



FRESI TRAVELS

PLANNING GUIDE





# Welcome!

Thank you for entrusting us with the curation of the upcoming trip.

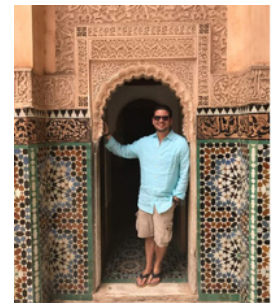
We are thrilled to be working with you and can't wait to get started! You are the most important part of our business and we strive to provide unparalleled service and incredible experiences.

Over the coming weeks, we will be working diligently to create your comprehensive itinerary.

Please take this time to review the information provided throughout this Planning Guide. This guide will help you prepare for your amazing adventure with travel resources, information, and answers to frequently asked questions.

Let the planning begin!

*Tami & Lou*





# Timeline

## 01 LET'S BEGIN

Brainstorming and planning sessions begin

## 02 CURATE ITINERARY

In-depth brainstorming sessions create alchemy to derive the perfect fit.

## 03 SHARING PROPOSAL

Once we have finalized the proposal, we will send you a draft for your review and schedule a time to further discuss.

## 04 FINE-TUNING

Its time to provide feedback on the draft proposal. This is when we modify the proposal until you are 100% satisfied.

## 05 RESERVING

Lets make it official!  
We will process all payments on your behalf by sending you our secure on-line credit card authorization form. We will keep you informed of any upcoming payments.

## 06 PROTECT

We strongly recommend that clients purchase travel protection. Premiums vary depending on trip length, travelers' age, cost, and coverage level. There is no fee for this service as we can provide quotes. More detailed info can be found in this document.

## 07 STAY IN TOUCH

Prior to your departure, we will be sending you useful information and surprises along the way in preparation of your upcoming trip.

## 08 DOCUMENT DELIVERY

Approximately 14 days prior to your departure, we will send you a pdf and link to download the app that will house your itinerary, reservations, and necessary documentation for your trip.

## 09 BON VOYAGE

Its time to enjoy your relaxing holiday or adventurous getaway. We will continue to work behind the scenes with our partners to secure special perks and help ensure everything goes smoothly from start to finish. Don't forget to share some snapshots or tag us along the way !

## 10 SHARE

To help us achieve our goal of providing the best experiences and services possible, we would love to hear about your trip. Let us know what you enjoyed the most and what we can improve upon to serve you better in the future.





Travel changes you. As you move through this life and this world you change things slightly, you leave marks behind, however small. And in return, life—and travel—leaves marks on you.

— ANTHONY BOURDAIN





# Communication

Our standard office hours are Monday - Friday from 8:00 am to 5:00 pm, CST. For clients located elsewhere in the country, we will happily schedule agreed-upon times outside of our normal operating hours to accommodate your needs.

Our preferred methods of communication are by email and phone. We strive to be as timely as possible in all communications, but please allow up to 24 hours for a response.

We will work to craft the best possible experience. After we have created your custom-made itinerary, we prefer to present it either in person or via Zoom.

When you are traveling you are our top priority and can reach out to us at any time should an unexpected situation arise.



# Essential Information

Most countries require a passport to be valid for six months beyond the return date of travel. It is your responsibility to ensure your passport(s) are up to date. Several countries also require a visa to be secured for entry. This is an official document provided by the country you wish to visit, granting you permission for a certain amount of time. We have partnered with G3 Global Services for all your visa, passport, and documentation authentication services. Providing personalized services, secure technology, and special negotiated rates for your most important documentation. (Global Visa/Passport Services [Link](#))

Although we will shepherd you through the process, it is your responsibility to check current policies with the country(s)/embassy(s) to which you have chosen to travel, as well as visit <http://www.travel.state.gov> to ensure your travel plans are not disrupted. We also recommend registering with STEP, the Smart Traveler Enrollment Program at <http://step.state.gov/step/> before you travel.

Please ensure you understand and comply with all TSA and FAA guidelines and restrictions, as well as the relevant laws and ordinances of the country(s) you are visiting as they apply to you.





