



SOJRN TRAVEL CONCEPTS

# PLANNING RETAINER GENERAL TERMS

**THANK YOU FOR CHOOSING US TO HELP PLAN YOUR TRAVEL EXPERIENCE! TO ENSURE CLARITY AND A SMOOTH PROCESS, PLEASE REVIEW THE FOLLOWING TERMS:**

- **PLANNING RETAINER:** A PLANNING RETAINER IS REQUIRED WITHIN 5 BUSINESS DAYS OF YOUR INITIAL CONSULTATION TO BEGIN THE PLANNING PROCESS.
- **NON-REFUNDABLE & NON-TRANSFERABLE:** THIS PLANNING RETAINER IS NON-REFUNDABLE AND NON-TRANSFERABLE, EVEN IF YOU DECIDE TO CANCEL YOUR TRAVEL PLANS OR POSTPONE YOUR TRIP.
- **PROPOSAL VALIDITY:** YOUR CUSTOM TRAVEL PROPOSAL IS VALID FOR 30 DAYS FROM THE DATE IT IS DELIVERED. IF THE PROPOSAL IS NOT APPROVED WITHIN THAT TIMEFRAME, A NEW PLANNING RETAINER WILL BE REQUIRED TO PROCEED. THIS POLICY REFLECTS THE TIME, EXPERTISE, AND RESOURCES INVESTED IN CREATING EACH PERSONALIZED ITINERARY.
- **SEPARATE FROM TRAVEL BOOKINGS:** PLEASE NOTE THAT THIS FEE IS SEPARATE FROM ANY PAYMENTS OR AGREEMENTS MADE DIRECTLY WITH TRAVEL SUPPLIERS, INCLUDING BUT NOT LIMITED TO AIRLINES, HOTELS, CRUISE LINES, AND TOUR OPERATORS.
- **SERVICE LEVELS:** THE CHART BELOW OUTLINES WHAT IS INCLUDED IN YOUR SELECTED LEVEL OF TRAVEL PLANNING SERVICES.

TRAVEL PLANNING & SUPPORT PLAN INCLUSIONS	INTERNATIONAL *\$597 MINIMUM	DOMESTIC *\$297 MINIMUM	ALL INCLUSIVE & CRUISES *\$100 MINIMUM
<u>Travel Advisor Services</u>			
Comprehensive Consultation & Research	✓	✓	✓
Representation on your behalf to travel suppliers	✓	✓	✓
Travel Support & advocacy	✓	✓	✓
Multi-destination Itinerary	✓	✗	✗
Custom designed Itinerary	✓	✓	✓
<u>Hotels, Resorts and Cruises</u>			
Research & Recommendations	✓	✓	✓
Booking Management	✓	✓	✓
Booking Management	✓	✓	✓
Special Request	✓	✓	✓
<u>AIR TRAVEL SUPPORT</u>			✦ \$25 Per Reservation (Unless packaged)
Research & Recommendations	✓	✓	
Booking Management	✓	✓	✦
Seats & Special Request	✓	✓	✦
Management of schedule changes	✓	✓	✦
<u>Ground Transportation</u>		✦ \$50 Per Reservation	✦ \$50 Per Reservation (Unless packaged)
Rental Car Reservations	✓		
Airport Transfers	✓	✦	✦
Private Driver Reservations	✓	✦	✦

TRAVEL PLANNING & SUPPORT PLAN INCLUSIONS	INTERNATIONAL *\$597 MINIMUM	DOMESTIC *\$297 MINIMUM	ALL INCLUSIVE & CRUISES *\$100 MINIMUM
<u>Activities</u>			
Daily tour recommendations and reservations	✓	✓	✓
Restaurant recommendations and reservations	✓	✓	✓
<u>Travel Insurance</u>			
Travel insurance policy recommendations and procurement	✓	✓	✓
<u>Travel Itinerary</u>			
Trip Mobile App	✓	✓	✗
Pre-departure document preparation	✓	✓	✓
<u>Final pre-departure checks</u>	✓	✓	✓
<u>Planning retainer</u> (minimum)	✓	✓	✓
<u>Last -minute planning upcharge</u> (within 30days, 90 days for holiday travel)	\$500 +	\$300 +	\$200 +
<u>Traveler-initiated changes or cancellations (See terms and Conditions).</u>	\$100 Per Reservation	\$50 Per Reservation	\$25 Per Reservation

# A LA CARTE SERVICES

## INTERNATIONAL

## DOMESTIC

### Air Travel & Support

\$100 Per  
Reservation

\$50 Per  
Reservation

### Activities

Daily tour recommendations  
and reservations

\$100 Per  
Reservation

\$50 Per  
Reservation

Restaurant recommendations  
and reservations

\$100 Per  
Reservation

\$50 Per  
Reservation

### Hotel Reservations

Research & Recommendations

\$100 Per  
Reservation

\$50 Per  
Reservation

### Ground Transportation

Research & Recommendations

\$100 Per  
Reservation

\$50 Per  
Reservation

Last -minute planning.  
upcharge (within  
30days, 90 days for  
holiday travel)

\$200 per  
reservation

\$100 per  
reservation



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YOUR COMFORT, ENJOYMENT, AND PEACE OF MIND ARE AT THE HEART OF EVERYTHING WE DO. WHILE WE'RE HAPPY TO WORK WITHIN YOUR BUDGET, OUR PRIORITY IS CRAFTING A SEAMLESS, ELEVATED TRAVEL EXPERIENCE THAT NEVER SACRIFICES QUALITY.

TO ENSURE WE CAN DELIVER THE LEVEL OF SERVICE AND EXPERIENCE YOU DESERVE, THE FOLLOWING MINIMUM BUDGET GUIDELINES APPLY TO ALL CUSTOM TRAVEL ITINERARIES (AIRFARE MAY OR MAY NOT BE INCLUDED):

- **DOMESTIC & ALL-INCLUSIVE RESORT TRAVEL: *STARTING AT \$1,500 PER PERSON***
- **INTERNATIONAL TRAVEL: *STARTING AT \$3,500 PER PERSON***