



WORKING WITH
SNOW & SAND
VACATIONS

What to expect when working with
SNOW & SAND VACATIONS

When you partner with us, you aren't just booking a trip – you are gaining a professional travel advocate committed to the success of your journey. To provide the meticulous attention to detail your vacation deserves, we operate within the following professional framework.

YOUR PLANNING FEE INCLUDES

Bespoke Vacation Design

A custom itinerary tailored to your unique travel style, including up to two rounds of refinements to ensure it is perfect.

Deep Research & Discovery

Expert sourcing of premier accommodations, flights, transfers, and one-of-a-kind local activities.

Seamless Logistics

Professional coordination and management of all trip components prior to your departure.

Tern Travel App

24/7 mobile access to your personalized itinerary, curated destination guides, and "on-your-own" exploration ideas.

Travel Advocacy

Priority support during travel disruptions and dedicated assistance to ensure every trip element meets our high standards.

Emergency Support*

Access to emergency protocols for time-sensitive situations requiring immediate attention outside of business hours.

THE VACATION PLANNING PROCESS

1



Initial Consultation

We start by exploring your vision and preferences, then walk you through our process and determine the planning fee for your journey.

2



Planning & Design Fee Payment

To dedicate the proper time to your custom design, the non-refundable planning fee is required to commence work.

3



Onboarding

We collect your travel details via secure forms. Please submit accurate information along with your passport and/or Real ID to ensure error-free bookings.

Deep Research & Supplier Vetting

We research and vet dozens of options to design a seamless itinerary tailored to your vision. This typically takes 2-4 weeks.



4

Proposal Presentation

We'll present your custom proposal, including travel insurance options, via video call. Your fee covers up to two rounds of refinements.



5

Time to Consider your Options

We recommend a five-day decision window, as travel pricing is dynamic and all quoted prices are subject to change until booked.



6

7



Your Feedback

Please send any proposal questions via email so we can provide thorough, documented answers.

8



Booking Process

We'll send you a secure link to authorize bookings and provide payment details, where you'll also review payment schedules, terms, and cancellation policies for each supplier.

9



Changes and Cancellations

Changes after booking may incur fees and require a completed change or cancellation form.

Time to Daydream

After booking, we'll introduce you to the Tern Travel App, where you can explore your itinerary and browse destination guides.



10

Final Itinerary Delivery

(Approx 2-4 weeks before departure): Your final itinerary, including all trip details and emergency contacts via the Tern App. Printed copies are available by request for an additional fee.



11



OUR COMMITMENT TO FOCUS & BOUNDARIES

We want to be fully present when working on your world-class itinerary. To maintain this focus, we observe the following professional standards:

Focused Work Blocks

We manage all inquiries and logistics during standard business hours to give every task our full attention.

Quality Documentation

For non-emergency requests, we prioritize email and our secure portal to keep a clear record of your preferences and details.

In-Travel Support

We're happy to help add activities or reservations mid-trip during business hours. Note that voluntary additions incur additional service fees.

Not a 24/7 Concierge Service

If you'd like 24/7 concierge support, let us know before booking. This service typically adds approximately 30% to the trip cost and is not available for all itineraries.

COMMUNICATION & OFFICE HOURS

Monday, Wednesday:

9:00 AM – 2:00 PM [CST]

Tuesday, Thursday:

9:00 AM – 5:00 PM [CST]

Friday – Sunday:

Closed for research and recharging

Professional Development & Personal Time Off

To provide you with the most current destination expertise, we occasionally step away from our desks for professional development, industry training, and familiarization trips. We also prioritize personal time off to ensure we remain energized for your planning needs.

- **Current Availability:** Please refer to our email signature for up-to-date information regarding any upcoming out-of-office dates.
- **Support During Travel:** If we have scheduled time off during your specific travel dates, we will inform you well in advance and provide you with the appropriate alternative contacts to ensure you have continuous assistance if needed.

DEFINITION OF EMERGENCY TRAVEL SERVICES

Emergency Services are defined as unforeseen, time-sensitive disruptions that prevent the traveler from safely continuing their itinerary or accessing confirmed accommodations.

Qualifying emergencies include:

Denied entry to a confirmed hotel or excursion

Safety or medical emergencies requiring immediate coordination

Hotel facilities not as expected upon check-in

Canceled or significantly delayed flights/transportation with no immediate rebooking provided by the carrier



SNOW & SAND VACATIONS

SAMPLE FEE SCHEDULE

Please schedule a free consultation for an estimate

BESPOKE PACKAGED AND CUSTOM TRIPS

CRUISES*



River & Ocean
Booking Cruise Only
\$75.00

Full Service Package*
\$350



Less Than 10 Days
Starting at \$350

Greater Than 11 Days
Starting at \$450

Single Destination
(i.e. Air, transfers and hotels
booking to a beach resort)
Starting at \$150

SKI TRIPS



Full-Service Package
Starting at \$350

Includes research, planning, and
booking of: air, transfers, hotels,
ski school, and equipment rental
for travelers sharing one room.

*Full-service package includes research and booking of: shore excursions, restaurant reservations, and planning and booking of trip elements (hotels, transfers, tours) for one destination (1-2 nights) on each end (pre/post cruise) for travelers sharing one room/cabin.

The above may incur additional fees for booking of airfare, car rentals, and other single items not included in the package.

A LA CARTE ITEMS

CATEGORY	ITEM / CONDITION	FEE / DETAILS
HOTEL BOOKING ONLY	Less than four nights	\$35.00 per room
	Five nights or more	Free
AIRFARE TICKETING* <i>Includes support during travel disruptions, assistance with rebookings, changes and cancellations.</i>	May be free with packaged trips	—
	Domestic	\$45.00 for first passenger <i>\$15 each for all others (domestic)</i>
	International Economy or Premium Economy	\$75.00 for first passenger <i>\$45 each all others (international)</i>
	International Business or First	\$150.00 for first passenger
	Private Travel	Negotiated
	Seat Selection: At cost as per airline's fees (if applicable)	Air Changes: Starting at \$75 fee + airline fee + fare difference
	<i>*Prices are for itineraries on the same booking (single-locator record) up to five travelers</i>	
SHORE EXCURSIONS RESERVATIONS	With preferred provider	Free
	With non-preferred provider or cruise line	\$25.00 for first excursion, \$10 for all others with same provider on same booking
OTHER SERVICES	Booking of tickets to events, museums, theaters, concerts, etc.	15% of ticket cost (capped at \$150 per transaction)
	Ski equipment rental (may be free with packaged trips)	10% of rental cost (capped at \$150 per booking)



RAIL TICKETS

May be free with packaged trips.

Rail Tickets **\$35 (First ticket)**

Rail Tickets **\$15 (Additional tickets on same itinerary)**



CAR RENTALS

May be free with packaged trips.

Single Booking **\$65**

CANCELLATIONS



Some reservations may be non-refundable. Suppliers' terms and conditions apply. In addition, Snow & Sand will charge a fee as follows:

5% for bookings up to \$10,000
(Bookings greater than \$10,000 capped at \$3,000)

EXCHANGES



Changes of dates, destinations, number of people, booking times

\$75-\$500

plus any cost difference.

Will be quoted before proceeding.

GROUPS (10+)



Group Fees

Negotiated based on trip complexity

All of the above services are bound by Snow & Sand Travels LLC **Terms & Conditions**, our What to Expect with Snow & Sand Vacations document, as well as the suppliers' Terms and Conditions. Please reference each of these documents for further details.