

## **Sample fee structure letters**

This document contains templated fee structure letters that you can use to inform your service package design and communication to clients. There are a number of letters included for different kind of trips that you can customize to your liking (e.g., cruises, multi-country FIT, weddings).



## **Cruise service offering**

We know that there are many options for planning and orchestrating your travel, and we are honored that you would like to work with us at Travel with Awestruck. We are confident that our 15+ years of concierge travel design services and deep firsthand knowledge of destinations around the world will unlock your destination's best kept secrets, just for you.

Our approach is relationship-driven and unique. We invest the time to get to know you and understand your party's preferences beyond the surface level. Then, we create custom itineraries by matching your party's travel preferences with the ideal destination and experiences. We maintain long-term relationships with carefully vetted global suppliers and have established top-tier agreements with leading brands to deliver the best to our clients.

The close, decades-long relationships we maintain with our travelers continue to prove the value of this client-centric approach. Travel with Awestruck is consistently recognized by leading hotel brands and tour operators as one of the top retail travel agencies in North America. Despite our significant scale, our business is nearly 100% referral based. Travel with Awestruck has hundreds of reviews across platforms and has maintained a perfect 5-star rating online. We are honored that our clients return for multiple trips and entrust us with some of the most important moments of their lives, from destination weddings to milestone family gatherings to corporate celebrations with 300+ guests.

Please see below for additional details on what it means to work with Travel with Awestruck.

We look forward to partnering with you.

With gratitude,  
Colleen  
Vice President of Sales, Travel with Awestruck

## Travel with Awestruck Cruise Services

Travel with Awestruck sends hundreds of travelers on cruises every year. We have carefully vetted our cruise line suppliers to ensure that each of our clients is well cared for.

Our cruise travel services include:

- **Pre-travel research and planning** in partnership with you to match your travel preferences to the ideal itinerary
- A personalized proposal with up to **3 curated cruise options** that meet your specified requirements
- Offer guidance on **pre-cruise hotel, port transportation and travel insurance**
- Recommendations for **site-seeing excursions, onboard experiences and cruise dining**
- Pre-travel guidance after booking on **destination-specific entry requirements**
- **Professional travel documents** detailing your itinerary (including confirmation numbers, instructions, and contact information for in-destination partners), delivered on a user-friendly travel app with an option to print
- **Optional pre-travel call** to review the travel documents and answer questions
- **In-destination support**
- **Post-travel follow-up**

The fee for Travel with Awestruck's Cruise service is \$XXX.00. This fee is non-refundable and collected in advance of planning.

\*Travel With Awestruck offers flight booking at an additional fee of \$50 per ticket. You are welcome to book your own flights and share the confirmation information to be added to your itinerary. If flights are booked directly with the cruise line, there is no additional charge. Flights booked through the cruise line are subject to cruise line rules and regulations.



## **Single country itinerary outside of Mexico and the Caribbean**

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Our approach is relationship-driven and unique. We invest the time up front to get to know you and understand your party's preferences beyond the surface level. Then, we create custom itineraries by matching your party's travel preferences with the ideal destination and experiences. We maintain long-term relationships with carefully vetted global suppliers and have established top-tier agreements with leading brands to deliver the best to our clients.

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With gratitude,

Jenene

Owner, President Travel With Awestruck

### Travel With Awestruck Custom Single-Country Itinerary

Travel With Awestruck sends thousands of travelers across the globe every year on custom crafted itineraries. From villas on the Italian coast to luxury game reserves in Botswana to island-hopping in Greece, no two custom international experiences are the same. However, our relationships with carefully vetted suppliers – from hotels to transport services to tour operators – ensure that each of our clients is well cared for in any destination.

Our custom single-country travel services are designed for travelers who already know which country they want to visit. These services include:

- **Pre-travel research and planning** in partnership with you to match your travel preferences to the ideal itinerary
- **A handcrafted itinerary** including accommodations, ideal in-country transportation options (domestic flights, rail, hydrofoils, and car), private or small-group sightseeing, and destination recommendations
- **Up to 3 versions** of the proposed itinerary, based on your feedback and revisions
- Booking and management of your **hotel, private or small-group sightseeing, and in-country transportation**
- Pre-travel guidance after booking on **destination-specific entry requirements**
- **Dining recommendations**
- **Professional travel documents** detailing your itinerary (including confirmation numbers, instructions, and contact information for in-destination partners), delivered on a user-friendly travel app with an option to print
- **Optional pre-travel call** to review the travel documents and answer questions
- **In-destination support**
- **Post-travel follow-up**

The fee for Travel With Awestruck's Custom Single-Country Itinerary service is \$299. This fee is non-refundable and collected in advance of planning.

