



# Planning a Trip With Andrew Harper

We are delighted that you've chosen to place your trust in the **Andrew Harper Travel Office** to plan your next vacation. We don't take that trust lightly, and will take great care to ensure that your trip is everything you imagine, and more.

Planning a vacation is a journey in its own right. Before we start down the path to your trip, it is important that you understand exactly how the process works. We want our relationship to be a long and happy one, so it's vital that everything is clear from the start. You can view an easy step-by-step guide here. If you have any questions or concerns about anything as we develop your itinerary, please let us know.

## OUR RESPONSIBILITIES

Andrew Harper recognizes the faith and trust you place in us to plan your travel. We will do our utmost to create and deliver the perfect trip for you. Our standard is to provide you with reliable and personalized service.

1. We start our discussion by determining exactly what type of vacation you have in mind. A romantic beach getaway? Wine tasting in Europe? Active adventure? A multi-generational gathering? This is where you share your ultimate dreams and desires.
2. We listen and provide an outline of ideas that reflect your initial goals.
3. Once you decide to engage our services, we gather your required personal information as well as your individual travel preferences.
4. Now, planning begins in earnest. We build your initial itinerary and share it with you for comments and approval. Based on your feedback, we make updates as necessary. During this phase, which may take several rounds, we are juggling availability, logistics and costs, closing in on a realistic itinerary that fits your needs.
5. Once you are completely happy with the itinerary and cost, we collect a deposit, which can vary by destination. Congratulations, your itinerary is now confirmed!
6. After final payment is collected, we begin processing your personalized travel documents. This is a folio of all your confirmations, contact information and travel tips, delivered as hard copy or digitally, as you prefer.

## A WORD ABOUT BUDGET

We recognize that it's often difficult to determine a budget on your initial trip request, as there can be many factors involved. However, we would ask you to carefully consider overall price from the outset. Think about flight costs. Think about what elements of the trip are most important to you (Length? Number of passengers? Specific hotels?). And think about added costs such as shopping, meals and tips. The more realistic you can be about your budget, the better we'll be able to work to meet it in the most efficient way.

## PRICING AND PAYMENT

Trip costs include everything from hotels to transfers to guides to special events to meals to bank transaction charges to postage — those hard costs that go into planning your vacation. Changes to the itinerary, the number of participants, the dates or any of the details that make up the costs of the trip will affect the price.

Andrew Harper trips may be priced in U.S. dollars or in the currency of the country you are traveling to, and are determined on a trip-by-trip basis.

For more complicated and in-depth itineraries, a planning fee may be charged at time of request. This is non-refundable, but if the trip is confirmed, the fee will be applied to your reservation.

The payment schedule will be determined by the Andrew Harper Travel Office and the travel partner being used, if applicable. You will be advised of the terms at the time of booking and also in your pre-trip documentation. Final payment will be required a minimum of 90 days prior to the trip start date.



Payment can be made by personal check, bank transfer or credit card (we accept Visa, MasterCard, American Express and Discover). All initial deposits will be applied to your final payment. If final payment is not received, Andrew Harper, LLC reserves the right to release your reservation, assuming that you have canceled the trip. In this instance, our standard cancellation fees will apply. However, we will make every attempt to contact you prior to releasing your reservations.

In the event of dramatic currency fluctuation, Andrew Harper, LLC reserves the right to re-price trips after they have initially been priced but before final payment is received.

Andrew Harper, LLC charges a service fee for all airline tickets and the fee is based on the difficulty of the transaction.

#### TRIP CANCELLATION

The trip costs are subject to non-negotiable cancellation fees, which will be outlined by your travel consultant and in your documentation. If you do cancel, we cannot be held responsible for losses you may incur with third parties, such as airlines or hotels. For this reason, we strongly recommend that you purchase trip cancellation insurance. Andrew Harper is an authorized retailer of trip cancellation insurance products offered by Travelex.

#### PRICE BREAKDOWNS

We do not provide line-item breakdowns of your ground trip costs. There are two reasons for this:

1. We are often working with local suppliers who bundle hotels and services into packaged prices. This is standard practice in many countries.
2. It can get unreasonably complicated. Behind a single trip price is a complex array of exchange rates, reservation details and much more. This is not to be guarded or calculating, it's to be simple and clear. It's very important to us that you know you're getting your money's worth.

#### CHANGES TO YOUR TRIP

Clients are able to make minor changes to their itineraries once the trips are confirmed, within reason and with sufficient notice. We will try our best to accommodate your requests. However, major changes may incur additional costs and change fees in addition to the amount initially quoted.

#### THE LENGTH OF THE PLANNING PROCESS

We have planned complete trips in less than a week. Other trips take months to plan. The process relies on the clarity of your input, our input, and feedback from travel partners and suppliers (many of which are in different time zones). We do everything to move things along as efficiently as possible.

#### TIMING AND LAST-MINUTE REQUESTS

Without exception, the more advance notice we have, the faster and easier it is to plan a trip that truly meets your desires and budget. Last-minute requests invariably become more difficult when trying to secure hotels, flights and other concierge-type reservations. Travel over the Christmas and New Year holidays or during spring break require plenty of advance notice.

#### YOUR RESPONSIBILITIES

The Andrew Harper Travel Office is committed to making your trip as rewarding and memorable as possible. But we require your help to do so. For example, we rely on you to provide us with necessary personal information (age, passport, allergies, etc.) and travel preferences (airline programs, type of bed desired, dietary needs, special interests, etc.) so we can craft the right trip for you.

For complimentary personalized travel planning and booking services, contact the **Andrew Harper Travel Office** at **(800) 375-4685** or **(630) 734-4610**, or email **Reservations@AndrewHarper.com**.

Access to and use of Andrew Harper's services and website constitute acceptance of our Terms and Conditions located at **[www.andrewharper.com/terms-conditions](http://www.andrewharper.com/terms-conditions)**