

New Client Onboarding Guide



THE WANDERING PASSPORT
T R A V E L L L C

About Ingrid

Ingrid has been a travel enthusiast for over 40 years. She grew up overseas, and has lived in both Europe and Africa. Her desire to become a travel advisor was born out of her love for traveling the world, and experiencing other cultures.

At The Wandering Passport Travel, we know that planning your European vacation can feel overwhelming and difficult. Researching and booking everything from destinations, flights, hotels, tours and restaurants can easily feel like a burden, causing your vacation to be full of uncertainty and anxiety.

It shouldn't be that way. When we plan vacations for our clients, they feel excited, confident, and relaxed. Our white glove professional planning service includes planning destination itineraries, booking amazing hotels, and discovering unique local tours. This will allow you to sit back and relax while we put together a European vacation that is exactly what you are dreaming about.





Destinations

European Specialist:

France

Germany

Netherlands

Spain

Ireland

England

Italy and more

Caribbean

Mexico

Specialities

Active & Adventure Travel

All-Inclusive Resorts

Beach/Sun

Couples only

Cruises (Ocean)

Cruises (River)

Family

Honeymoon/Romance

Hotel & Resort Getaways





No More DIY Planning

When you DIY anything in life, you take on risks. Sometimes it's a calculated risk because the consequences (if anything goes wrong) are minimal. In other things, the risk is too high - medical procedures, home renovations, educating your children, and even cutting your own hair.

Planning travel, especially out of the country, can also be a risky endeavor if you are not aware of all the country entrance requirements and frequent ongoing changes. Here is where I can help!



Here are some of the most frequent problems that DIY travel planners have:

- Missed flights
- Awful hotel rooms that don't match the brochure-like images
- Travel insurance that doesn't actually work when you need it
- Waiting on hold for days at a time to airlines, cruise lines, hotels, and tour companies when you have a question or need help
- Tired and frustrated fellow travelers
- Wasted time trying to get from A-B
- Under-planning
- Over-planning
- Poor document preparation
- Denied entry and re-entry
- Finding out activities and sites are closed or limited when you arrive
- Struggling to find dining options in a limited capacity or busy seasons



Rely on Us, the Experts

When you hand over something that is complex, stressful, and has the potential to cost you money and go terribly wrong... you feel a relief and a weight lifted off of your shoulders.

It's called leaning on an expert.

Once you've used our services, you'll never book another vacation on your own ever again! Here are some of the benefits of handing over the planning:

- You won't lose tens or hundreds of hours each trip staring at a screen with dozens of tabs open.
- You won't go around in researching circles so many times that you miss the best opportunities.
- Most likely, you are taking a vacation to disconnect and unwind - you'll no longer start that off with months of stressful planning.
- You'll never wonder what experiences or opportunities you didn't know about that you might have missed.
- You won't waste money.
- You won't waste time.
- Your entire experience will be professionally planned and documented.





Our Services

Having your own professional and certified travel advisor is like having a private concierge for all things travel - qualified, experienced, knowledgeable, connected, and always working to make your next trip the best one you've ever had.



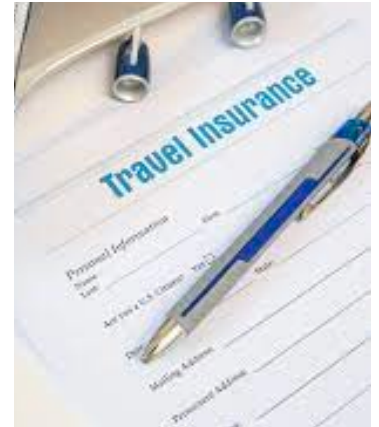
**DOMESTIC &
INTERNATIONAL
AIR**



**HOTELS, VILLAS &
APARTMENTS**



**RIVER
CRUISES**



**TRAVEL
INSURANCE**



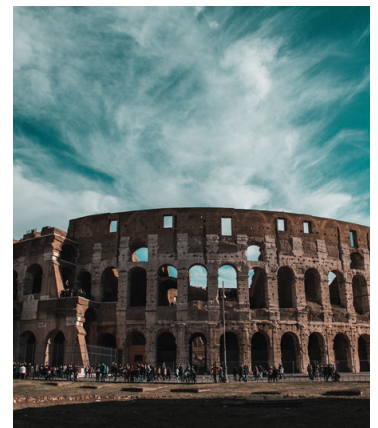
**AIRPORT
TRANSFERS**



**DAY TOURS &
EXCURSIONS**



**DINING &
ENTERTAINMENT
RESERVATIONS**



**UNIQUE
CULTURAL
EXPERIENCES**





How it Works

1

QUICK HELLO

If we haven't already had a quick 15-minute video or phone chat, this is where we listen to your ideas and travel goals.

