Our goal is to deliver the best possible experience for you and your clients. Please take a moment to review the following information regarding our communication policies for all Travel Advisor reservations.

Communications:

» The Travel Advisor will be responsible for supplying all reservation details in a timely manner. Guests should log into My Account to provide their guest preferences: allergies, dietary, emergency contact, passport information, and special occasions.

» We will direct all questions and requests for information to the Travel Advisor.

» Should the guest contact us directly with inquiries or requests about this reservation, we will advise the guest to direct their communication about this reservation to their Travel Advisor.

» If an email address for the guest is provided (recommended), the guest will receive a copy of all reservation documents, with the exception of the invoice showing Travel Advisor commission. If an email address for the guest is not provided, all information regarding the reservation will be sent only to the Travel Advisor, who is responsible for forwarding all information to their client.

» The Travel Advisor must communicate with the guest in a timely manner to qualify for commission on the reservation.

Documents sent to Travel Advisor only are as follows:

» Reservation Commission Invoice and Passenger Invoice: 3-5 days after booking

Documents sent to guests with an email address on file (with their Travel Advisor copied on the email) are as follows:

» Passenger Agreement: 48 hours after booking

» Welcome Email: 3-5 days after booking
    Attachments: Travelers' Handbook, Hotel Itinerary, City Info, Packing List

» Preliminary Flight Itinerary (If air is included in the reservation): 5-14 days after booking

» Know Before You Go Email: 75 days prior to departure
    Attachments: Travelers' Handbook, Hotel Itinerary, City Info, Packing List

» Final Flight Itinerary Email: 1 month before departure

» Final Travel Documents: Emailed a few weeks prior to departure

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