



# A BOUTIQUE TRAVEL AGENCY

## Agency FAQ's

### **WHERE IS YOUR OFFICE LOCATED?**

I have clients throughout the United States, Canada, and Europe. The majority of our communication can be done via email and over the phone. For those who wish to visit our office, we are located **154 Huffman Mill Rd, Suite 100, Burlington, NC 27215.**

### **DO YOU CHARGE SERVICE FEES?**

We offer a complimentary quote for the first 3-4 options, covering: resort, tour and cruise vacation packages. Should we research beyond the initial 3-4 options, as Plan to Go Fee of \$50 will be requested.

There is a nominal fee for airline only ticket sales, customized vacation planning, for destination weddings, and group travel of 10 rooms or more. Any applicable fees will be advised upfront in our initial consultation. The average person visits over 20 websites and spends over 10 hours researching vacation ideas. How much is your time worth? Let TravelHolics take care of all the details.

### **I'VE NEVER WORKED WITH A TRAVEL AGENT BEFORE. WHAT DO I NEED TO KNOW? PRIOR TO OUR COMMUNICATION, YOU WILL WANT TO ALREADY HAVE THE ANSWERS TO THESE QUESTIONS:**

- Determine your travel dates
- Who is going with you? Are you bringing the kids?
- What budget do you have to work with, and is it a realistic budget?
- Does everyone have a passport?
- What type of vacation are you looking for? Cruise, resort, villa rental or a tailor-made itinerary to fit your specific needs?
- Are there any special requests or needs that should be taken into account? i.e. a room with a view, someone with mobility or health issues etc.
- Are you celebrating a special occasion? i.e. honeymoon, babymoon, anniversary, graduation or retirement trip etc.
- Do you have any destinations in mind?
- Are there any specific activities you're looking to experience? e.g. scuba, surfing, golf, sailing, hiking etc.

Then once you've gotten a good idea of what you're looking for, contact me either via the website, phone or email. We'll chat a bit more about your travel needs and then we'll put together a few recommendations for you and send them via email for your review. Once you have a proposal, review it carefully. If you have questions, ask. If you want to make any tweaks to the itinerary or look at alternate options, not a problem! Once we've found the perfect



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vacation experience for you, you'll complete the booking form with your credit card details and your trip will be reserved for you! It's as easy as that!

### **IS THERE ANYTHING YOU DON'T BOOK?**

While we can technically book anything we choose not to book airline tickets or car rental only requests [Note: We recommend contacting the airline directly if you need just a flight and not booking through a third-party website in case of schedule changes or delays]. We also do not book with companies or hotels that do not work with travel agents. (ie. small bed & breakfast properties, or websites like Airbnb, VRBO, HomeAway etc. ). Our priority is making sure that you have a stress free, value-packed vacation experience. That means working only with a reputable tour and package companies that support the travel agent community and offer exemplary service for our clients.

### **I HAVE A TON OF FREQUENT FLYER MILES, HOTEL POINTS, CREDIT CARD POINTS ETC. CAN YOU BOOK MY TRIP?**

Unfortunately, no. If you plan to use miles/points to pay for your trip you need to book directly with the airline or vacation desk that manages your points. Our professional insight and assistance is only for clients that will be booking their trip with us directly.

### **HOW DO WE KNOW YOU'RE A REAL BUSINESS?**

TravelHolics is registered as an LLC in the state of North Carolina and fully insured. We are members of several well-known travel industry associations (IATAN, ASTA, CLIA and DWHS to name a few) and affiliated with a national award-winning agency with over \$100M in sales per year. Countless testimonials from real clients can be viewed on our website, Facebook, or Thumbtack. This is not a part-time job or a hobby as it is our full-time profession. We stay current on travel trends, believe strongly in continuing education and dedicate the time needed to stay at the top of our game.

### **WHAT IS THE BEST WAY TO PICK A TRAVEL AGENT**

The reality is that all travel agents have access to the same information. Agencies may have access to different sales and promotions depending on what destination they are featuring that month. The question then is how experienced is that agent and do they know how to access that information? Will they know where to go to find you the best value for your vacation quickly and efficiently?

Does it take them days to respond to an email? Have they asked you personal questions to determine your individual travel style to best match you with a specific hotel, resort or cruise



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experience? If that travel agent specializes in Disney vacations as an example, would they be the best match to help you with a grand tour of Europe? All questions you should ask yourself and the travel agent you are considering using.

### **HOW FAR IN ADVANCE SHOULD I BOOK MY TRIP?**

If you are traveling during peak season for the destination you wish to visit, booking as early as possible is key. There are often early booking incentives available when you book 3 or more months in advance. If you have specific needs or interests – a special room with a view or an over water bungalow perhaps – booking 6 or more months is strongly recommended. Further still, many popular European river cruises sell out up to 2 years in advance! So once you know where and when you want to go and have the funds to pay the deposit – don't procrastinate! Contact us to get started.

### **DO YOU OFFER PAYMENT PLANS?**

Yes! When you book 6 or more months in advance you will be able to confirm your trip with a deposit and make payment up until the final payment due date. All funds are typically due 45-90 days prior to arrival (up to 120 days for some cruise lines). Full details are provided at the time of booking. Sorry, payment plans are not available for air-only bookings. Honeymooners: We also offer the option of doing a Honeymoon Gift Deposit if you are booking far enough in advance and traveling after your wedding date. Who needs another toaster? Have your friends, family, and guests contribute directly to the cost of your honeymoon.

### **DO I NEED A PASSPORT?**

For all international destinations, a US passport valid for at least 6 months beyond your travel dates is required. Non-US citizens need to contact the consulate for the country they are visiting to determine entry requirements. It is the responsibility of the traveler to verify and obtain all the necessary documentation needed for your trip. Further, any minors traveling without both legal parents or guardians need to travel with a notarized letter of consent. For more information visit [www.state.gov/travel/](http://www.state.gov/travel/)

### **WHAT ABOUT TRAVEL RESTRICTIONS?**

These links should help keep you informed prior to and during your travels:

- [www.travel.state.gov](http://www.travel.state.gov)
- [www.step.state.gov](http://www.step.state.gov)
- [www.cdc.gov](http://www.cdc.gov)
- [www.who.gov](http://www.who.gov)

### **SHOULD I JUST BOOK DIRECT WITH THE RESORT OR CRUISE LINE?**



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You could, by why would you? The rate is the same or better using a travel agent. We often have access to package rates and payment plans that are not available when you book elements of your trip individually. If something goes wrong, do you want to wait on hold for a call center employee to come on the line to try and assist you or would you rather the personal attention of a travel agent trained to quickly and efficiently solve problems? By using an independently owned travel agent you are also supporting a local business. Book locally, travel globally.

### **HOW DO YOU COMPARE WITH GROUPON, LIVINGSOCIAL , EXPEDIA & SIMILAR DISCOUNT SITES?**

The simple answer is – We don't! If you want to buy a trip from one of these sites and are comfortable with having zero assistance before, during, or after your trip, that is entirely up to you. We find that in most cases the “deals” are really not that discounted, use sub-standard accommodations, come with heavy travel restrictions or have substantial financial add-ons. So just be careful and make sure you read all of the fine print before you purchase.

We provide a professional service offering advice, insight, logistical prowess. We know the right hotels, the right airline connections, and what makes the most sense logistically to make sure you get the most out of your hard-earned vacation time. There is no website or “app” that can do what a professional travel agent can do. Without a travel agent, you are on your own.