\*Travel With Awestruck offers international flight booking at an additional fee of \$50 per ticket. You are welcome to book your own international flights and share the confirmation information to be added to your itinerary.

\*\*Travel With Awestruck offers dining and beach club reservation services at an additional fee of \$25 per reservation, including validating hours, coordinating with management, and ensuring the reservation's fit with the broader itinerary (e.g., timing relative to other planned experiences, walking distance, additional transportation needs). Recommendations are complimentary.

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\*\*\*Revisions beyond the third draft itinerary may carry an additional fee to be discussed based on size of the requested change and effort required. These revisions after a third draft are highly uncommon due to our relationship-based approach.

### **Destination Weddings**

We know that there are many options for planning and orchestrating your travel, and we are honored that you would like to work with us at Travel With Awestruck. We are confident that our 15+ years of concierge travel design services and deep firsthand knowledge of destinations around the world will unlock your destination's best kept secrets, just for you.

Our approach is relationship-driven and unique. We invest the time up front to get to know you and understand your party's preferences beyond the surface level. Then, we create custom itineraries by matching your party's travel preferences with the ideal destination and experiences. We maintain long-term relationships with carefully vetted global suppliers and have established top-tier agreements with leading brands to deliver the best to our clients.

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With gratitude,

Jenene

Owner, President Travel With Awestruck

### **Destination Wedding Travel Planning: Description of Services**

Assist you in choosing the international country or island, reviewing options for up to 3 destinations or 5 all-inclusive resort options along with their wedding package inclusions.

Considerations will include travel complexity for you and your guests, ceremony/reception venues, wedding package inclusions, and both wedding and nightly room budget for you and for your guests.

Explain the differences in room block contract types and negotiate a group contract with a tour operator/wholesaler and/or the resort property directly to offer the best available pricing, any relevant complimentary amenities, and flexible payment plans for you and your guests' accommodations.

As discussed in our consultation, group contract rates and amenities are dependent on the number of room nights booked within the group contract. To receive group amenities and discounted rates, the required minimum number of room nights must be met as determined by property policies. Only rooms booked with the group contract count toward the couple's earned amenities and perks. Guests booked outside of the room block do not count toward contract production and may be charged an incremental day pass fee. Guests booked at a different resort will be charged a fee to attend the wedding.

For example, group amenities may include:

- Complimentary room night credits that may be used to reduce the cost of the wedding couple's stay or refunded to their credit card after travel is completed
- Complimentary event credits to be used for a welcome cocktail party, beach bonfire, or private reception
- Discounts on wedding packages or credits toward wedding ceremony packages
- Guest room upgrades to be used at the discretion of the wedding couple to upgrade their own room or their chosen guests (parents, wedding party)

Assist with securing the chosen wedding date and general location for the ceremony and reception venues within the resort, and provide legal destination marriage requirements, such as residency requirements, blood test requirements, and advance arrival requirements. If you opt for a symbolic ceremony, we will also supply those requirements.

Serve as a single point of contact for guests to arrange group travel plans. This includes flexible payment plans, periodic invoicing, deposit deadline reminders,

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final payment reminders, and all-around personalization of your guests' travel needs for this trip. These guest travel services include:

- Round-trip flights (if requested by the guest)
- Hotel accommodations
- Transportation to and from the airport/hotel
- Travel insurance
- Pre-planned destination tours (if requested)
- Coordinating honeymoon amenities for the wedding couple

Provide a mobile-friendly wedding website. While Travel with Awestruck will complete the travel sections of this site, it is the responsibility of our wedding couples to update the non-travel sections, such as photos, videos, and other personalized details.

Provide travel documents for each guest booking and an option for guests to schedule a pre-travel call to answer any questions and review the documents.

Provide a pre-travel call with the wedding couple two to four weeks prior to travel.

Provide a report of guest bookings during the RSVP process. This is accessible to you and updates in real-time, so you never have to ask if someone has reached out to us to book their room reservation.

### **Honeymoon support**

Beyond the altar, we are here to design your ideal honeymoon (whatever and wherever that may be), and we waive all planning fees for our destination wedding couples.

