

DREAM VACATION PLANNERS

# How We Work Guide

LET'S PLAN THE CRUISE OF YOUR DREAMS!

This How We Work Guide will review all the details of our travel planning process to ensure it runs as smoothly as possible!



# Welcome To The Family!

We are thrilled to welcome you to Dream Vacation Planners! Thank you for choosing us to be a part of your travel journey. Whether you're planning a relaxing getaway or an exciting adventure, we are here to ensure every detail is taken care of so you can focus on making memories.

Our team is dedicated to providing exceptional service and helping you create a truly unforgettable experience. From booking your flights to arranging accommodations, we are committed to delivering the best possible travel experience.

If you have any questions or need assistance along the way, please don't hesitate to reach out. We are here to help and look forward to helping you make the most of your trip!

Wishing you safe and happy travels!

Cheryl Hanson-Dream Vacation Planners

## Meet the Team



Cheryl Hanson

OWNER / TRAVEL ADVISOR

INFO@DREAMVACATIONPLANNERSND.COM

I am so excited that you are considering Dream Vacation Planners for your upcoming vacation! I would absolutely love to help you create a getaway that is specially tailored to you - all while taking some stress off your shoulders!

Just to give you a little background on us - Dream Vacation Planners is a modern-day travel consulting service dedicated to making your dream vacations come true. Whether you're dreaming of a cruise, a sunny getaway to the Caribbean or Mexico, or a luxurious stay at Sandals/Beaches Resorts, we've got you covered.

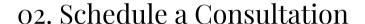
My love for travel has been a lifelong passion, and there's nothing I enjoy more than helping others plan their perfect getaway. Each trip I plan is a personal and rewarding experience, crafted with care to ensure you have a vacation filled with joy and lasting memories. Let's work together to create your ideal escape, one that's tailored just for you and filled with endless adventures and delightful moments.

Unlike online booking sites, Dream Vacation Planners's years of experience and working relationships with top destination suppliers allow us to give clients VIP treatment while they travel and while providing the detailed attention that small businesses are known for. By taking the hassle and stress out of vacation planning, you are able to truly enjoy the planning process.

## How It Works

### o1. Fill out and Inquiry Form

Your journey with Dream Vacation Planners begins with a quick inquiry form. We will use this information to prepare for our consultation call.



Once your request has been received, your dedicated travel advisor will send you a welcome email with a link to their call schedule. You can select a time that works best for you to visit about your dream vacation!



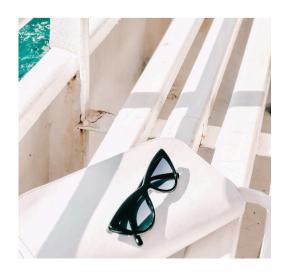
After your consultation is complete, you will receive an email with a recap of what we talked about and an attached client agreement form.

## 04. Start Planning

Upon receipt of the signed client agreement your advisor will begin working on your proposal based on your preferences.







## Important Notes

1

#### COMMUNICATION

Email is always the best way to reach us. We have many trips in the works at any given time. This will ensure your requests and questions are not lost.

2

#### **WORKING HOURS**

Our office hours are 5pm - 9pm Monday thru Friday. We ask that you communicate during business hours, or send an email.

3

#### PACKAGE PRICING

Most trips are priced as packaged rates what we receive from our destination-specific partners. These are contracted rates, and we are not able to disclose breakdown pricing.



#### **DURING TRAVEL**

Each and every trip will receive a custom itinerary sent digitally to you. You will receive this 2-3 weeks prior to your departure date. We ask that communicate with us via e-mail, text or phone during your trip if any issues arise.



## How To Contact Us

EMAIL: INFO@DREAMVACATIONPLANNERSND.COM

**PHONE:** 701.9991.0290

OFFICE HOURS: MONDAY - FRIDAY, 5 PM - 9PM CST
IF THESE TIMES DO NOT WORK FOR YOU APPOINMENTS
AVAILABLE UPON REQUEST

NOTE: OUR TYPICAL TURNAROUND FOR A CUSTOM QUOTE IS ABOUT 5
BUSINESS DAYS. IF I ANTICIPATE THAT THE PROPOSAL MAY TAKE LONGER, I
WILL COMMUNICATE THIS AS SOON AS POSSIBLE.

If you have any questions during any part of the travel planning process you should email us first and wait at least 24 hrs before calling or texting us.



## Frequently Asked Questions

#### DO YOU GUARANTEE PACKAGE PRICING

We make every effort to assure you get the best deal! We often check our bookings and reprice them as rates are adjusted to reflect the market. If rates go down, we will make every attempt to adjust your booking subject to your packages contract.

#### HOW LONG IS MY QUOTE GOOD FOR?

All quotes are in real-time, and no space or pricing is held unless otherwise noted. It is important to realize that the more time that passes from the initial quote creation, the more opportunity there is for a change in availability and pricing. I'd love to work with you to have honest feedback on the itinerary so that I can secure your trip as soon as you are ready to move forward and minimize any risk of loss of space and price changes.

#### WHAT TYPES OF TRAVEL PACKAGES DO YOU OFFER?

We offer a wide variety of travel packages including cruises, adventure travel, beach vacations, cultural tours, and luxury getaways.

#### CAN I CUSTOMIZE YOUR TRAVEL PACKAGE?

Absolutely! We offer customizable travel packages so that we can tailor your trip to your specific needs and preferences and can include air and tours to many of them.

#### DO YOU OFFER TRAVEL INSURANCE?

Travel insurance is HIGHLY recommended in the event unforeseen circumstances occurs while on your trip. Dream Vacation Planners offers travel insurance for all of our travel packages which can be added at the time of booking or at another time before your trip occurs.

