



NEW CLIENT

WELCOME

HANDBOOK

Hello and Welcome to Kaleidoscope Travel & Cruise

**SUN DESTINATIONS, ROMANCE &
DESTINATION WEDDING GROUPS**

INTRODUCTION

Welcome!



Vicki



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I'm so happy you're here!

Thank you so much for trusting me to come alongside you in this process. I'm so glad you've chosen to become a part of the Kaleidoscope Travel family! I am officially committed to the utmost delight and success for you and your vacation. It is truly an honor to get to know you.

Your trust and confidence mean everything to me, so please take a few minutes to read through this packet of information that will empower both of us to have an incredible, seamless experience working together! Consider this your handbook on how we'll collaborate to create your dream vacation. In this document, you'll find the details on how to get in touch, give me feedback, and maximize your vacation planning experience.

We're officially in this together, and I'm thrilled to be on your team!

”

"Wherever you go, go with all your heart."

- Confucius

Get to know *Vicki*



Family/Self

I am happily married to the same man for 50+ years and we have 3 children, 11 grandchildren and two great grandchildren. I am passionate about the travel experience and believe it enriches our lives and should contribute positively to the places we visit.



Fun Facts

I play piano/organ at my church (been doing that for almost 60 years) and I have played for many weddings and funerals. Growing up in Saskatchewan - curling was a popular activity and while I do not participate any longer, I watch as many games as I can on television. I always have a book on the go - reading is my favorite relaxation activity and I prefer a paper book to a digital reader.



Favorite Destinations

My favorite destination is Punta Cana in the Dominican Republic, followed closely by Mexico (all beach areas) and Jamaica. I am a sun lover, so the top criteria is sun, sand and blue water, frosty drinks with no cooking required.



Next Trip

We are hoping to visit Belize this winter and we are booked for a river cruise Amsterdam-Budapest for September 2024.



The Design Process

STEP

01

Discover

We begin this process with a free 30 minute consultation by phone, in person or video call. I take the time to listen to your travel dreams, goals and preferences so we have a clear vision of your perfect vacation. We will also review what is included when you retain our services with the planning fee.

STEP

02

Save Your Spot

Once you are ready to move forward and start planning your vacation, I will require you to submit the planning fee so that we can begin working right away. As soon as this is completed, you are officially a part of the Kaleidoscope Travel & Cruise family and your vacation is added to my calendar.

STEP

03

Design

After our meeting I will get to work for you! Kaleidoscope Travel & Cruise has an extensive network of travel contacts and suppliers we work with. This allows us to find the best rates available for your vacation dreams. We work for you (not the travel suppliers) so we can offer you the best choice for your individual vacation wish list.

STEP

04

Tweak & Revise

After you take time to review your proposal, we will make necessary adjustments based on your personal preferences and lock in your official plan!

STEP

05

Book Your Vacation

Once your itinerary is perfect, we will complete all the reservations for you, adding any special extra touches you may require. All you have to do is sit back, relax and dream about your next adventure!

Working Together

STEP

06

Insurance

As your travel professional, we highly recommend the purchase of travel insurance and the many benefits it offers. Once the booking is made, you can expect to receive an email with details about the insurance options. Please note some policies can only be purchased within 72 hours of booking your trip.

STEP

07

Special Details

Between booking your trip and your travel dates, you are sure to have a few extra things you've thought of that you'd love to have included. I can provide options for you to look over - from tours and excursions to private transfers to help make sure all of the little, special details are included in your experience to make your trip complete.

STEP

08

Final Preparations

Around 3 weeks before you leave, I'll send you off with hard or electronic copies of every document you may need. This includes your custom itinerary, reservation confirmations, and tickets. I'll also send helpful reminders, recommendations, and travel tips unique to your destination!

STEP

09

Depart for Your Vacation

When you board the plane, it will be with full confidence that you have someone back home who has your back. My job isn't done until you are home, and I will be working behind the scenes to make sure everything runs smoothly. I am available if you need any assistance while you are away.

STEP

10

Memories

After you return home, we will reach out to you so we can hear all about your trip. We love living vicariously through you and learning about experiences. Your input also helps us to plan an even better trip for your next adventure!



How We'll Communicate

How



I am passionate about helping plan stress free getaways that you will be able to fondly remember for years to come. After our initial discovery call or meeting, communication during your trip-planning process will be mainly through email. If you would like to discuss your trip to any extent by phone or in person I am more than happy to do so. To ensure my attention is focused completely on you and your vacation, please book an appointment that fits both our schedules.

