



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 Deposit

To dedicate the proper time to your custom design, the non-refundable planning deposit 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 and Time Out of the Office

To provide you with the most current destination expertise, we occasionally step away from our desks for professional development, industry training, and familiarization trips.

**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.

# TRAVEL INSURANCE

## TRAVEL INSURANCE IS THE KEY TO PEACE OF MIND

We strongly recommend securing travel insurance at the time of booking. It is the single most effective way to protect your investment and ensure you are covered if the unexpected happens.

While we are not insurance experts, we are happy to connect you with trusted specialists who can walk you through your options and make sure you have the right coverage in place before you travel.



# EMERGENCY TRAVEL SERVICES

## WE WILL ALWAYS ADVOCATE ON YOUR BEHALF

Your Tern itinerary app is your first line of defense in an emergency. It includes contact details for every supplier providing services during your trip, and local partners on the ground are often best positioned to help if things don't go as expected (especially if you are traveling in time zones outside of the U.S.).

That said, **we will always be available to assist and advocate on your behalf** but especially during unforeseen, time-sensitive disruptions that prevent you from safely continuing your trip or accessing confirmed accommodations, including:

- Denied entry to a confirmed hotel or excursion
- Flight disruption rebooking‡
- Safety or medical emergencies requiring immediate coordination¶

**In any situation that threatens your health or safety, always contact local authorities first.**

‡Once travel has begun, flight rebookings are handled directly by the airline. We will, however, work alongside you to help resolve disruptions as quickly as possible.

¶Please be aware that medical evacuations can cost hundreds of thousands of dollars, which is one of the most important reasons we strongly recommend adequate travel insurance.