### **Travel Agency Responsibilities**

Travel with Awestruck is a travel agency, not the wedding ceremony or reception coordinator. I am a destination wedding expert and travel advisor. I will use my knowledge, experience, and travel industry relationships to make sure that you are choosing a destination and resort that is a great fit for your guests. Our responsibilities are related strictly to the facilitation of travel. After a group contract is signed, Travel with Awestruck will facilitate the introduction between you and the resort wedding coordinator who will assist with ceremony details such as colors, decor, dinner menu, cake flavors, live music, etc.





### **Destination Wedding Planning Fee**

Travel planning involves time and expertise. Our recommendations are based on 15 years of experience. We are a nationally recognized, award-winning travel agency. The preferred supplier partners that we select will be chosen based on their ability to meet your specific event needs and those of your guests. They are carefully vetted by our team.

The professional services required to plan and arrange your destination wedding require a planning and research fee. This payment is due at the time of agreement and is non-refundable.

My Destination Wedding Travel Planning & Research Fee is \$1,000.00.



## **Mexico and Caribbean Services**

We know that there are many options for planning and orchestrating your travel, and we are honored that you would like to work with us at Travel With Awestruck. We are confident that our 15+ years of concierge travel design services and deep firsthand knowledge of destinations around the world will unlock your destination's best kept secrets, just for you.

Our approach is relationship-driven and unique. We invest the time up front to get to know you and understand your party's preferences beyond the surface level. Then, we create custom itineraries by matching your party's travel preferences with the ideal destination and experiences. We maintain long-term relationships with carefully vetted global suppliers and have established top-tier agreements with leading brands to deliver the best to our clients.

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With gratitude,

Jenene

Owner, President Travel With Awestruck



### **Travel With Awestruck Mexico and Caribbean Services**

Travel With Awestruck sends thousands of travelers to Mexico and the Caribbean every year. We have carefully vetted our suppliers – from hotels to transport services to tour operators – to ensure that each of our clients is well cared for.

Our Mexico and Caribbean travel services include:

- **Pre-travel research and planning** in partnership with you to match your travel preferences to the ideal itinerary
- A personalized proposal with up to **3 hotel/resort suggestions** in one or multiple destinations (and our best-kept secrets for each)
- Expert coordination of your **hotel, flights, and private ground transportation**
- Recommendation and orchestration of **site-seeing excursions, and dining**
- Pre-travel guidance after booking on **destination-specific entry requirements**
- **Professional travel documents** detailing your itinerary (including confirmation numbers, instructions, and contact information for in-destination partners), delivered on a user-friendly travel app with an option to print
- **Optional pre-travel call** to review the travel documents and answer questions
- **In-destination support**
- **Post-travel follow-up**

The fee for Travel With Awestruck's Mexico and Caribbean service is \$149. This fee is non-refundable and collected in advance of planning.



## **Multi-country itinerary services**

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Our custom multi-country travel services are designed for travelers who either know that they would like to visit multiple countries on one trip or are not sure which country they would like to visit. These services include:

- **Pre-travel research and planning** in partnership with you to match your travel preferences to the ideal itinerary
- **Up to 3 handcrafted itineraries** including accommodations, ideal in-country and inter-country transportation options (domestic flights, rail, hydrofoils, and car), private or small-group sightseeing, and destination recommendations
- **Follow-up consultation** to discuss itineraries proposed and decide on destination(s)
- **Up to 3 versions of the selected itinerary**, based on your feedback and revisions
- Booking and management of your **hotel, private or small-group sightseeing, and in-country / inter-country transportation**
- Pre-travel guidance after booking on **destination-specific entry requirements** for each country
- **Dining recommendations**
- **Professional travel documents** detailing your itinerary (including confirmation numbers, instructions, and contact information for in-destination partners), delivered on a user-friendly travel app with an option to print
- **Optional pre-travel call** to review the travel documents and answer questions
- **In-destination support**
- **Post-travel follow-up**

The fee for Travel With Awestruck's Custom Multi-Country Itinerary service is \$449. This fee is non-refundable and collected in advance of planning.

\*Travel With Awestruck offers international flight booking at an additional fee of \$50 per ticket. You are welcome to book your own international flights and share the confirmation information to be added to your itinerary.

\*\*Travel With Awestruck offers dining and beach club reservation services at an additional fee of \$25 per reservation, including validating hours, coordinating with

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management, and ensuring the reservation's fit with the broader itinerary (e.g., timing relative to other planned experiences, walking distance, additional transportation needs). Recommendations are complimentary.

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