


Personalized Travel Planning	Silver	Gold	Platinum
by	\$500 for 5 hours of planning + management	\$700 for 7 hours of planning + management	\$1000 for 10 hours of planning + management
	Ideal for up to 5 night trips -- includes researching local activities and tours, custom-made daily itinerary, hotel stays, private villa rentals (for select destinations)	Ideal for up to 6-7 night trips -- single destination trips, cruises, anniversary trips, milestone birthdays, honeymoons, babymoons, executive travel, surprise trips, multi-generational trips	Ideal for 7 night trips -- multi-destination travel, group travel, honeymoons, school breaks, complex trips like safaris and expedition cruises, corporate retreats
Stone Luxury Travel charges a \$150/hour fee for all travel planning and management that exceeds the allocated time for the service level selected.			
PRE - TRIP			
Travel preferences questionnaire	✓	✓	✓
Phone consultation - 30 minutes	✓	✓	✓
Research and planning hours	5 hours	7 hours	10 hours
Destination snapshot (includes information about the destination, weather, travel time, accommodations, currency)	✓	✓	✓
Air (ticketing fee applies to all air booked by Stone Luxury Travel)	Air Routing + Quote + Book (fee applies)	Air Routing + Quote + Book (fee applies)	Air Routing + Quote + Book (fee applies)
Accommodations (+ VIP amenities when available)	Book	Book	Book
Tours, activities, experiences	Book	Book	Book
Ground transportation (rental cars, airport transfers, tour transfers)	Recommend	Book	Book
Travel insurance	Quote + Process	Quote + Process	Quote + Process
Restaurant recommendations and reservations			Book
COVID travel requirement information	✓	✓	✓
Itinerary Proposal	✓	✓	✓
Travel and destination app recommendations (where applicable)	✓	✓	✓
Passport and visa requirements			✓
Vaccine requirements			✓
Final Documents Preparation + Handoff	✓	✓	✓
DURING YOUR TRIP			
Monitor Final Itinerary + Travel Documents with local supplier	✓	✓	✓
Check in email within 24 hours of your arrival	✓	✓	✓
24 hour air support line when ticket is booked with Travel Society	✓		✓
Available for messaging during your trip (during PST open hours)		✓	✓
Sourcing of tickets for sporting events, concerts, and theater			Book
Coordination of luggage shipping to destination		Recommend	Book
Coordination of photographer for photoshoot in destination		Recommend	Book
Contact information for local destination expert (where applicable)			✓
POST TRIP			
Post trip interview	✓	✓	✓
3 month follow up to discuss next trip		✓	✓
Recommendations for future travel			✓
Special offers, perks, and VIP amenities for future travel			✓
"Recommend" = recommendations based on your preferences that you book independently "Book" = Stone Luxury Travel will book the stated item for you			
Air Booking + Support fees: \$100/per ticket for domestic flights, \$150/per ticket for international flight and includes access to a 24/7 hour emergency line. Air Support (Agent 24) subject to after hours fees. Depending on request for air team - fees may apply. Note: Agent24 pricing is subject to change without notice.			
Groups of 7+ will be billed at the hourly rate with a 50% deposit due to begin work with Stone Luxury Travel. Depending upon the complexity of the trip, be it customized or a pre-structured tour, will determine the fee. This will be discussed with the group leader at the initial discovery discussion. Minimum \$150 per person.			
Last Minute - Expedited Travel Requests: If your departure date is within six weeks of departure or 8 weeks during holiday time (Christmas, Presidents Weekend, Easter), there will be a minimum planning + management fee of \$1,000. This is due to the additional time required to find available suppliers, hotels, activities, transfers as a result of limited inventory.			
Destination Change: If the client wishes to change to a different destination, a new planning fee will be charged for the new destination. We will advise when this will occur.			
Change Fees: All changed must be in writing. Any changes to an itinerary once the deposit has been made, will incur a \$100 fee per change. Any changes requested after the final payment is made and/or during travels, will incur a change fee by the supplier – the amount is determined based on the complexity of the requested			

Cancellation Fees: Any cancellation must be in writing. The client will be responsible for cancellation fees according to the terms and conditions of destination suppliers.

In addition, Stone Luxury Travel will charge a \$500 per person cancellation fee for trips cancelled. Stone Luxury Travel strongly recommends the client purchase travel