Your emails are important to me and I will always answer them as promptly as possible. I prioritize emails by current travelers first followed by confirmed travelers. Please refrain from text messaging questions or information. Keeping our communication completely through email and phone calls helps keep a running history of our conversations and ensures nothing slips through the cracks.

I'm just a call or email away - no waiting on hold with a call center when you book with me! I work for YOU, not the tour operators.

You will also receive all of the up-to-date travel requirements in an easy step by step format, with the benefit of a free app that stores that information for you to refer to when you are away. This will allow you to have a stress free vacation, knowing that I have taken care of all the details!



Office Hours

My office hours are :

Monday - Thursday from 10:00 am - 4:00 pm MST

By appointment only.

However, if you are traveling, I am available around the clock for you and you will be provided with information for the best way to reach me.



Keys To Success

Perfecting your trip is my goal, and it is most easily achieved by focusing on three key elements.



01 Honesty

Your honesty and feedback throughout the entire process ensures we are creating the perfect vacation for you. I can only know you as well as you allow me to know you, so please, let's be fast friends!

02 Specificity

The more specific you can be about yourself and your desires for your vacation, the better chance I have to get it right for you.



03 Trust

Trust is essential to any relationship, and ours is no exception! Even though we will certainly be collaborating, your trust in my knowledge, experience, and expertise is what allows me to create meaningful, delightful vacations specific to each of my clients. There is no point in both of us doing the same work, so please allow me to do what I've been trained for and hired by you to do! You can rest assured that I am here for you every step of the way from helping you choose the right places to go and preparing for your departure, to promptly assisting in the case of any schedule changes, travel delays, cancellations or issues that arise in destination.



Frequently asked questions

Q:

When will I receive my travel documents?

A: The most convenient option for your documents will be my completely electronic itineraries. These e-documents can be accessed on your smartphone at all times on your trip and shared with loved ones who want to know your itinerary as well. When the time comes, I will send you instructions on how to utilize them to the fullest. If you prefer a hard copy of your itinerary, just let me know, but more often than not, my clients end up choosing the electronic versions.

Q:

Do you book AirBnbs?

A: No, I am not able to book with Airbnb for my clients. Because of Airbnb's protection policy for their owners, the person staying at the home must be the one who books. Additionally, Airbnb negatively impacts the economy and culture of the destinations I book most often, and has caused many problems in major cities around the world. Because of this and my lack of ability to properly vet and vouch for an Airbnb property, I do not include booking Airbnbs as a service.

Q:

How do I make payments?

A: Once we confirm your itinerary and you are ready to make a deposit, I will send over a secure credit card authorization form and invoice through TravelJoy. Your credit card isn't charged immediately upon authorization, but what this does is give me all of the information I need as well as permission to make charges on your behalf.

Q:

What if I need to cancel my trip?

A: In today's travel climate, I understand how important flexibility and the option to cancel your trip has become. Part of my job as your travel advisor is to educate you about each aspect of your trip's cancellation policy. The tour guides, hotels, properties, and experiences I curate for my clients often have their own unique set of cancellation policies, so I will include all cancellation details clearly in your trip proposal.



Frequently asked questions

Q:

How can I reach you?

A: After our initial consultation call, the best way for us to communicate is through phone or email. If you have something more urgent to discuss, we can find a time to schedule an appointment. Of course, while traveling, you will have my personal contact information so that I'm only a phone call or email away to help should a need arise.

Q:

Can I make changes to my trip?

A: Yes, absolutely! After you've looked everything over, you and I can talk through any changes that you would like to make. I offer 2 complimentary changes to your itinerary before it is booked. When the trip is booked, changes will be subject to the terms and conditions of the tour provider.

Q:

Do you promise the cheapest price?

A: My job is to find you the best value on vacation, although not necessarily the lowest cost. Pricing, while very important, is only one of many factors I consider when putting together the best package. I take my clients' budgets very seriously and treat them with the same respect I would want my own vacation budget treated, but ultimately I keep your best interest in mind and make my travel recommendations with all relevant factors considered. Also, I am unable to provide line-item pricing, as your package consists of many components.

Q:

How long does my passport have to be valid for?

A: Many countries require your passport to be valid for at least six months beyond your intended return date. This means that if you plan to travel to a country with such a requirement, your passport should have at least six months of validity remaining before it expires. To avoid any issues while traveling, it's generally recommended to have at least two to four blank pages in your passport.



Thank You!

I hope you've found this Welcome Handbook helpful. I'm so excited to begin this journey with you, and hope to become your travel agent for life!

Vicki Penrod

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Travel With US!

*There's a vacation for
every celebration!*



@KaleidoscopeTravelRomanceCelebration



@kaleidoscopetc