2

PLANNING MEETING

In this 60-90 minute virtual meeting we'll kick off the planning process. We will ask you a number of questions aimed at getting to know your travel preferences and style, and discuss with you the one time planning fee.

3

WHITE-GLOVE SERVICE

This allows us to plan, research and book every element of your vacation from the list above, all while staying within your budget and in alignment with your personal travel style.

4

RESEARCH, PRESENTATION & ADJUSTMENTS

We will present you with a full itinerary containing options for travel, activities and accommodation. Request any small adjustments before we lock in your trip itinerary.

5

WHILE YOU ARE AWAY

We will only ever be an email, text or call away if you need us. In the event that you need to activate your emergency support plan we will be on standby and ready to help.

Frequently Asked Questions

WHY SHOULD I USE A TRAVEL ADVISOR TO BOOK A TRIP?

With us, you get exceptional personal assistance before, during, and after your vacation. Budget is important, and we strive to get your dream vacation within the budget you've set for it. There's no pressure to go above and beyond what you're comfortable with. You can't enjoy your vacation when you're stressed out about paying for it. We provide honest advice about all resorts and destinations to help you choose the perfect resort for you. You also benefit from our extensive personal connections, which carry a certain gravitas when needing anything addressed. We have an easier time getting you perks (like getting your room upgraded)—it's easier for us to get a "yes" because we work with them often. We also arm you with your own personal 1-800 call number to call and reach us if you need something while you're away. You won't get that from a travel site.

CAN YOU WORK WITHIN CERTAIN BUDGETS?

Yes, we work within any and all budgets. It is our job to listen and hear what your goals and ideas are for your trip. Knowing what your budget is, and what your trip goals are helps us immensely when making recommendations.

DO I NEED TRAVEL INSURANCE?

Travel insurance is available and recommended to protect your travel investment. Many trips, such as tours and cruises, involve non-refundable funds paid months in advance. Travel insurance protects you from losing this investment. Perhaps even more important is the 'during travel' coverage and assistance that comes with the top-flight insurance companies we carry.

WILL I PAY MORE FOR A VACATION IF I BOOK THROUGH YOU THAN WITH AN ONLINE BOOKING ENGINE?

No. We have access to all the same pricing for resorts as the online booking sites do. We can price-match online booking engine pricing when comparing apples to apples. In many cases, we can find discounts and other promotional offerings that are not offered to the general public. We can often offer amenities that you would only receive through booking with me.





Support

Response Time

We will always respond to you by the end of the next business day. For emergencies, while you are traveling we will respond on the same day.

Business Hours

Monday-Friday 8:00-5:00

Saturday 9:00-5:00

We can be available outside these hours for questions and will answer as promptly as we can.

Email & Phone

Phone: 603-843-5094

Email: Ingrid@thewanderingpassporttravel.com





Resources

We will handle all the complex research, planning, and booking for your trip as well as provide you with direct links to the most important information so that you can continue to be updated.



AIRFARE

Monitor your flight arrivals and departures, mask mandates, boarding requirements, vaccine mandates, and more.



CDC

Keep updated on US laws regarding re-entry into the US, and domestic flight boarding and travel requirements from the Center for Disease Control.



INSURANCE QUESTIONS

Get access to your policy, coverage information and start/check on any claims.



GROUND TRANSPORTATION

Monitor travel requirements for boarding and travel, as well as schedule information.



CRUISE LINES

Access your reservation and make selections for any onboard activities, and learn about boarding/cruising rules for masks and vaccines, as well as any mandates.



DESTINATION GOVERNMENT

Learn about the entry requirements to your destination, any necessary forms, and permits, what to do if you test positive, as well as the local laws, customs and any restrictions



Next Steps

Let's start planning your next best vacation.

Schedule a Quick Hello or your full Planning Meeting.

SCHEDULE A QUICK CHAT

Phone: 603-843-5094

Email: Ingrid@thewanderingpassporttravel.com

<https://www.thewanderingpassport.com/contact-us/>



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