

FINDING THE PERFECT TRAVEL ADVISOR

We are luxury travel advisors who specialize in river, ocean and expedition cruises, escorted tours, 5-star hotels, resorts, and custom-designed itineraries. Our Preferred Partner status with hotels and specialty travel suppliers around the world, combined with our white-glove service, ensures that you receive the best VIP experience during your vacation.

How do you know that what you book makes the most sense for you? How do you get the most return for your time and money? A trusted travel advisor makes all the difference in getting the most value and quality out of travel while creating exceptional travel experiences. We consider your budget and match you to the best products on the market... and if we can't find the perfect one, we will tailor a trip to your specifications.

DESIGNING A CUSTOM ITINERARY – THE PROCESS

- We begin with a Discovery, which is a thorough conversation with you to be sure we understand your desires and needs.
- Help you determine the right trip. We can help with a quick comparison of options to ensure you are getting the best trip for your preferences and requirements. This can be something as basic as a hotel, or as complex as a month-long journey. You'll be confident in your decision!
- Book all arrangements including airfare and transportation/transfers, and ensure all suppliers are notified of your needs and personal preferences.
- Manage and document your itinerary to make sure all the pieces of your trip fit together.
- Provide you with recommendations for tipping, currency exchange, passports/visas and other logistical details that may otherwise get in the way of a great experience.
- Advise on the proper travel insurance to protect the investment you have made towards your travels.
- Send letters of introduction to our contacts at the Virtuoso and Preferred Partner hotels on your itinerary, ensuring your VIP status and complimentary amenities are applied.
- In the event something goes "bump" along the way with any of your arrangements, we are here as your advocate to work through the problems with your best interest in mind and save you time.

WHAT DOES VIRTUOSO MEAN FOR YOU?

We are members of Virtuoso through our affiliation with **Brownell Travel**, the oldest travel agency in North America. Virtuoso is the top travel consortium in the world, being in the top 5% of travel advisors and custom and luxury travel suppliers in the industry.

Using a Virtuoso Travel Advisor affords you the following benefits at Preferred Partner hotels:

- Special rates and offers, often lower than what you can find elsewhere.
- Complimentary daily breakfasts.
- Upgrades if available at check-in; for some properties, at time of booking.
- Other value-added amenities that may include a \$100 hotel credit, additional meals, VIP welcome amenities, and airport transfers.
- Last, but certainly not least, our personal contacts at each Virtuoso supplier ensures that our travel partners are aware of our clients' preferences prior to arrival, and any issues are resolved quickly and appropriately.

HOTEL PARTNERSHIPS

- ★ Belmond Bellini Club
- ★ Dorchester Collection Diamond Club
- ★ Four Seasons Preferred Partner
- ★ Jumeirah Passport to Luxury
- ★ Mandarin Oriental Fan Club
- ★ Oetker Collection Pearl Partner
- ★ Peninsula Pen Club
- ★ Preferred Hotels Platinum Partner
- ★ Relais & Chateaux Preferred Partner
- ★ Ritz-Carlton STARS
- ★ Rosewood Elite
- ★ Shangri-La Golden Circle
- ★ Sir Rocco's Knights
- ★ Sofitel STEP
- ★ Starwood Luxury Privileges Program
- ★ Virtuoso Hotels & Resorts



BROWNELL'S PREFERRED PARTNER ADVANTAGE

As members of the Brownell Travel family, we participate in virtually every affinity group and Preferred Partner program that is important to our clients, as well as the Virtuoso Voyages Enhanced Cruise Experiences.

This translates into very special treatment, benefits, access, amenities and savings for you. These programs offer our clients rare and exclusive opportunities not available by booking directly or through online travel agencies such as Expedia and Travelocity, or through non-Virtuoso travel agencies.



CLICK HERE to see what clients are saying about The Luxury Travel Group

2017 FEE SCHEDULE

We do not charge fees for luxury hotel-only bookings.

Travel planning and quotes will not commence until we have received your Travel Authorization Form. This information is necessary to prepare an accurate quote/proposal in a timely manner, and to avoid costly errors which may result from inaccurate information.

As each client and each trip is unique, it is not possible to provide a comprehensive list covering every situation. Below is a general guideline. Please contact us if you have any questions about our fees and the services we provide.

LUXURY HOTELS, CRUISES, & ESCORTED TOURS

Multiple Hotel, Resort, and/or Destination Proposals \$150

Last-minute hotel bookings (within 3 days of travel) are subject to a \$50 fee.

We reserve the right to charge a \$35 fee per hotel booking for rate adjustments, modifications or cancellations.

Las Vegas Hotels: A minimum 2-night, \$700 total booking is required so that we may provide complimentary amenities.

Multiple Cruise, Escorted Tour or Safari Proposals \$150

Cruise, escorted tour and safari proposal fees that result in a reservation may be waived.

Ticket & Dining Packages for Disney Theme Parks and Universal Theme Parks 15% of package cost

CUSTOM TRIP PLANNING, RESEARCH & DEVELOPMENT

Trip Consultation, Planning and Development \$300

Includes initial trip consultation, research, proposal presentation and review, itinerary design, refinement, and finalization of your trip itinerary. This fee is based on groups of up to six people for up to 12 days. Fees may increase based on group size and trip duration. Additional fees apply for adjustments to travel dates after the itinerary has been finalized.

A Late Booking Surcharge of \$200 applies for complete itinerary planning within four weeks of departure.

Management Fees 15%

Additional fees will be charged at the time of presentation of a final custom-designed itinerary. Fees are never charged for preferred partner and in-network hotel reservations. Services subject to management fees may include, but are not limited to: airport transfers, private drivers/guides, theater/event tickets, ferry tickets, local city tours, car rentals, and non-commissionable accommodations.

AIRLINE & TRAIN TICKETS

Domestic & Intra-Country Rail or Airline Ticketing Fee (per person) \$40

Ticketing fees may be waived when part of a customized tour or vacation package.

International Airline Ticketing Fee (per person) \$100

Ticketing fees may be waived for airline tickets booked as part of a cruise/tour package, and for business class fares.

Fees are non-refundable. We reserve the right to charge an administrative fee of up to 15% of trip cost in the event of cancellation, assessed over and above airline, supplier, tour company, cruise line or other vendor penalties.

We strongly recommend the purchase of travel insurance to protect your investment.