The world is a book and  
those who do not travel read  
only one page.  
– AUGUSTINE OF HIPPE





# Travel Insurance

## What is travel insurance and why do I need it?

Travel insurance is a plan you purchase that protects you from certain financial risks and losses that can occur while traveling. These losses can be minor, like a delayed suitcase, or significant, like a missed connection, a last-minute trip cancellation or a medical emergency overseas. This type of coverage is known as coverage for trip cancellation, or trip interruption, which is being able to join your trip later than or leaving earlier than expected.

## Doesn't my health insurance and/or credit card company cover me?

It's always a good idea to contact your health insurance and credit card companies to see what they cover during the planning stages of your trip. Most health insurance does not cover you in international destinations. While credit card companies will often offer some protection with cancellations, it is almost always inadequate to cover the entire expense of a loss. You may not be getting the coverage you think you are getting.

## How much does it cost?

The cost of a policy depends on several factors including your age, state of residence and the type of policy and coverage. All travelers residing in the same household can be included on the same policy.





# Travel Insurance

## What type of coverage is offered?

This depends largely on the company, but generally, they range from a small medical policy all the way to Cancel for Any Reason (CFAR). This is a premium tier that does what it says if you cancel your trip you may be eligible for a refund of 75% of the cost. We recommend CFAR to all our clients.

## When is it best to purchase travel insurance?

Please note, to receive all the benefits from your policy, the policy MUST be purchased with 14 -21 days of when you pay your first deposit. In most cases, we will include insurance quotes when we present your itinerary proposal.

## How do I purchase?

There are a few independent insurance companies we have grown to know and trust (and use for our own travels as well) and recommend these to our clients. We are authorized to send you quotes from these companies. We will do it on your behalf, or you can purchase it directly from the quote we give you. We are not a licensed insurance agent however and by law, must refer you to the company directly for more in-depth conversations and questions.



## Final note

It is your sole responsibility to understand your travel insurance policy benefits, limitations, and restrictions, regardless of whether or not we recommend or book the policy for you. We will assist you in dealing with the insurance company to the extent that we are able to do so, but legally we are not authorized to answer questions or file claims for you. Ultimately your policy is an agreement between you and the insurance company.



# Frequently Asked Questions

## How might Coronavirus affect my trip?

This is difficult to predict as new information comes out daily and policies change just as quickly. As your advisors, we are here to help you navigate the current situation and international regulations/policies as best we can to find the information you need. There may be times when the decision on whether or not to travel is based on your own comfort level. Ultimately this will be your choice to make. One way to make educated decisions is to stay informed. Please monitor the World Health Organization (WHO) [website](#) and the Center for Disease Control (CDC) [website](#) for the most accurate and up to date information both before and during your trip.

## How do I make the payment for my trip?

Every partner we use to create your trip is paid separately and directly by you. We will process all your payments on your behalf directly to our travel partners via a secure credit card authorization form but we do not hold any funds. When making a payment, a credit card is the best method. We will provide you with all invoices and receipts so you have them for your records.

## You booked my flights, is there anything else I need to do?

The check-in process must be done by you 24 hours before the flight, at which time you will receive your mobile or printable boarding pass. As your trip approaches, we will be sending you helpful information on luggage requirements for your airline, along with packing guides and lists to help you.

## What happens if my flight is cancelled?

Several weeks before your flight we will send you a Frequently Asked Questions document dedicated to understanding what to do in these types of scenarios. This will also be available on your e-itinerary as well. We will work together to mediate any unexpected situations.

## Do you assist with Passport/Visa Requirements?

Yes, Fresi Travels can assist our clients with passport requirements at discounted rates. More information can be found by clicking the following link - [Global Visa/Passport Services.](#)



# LET THE JOURNEY BEGIN



Discover More: [www.FresiTravels.com](http://www.FresiTravels.com)

Get in Touch: [contact@FresiTravels.com](mailto:contact@FresiTravels.com)

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TRAVEL NETWORK  
A **VIRTUOSO MEMBER AGENCY**  
SPECIALISTS IN THE ART OF TRAVEL

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*Culinary*  
TRAVEL

*Wellness* **VIRTUOSO**  
TRAVEL

**VIRTUOSO**  
*adventure*  
TRAVEL

**asta** American Society of  
Travel Advisors

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