



# Welcome To

## **SUNSATIONAL VACATIONS, LLC**

We take a collaborative approach to travel planning that takes your tastes, interests and budget into consideration.

# Who We Are

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Sunsational Vacations was founded in 2004 by Cathy Jackson.

We are a team of dedicated Travel Advisors who truly want our clients to have an exceptional vacation. If you're not happy, we're not happy.

While we specialize in travel to the Caribbean, Hawaii, Mexico and Tahiti, we also work with suppliers on trips to the South Pacific, and Europe, including Iceland, Greece and Italy.

Whether you are interested in a family vacation, a honeymoon, anniversary trip or romantic getaway, a destination wedding, group trip, cruise or resort vacation, we can handle your vacation needs.

Our business was built by giving our clients exceptional service and because of that, we have a growing list of repeat clients and referrals. We hope to be able to add you to the Sunsational Vacations family!

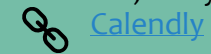
# How We Work

FOR OUR PROCESS TO BE MOST SUCCESSFUL, WE'D LIKE TO OUTLINE WHAT YOU CAN EXPECT FROM US



## STEP ONE

Set up a no obligation consultation in person, video conference, or by phone here:



[Calendly](#)



## STEP TWO

Based on the information gathered in our consultation, your Travel Advisor will present options and quotes that meet your needs.



## STEP THREE

Book your trip. A deposit will be due at the time of booking. Final payment is normally due 50-45 days prior to travel.



## STEP FOUR

Relax knowing all the details are being handled and you can focus on packing.



# Our Fee Structure

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- Our initial consultations are complimentary. This is where we will get to know each other, and your Travel Advisor can learn about your traveling style and preferences.
- Depending on the complexity of your trip, you may be asked to pay a minimal trip planning and research fee which starts at \$50.
- Why do we charge a fee? Not only do Travel Advisors not get paid until our clients travel, but our workload has increased with the additional research involved with the destinations we sell, guiding our clients throughout the process to help them navigate the proper requirements for their trip, as well as keeping up with the daily flight schedule changes, reservation modifications, and other details we attend to each day.

In order to better manage our workload and ensure we are spending our time working with clients who are most ready to book their trips with us, we have instituted a fee structure so that we may continue to focus on our clients and provide the one-on-one attention they deserve.

# What You Can Expect

## Initial Quote

Once we've had our consultation, we'll get to work on researching some options that match your preferences. We'll present you with 3 resort options. If you're not happy with them, we'll dig deeper to find out why so we can get back on track.

## Reservation

We'll book your reservation and send you an invoice, go over any travel insurance options, travel protocols for your destination, and ask for a trip deposit to confirm your reservation.

## Communication

We'll continue to send you emails up until departure so you are fully prepared for your trip. Of course, if you ever have any questions, you can always contact your Travel Advisor.

We'll contact the hotel concierge prior to your arrival to call special attention to your reservation and point out any special requests you may have.

## Advocate

We'll check in with you when you're traveling (by email) to make sure you are happy with your stay. If you need us to step in and assist you with anything, we will work on your behalf to try to help you with any issues you may be having.

# Why Work With Us



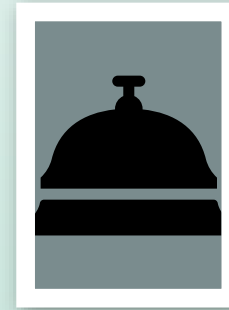
Your Sunsational Vacations Travel Advisor will take time getting to know you and your likes and dislikes. Not only will your Travel Advisor provide you with a beautiful itinerary, but they will work to make sure that you get the most value out of your trip.

You'll be fully prepared for your trip and will know what to expect as your departure date arrives.



You know all that time that you already DON'T have on your hands? We get it. Planning a vacation should not be a source of stress or another thing on your to do list.

We'll create a custom itinerary based on our initial consultation. We'll work with you on changes until you are happy with the final itinerary.



We work with the best suppliers in the industry. This gives our clients the added assurance that you not only have your Travel Advisor working on your behalf to ensure that your trip goes smoothly, but you have assistance from our suppliers as well.



By working with Sunsational Vacations, you can rest assured that someone else is checking all the details for you. Your only job? Kick back, relax and enjoy your vacation!

If a problem arises during your trip, your Travel Advisor will step in to assist you so you can get back to enjoying your vacation.



# What We'll Need From You

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- Prior to the initial call, please review your main goals for the trip, your budget for the trip, your travel dates and whether you have any flexibility. This allows us to talk through expectations and how you can get the most bang for your buck.
- Because each of our itineraries are custom curated, we take time and care to select properties and concepts that match your style.
- If we are headed in the wrong direction, we request that you are communicative and upfront so that we can change course.
- We'll need your legal passport names, expiration dates, gender, and dates of birth for all passengers on a reservation.
- We'll need to know who the main decision-maker for the trip is, and if anyone is working with someone else on the same trip.
- Please provide your Travel Advisor with any airline/cruise/hotel loyalty account numbers you may have.

# Highlights and Takeaways



We work best by email so that we can serve our clients consistently and keep records of our communication in each client's email folder. Phone calls can be scheduled through [Calendly](#), but don't hesitate to call if you have a quick question.



Working with us will provide you with detailed, individualized service.



We provide bundled rates from our destination specialized partners that provide you with incredible value. Should you happen to find a lower price, please allow us to submit it to our price match team.



**Thank You!**

SUNSATIONAL VACATIONS

888-431-8567

[sunsationalvacations.us](http://sunsationalvacations.us)