



Sojrn Travel Concepts

Welcome Guide



Hello!



We're excited to help you create unforgettable memories through exceptional travel experiences. Our mission is to provide exceptional service and create unforgettable memories for our clients. We believe that life is too short not to explore, experience, and learn from the world around us, and we are here to ensure you make the most of every moment.

We look forward to working together and making your dreams a reality!

Pam Douglass

sojrntravelco.com

info@sojrntravelco.com

What to Expect Working with Us

At Sojrn Travel Concepts, we excel in creating customized travel experiences that honor your time and elevate your adventure to new heights. Our goal is straightforward: to offer sophisticated travelers like you seamless travel solutions that transform your vacation into an unforgettable journey, whether a short getaway or an extended escape. By leaving the complexities of planning, research, and scheduling to us, you free yourself from the stress of travel logistics and focus on enjoying your adventure.

At Sojrn Travel Concepts, we don't just plan trips—we craft extraordinary experiences designed just for you.

The Benefits:



PERSONALIZED SERVICE

We make it our mission to get to know you—your interests, your travel style, and your goals for the trip

SEAMLESS TRAVEL EXPERIENCE

From booking flights and accommodations to arranging excursions and transfers, we create a seamless travel experience that allows you to relax and enjoy the journey.

ONGOING SUPPORT

From pre-departure to post-trip follow-up. If any changes arise or if you need assistance while traveling, we're just a phone call or email away.

Onboarding & Process Overview

Here is a roadmap of the steps we will take together, from initial contact to departure.

COMPLETE TRIP INQUIRY FORM

INITIAL CONSULTATION CALL

PAYMENT OF PLANNING RETAINER INVOICE

CUSTOMIZED ITINERARY CREATION

REVIEW AND REFINE ITINERARY (AS NEEDED)

PROPOSAL APPROVAL & CLIENT PROFILE FORM

INITIAL DEPOSIT & BOOKING OF TRIP

PRE TRIP PREPERATION (90 DAY, 45 DAY, 30 DAY, 1 DAY BEFORE TRIP, AND DAY OF ARRIVAL CHECK IN)

DURING TRAVEL SUPPORT

WELCOME HOME SURVEY

What To Expect From Me

By maintaining clear communication, providing prompt feedback, and sharing the details that matter most to you, we can work together to create a flawless and unforgettable travel experience. We're committed to delivering exceptional service and are here to guide you every step of the way!

My Role

Expert Recommendations

Itinerary Management

Booking Logistics

Payment Management

Ongoing Support

Your Role

Timely Responses

Personal Preferences- in
detail

Documentation Review

Clear Communication of
changes

Completion of all
documentation received

Client Onboarding Checklist

Our step-by-step guide is designed to ensure a smooth and organized process as you begin working with our travel agency.

- ☒ Client Intake Form Complete
- ☒ Consultation Call
- ☒ Planning Retainer Is Paid
- ☒ Itinerary Proposal via Video
- ☒ Proposal Approval
- ☒ Client Profile Form Complete
- ☒ Trip Invoice Is Paid & Trip Is Booked



The onboarding checklist ensures we have everything we need to deliver a tailored and stress-free travel experience, and provides a clear, organized pathway from the initial consultation to your final trip details. It also ensures that you are fully informed and involved throughout the planning process.

Important Information

PAYMENT AND REFUND POLICY

Full payment is typically due 60-90 days before departure. We accept secure payments via credit/debit cards, which is done online through a secured link provided in your Itinerary. **Deposit Requirements:** A deposit of 20-30% typically is required at the time of booking. We will advise you of this during the proposal phase. **Refund/Cancellation Policy:** Cancellations may incur fees, and certain packages may be non-refundable. **Please note that the planning retainer is a non-refundable fee.**

DOCUMENTATION AND FORMS

At the beginning of the process, there are a few forms that will need to be completed to ensure everything is in order. These include: Traveler Intake Form, Insurance Waiver, and Credit Card form. Please note that it's very important to complete and submit these forms promptly to ensure we meet booking deadlines and have enough time to finalize your trip.

EMERGENCY CONTACT INFORMATION

During your travels, if an emergency arises and you need immediate assistance, we will be available to help assist.

TRAVEL INSURANCE INFORMATION

Travel insurance is an important safeguard that protects you against unexpected situations like trip cancellations, medical emergencies, lost luggage, or flight delays. While it's not required, we highly recommend it for peace of mind throughout your trip. We offer the option to purchase travel insurance and can provide a personalized quote upon request.

FAQs

What if I need to make changes to my itinerary after booking?

Change fees can vary based on timing and supplier policies, so we always recommend reviewing the terms and conditions for each component of your trip.

How can I reach you if I have questions while traveling?

We are here for you 24/7 to support our traveling clients. If you encounter an emergency and need immediate assistance, please don't hesitate to call or text us. For non-emergency matters, we will respond as quickly as possible. If you're not currently traveling, we will get back to you by the next business day. Your peace of mind is our priority, and we're here to help whenever you need us!

What's included in my travel planning fee?

Our travel planning fee includes personalized trip curation, expert recommendations, and hand-selected itinerary options. We handle all booking logistics, payment management, and send reminder emails to keep you on track. You'll receive reservation confirmations, and we provide support throughout your trip to ensure a smooth experience from start to finish.

Do you offer travel insurance, and do I need it?

While it's not required, we highly recommend it for peace of mind throughout your trip. We offer the option to purchase travel insurance and can provide a personalized quote upon request.

When will I receive my final travel documents?

You will receive your travel documents approximately 1-2 weeks before your departure date. These will include your flight details, accommodation information, activity bookings, and any other important travel instructions. We will send everything in a convenient format.

How many Itinerary Options will I receive?

You will receive 2-3 initial proposal options. If none meet your expectations, we will provide up to 5 options. After the 5th proposal, an additional planning fee of \$349 will be applied.

What is the travel Planning fee ?

The planning fee is a one-time, non-refundable charge applied to retain our services and secure our dedicated time and expertise for your travel planning needs.

How far in advance can I book a trip?

We recommend booking 6 to 12 months in advance for international travel, cruises, or complex itineraries to secure the best rates and availability. For simpler trips, 3 to 6 months is usually sufficient. Booking early ensures more options, especially during peak seasons. Last-minute bookings are possible but may have limited availability.

We have established minimum budget requirements to ensure we can deliver the highest quality service and experiences for our clients. The minimum budget for any trip is \$3,500 per person, and for customized international trips, it is \$7,000 per person.

Travel costs can vary significantly based on factors like destination, travel dates, type of accommodations, and the level of personalization required.

For example, international flights, high-end lodging, private tours, and exclusive experiences are often more expensive than standard options. By working within these budget guidelines, we can ensure we're selecting the best possible options that align with your preferences, while also providing the time and resources necessary to plan a seamless and exceptional trip.



Thank You!

We're Grateful to Be Part of Your Journey.

As we move forward together, please know that we're here for you at every step. Whether you need guidance, have questions, or simply want to share your excitement, don't hesitate to reach out. Our team is dedicated to ensuring that every detail of your journey is thoughtfully planned and tailored to you.

If you have any questions please feel free to reach out. My business hours are Monday - Friday from 8am to 5pm CST.

Send any questions you have at:



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