YES! I will always recommend trip interruption and cancellation insurance at minimum. Your investment is not worth the gamble.



Thank You!

I hope you've found this Welcome Handbook helpful. I'm so excited to begin this journey with you, and hope to become your travel agent for life!

Melissa

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