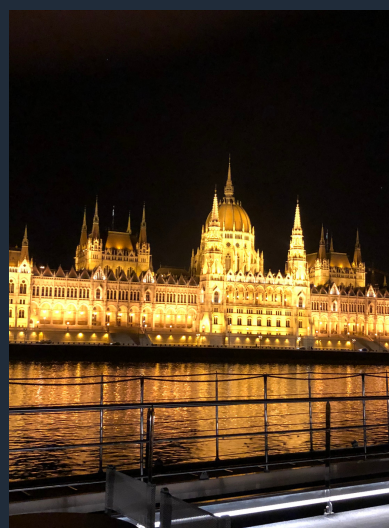
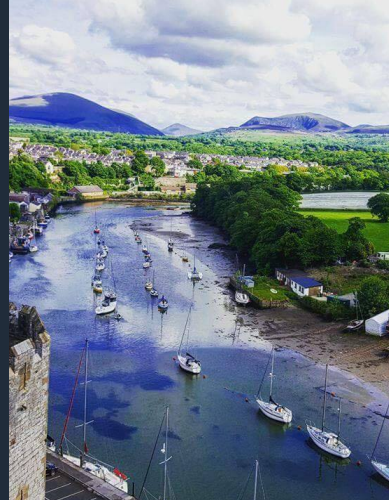




# WELCOME

Thank you for your interest in working with our agency. We pride ourselves with putting together a vacation that will take care of everything and exceed your expectation. We treat you like family and we make ourselves available through the entire process to create the perfect vacation.

*Jon and Jo'El Lapp*



## NO MORE DIY TRAVEL PLANNING FOR YOU!

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.

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, is something that should also be left to qualified and professional experts.

### LOOK AT 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!

## THE BENEFITS OF HANDING OVER THE PLANNING

- You won't lose tens or hundreds of hours each trip starring 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 SERVICE

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.

Our professional planning fees cover a wide variety of tasks and services including but not limited to:

- Domestic and international air
- Hotels, villas and apartments
- River & ocean cruises
- Travel insurance
- Airport transfers
- Day tours and 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

## CONTRACT

Choose the planning package that suits you best, sign our simple contract and schedule in your official planning meeting.

3

## 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.

4

## RESEARCH, PRESENTATION AND 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.





# PACKAGE OPTIONS

Concierge Trip Planning and Managing Fee     \$249 / household

This white-glove planning fee 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. This includes 2 Adults and 3 children



Group Travel Planning     \$350 / group

Before bringing together a group of your favorite friends, family, followers, or clients we will work with the group organizer to curate the perfect itinerary. Each traveling household will then work with us individually to align their travel arrangements with the group plan, while at the same time meeting their personal travel needs. This is a planning and research service only.

Emergency Support / Rebooking Fee     \$200 / Household

Need to cancel your trip and rebook the same vacation for a later date? We can take care of the tiny details from canceling each element of your current booking to confirming new dates. Should you need rebooking services while you are away we can also take full care of that.



Emergency Support and Cancelation     \$50-\$100/ Household

If you need to cancel we will take care of everything for you. We will also provide you with the insurance information if you are able to file a claim.



# FAQS

## Why should I hire a travel agent?

The most straightforward answer is to use someone with the knowledge you may not have, on a destination or a travel supplier, to create the best vacation possible.

## Will it cost me more money to hire you?

In many cases, we can combine parts of a vacation together and actually save you money. If your vacation requires a planning fee, you need to consider how many hours of research we can save you. Plus, you have the peace of mind of knowing someone is looking out for your best interest.

## Do you book Disney or big ship cruises?

We have a team of outside agents that have various specialties. We would rather send you to one of our experts for the vacation you desire than risk missing something that they wouldn't.

## Can I make payments?

Absolutely! There are some upfront costs depending on the supplier we use, like paying for air in full, but in general, we can offer you payments on your schedule.

## Do you work with people that are not in Cartersville?

We have many clients around the country and several counties away. We can Zoom or any other preferred video conference.



by Jon & Jo'El







# 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 to Saturday  
10 am - 4pm EST  
Closed all holidays  
After hours by appointment

## EMAIL + PHONE

+1 (706) 413-2920 office  
[info@jlapptravels.com](mailto:info@jlapptravels.com)



# RESOURCES

We will handle all of 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.

01

## Airline

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

02

## Travel Insurance

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

03

## Ground Transportation

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

04

## Cruise Lines

Access your reservation and make selections for any onboard activities, and learn about boarding/cruising rules and procedures.

05

## Destination Government

Learn about the entry requirements to your destination, any necessary forms, and permits, as well as the local laws, customs and any restrictions



A collage of travel-related items including a laptop keyboard, a straw hat, sneakers, a camera, a map, and a cup of coffee.

# NEXT STEP

Let's start planning your next best vacation.

Schedule a Quick Hello or your full Planning Meeting.

SCHEDULE A CALL