

welcome

Guide



Amanda Schrauth - Blue Luz

hello



Hi there and thanks so much for entrusting me with the task of helping you achieve your travel dreams!

I'm ecstatic to welcome you into our Blue Luz community, where together we can make something extraordinary. It's an honor to get to know you, and it means everything that you've chosen me as your go-to Travel Agent. Please take a moment to browse through this guidebook; it'll help both of us better understand each other & how exactly we'll work as a team and what you can expect moving forward. So here's to new beginnings.



Amanda

Get to Know *Your Travel Advisor*

As a specialist travel agent from Montana, my dream is to work with clients exactly like you to help you plan your perfect getaway.

Blue Luz Mission Statement

At Blue Luz we offer valuable and accessible services for free to our travel clients through sharing of travel tips, vacation advice, and booking trips. We see a world in which all people are able to travel, see new places, and experience new cultures according to their needs, desires, and budget.



Step by Step

PLANNING TIMELINE

01

Your Vacation

Lets start things off with what your ultimate vacation looks like. I will ask alot of questions because I want to get to know you, your preferences & how I can help you.

02

Client Onboarding

Once your ready to move forward with your travel plans, you will be onboarded which is really just a fancy way of saying that we will have a phone/video call to go over your perfect vacation so that I can find the best options for you.

03

Research & Proposals

This is where the fun begins - everything from destination research, creating custom itineraries & even supplier negotiations is all done for you.

04

Travel Presentation

Soon I will be ready to present your custom itinerary & pricing proposal for your review. At this point you will have the opportunity to request adjustments to get everything just right.

05

Bookings & Next Steps

Once you are happy with the proposed travel plans I will commence the booking process & advise next steps for payment schedules, necessary travel documents & other relevant info.



What to Expect

Communication

After our initial contact, I will be sending you an email soon after with the next steps in the planning process. During the planning process, the best way of communication will be through email, and I will guide you through the process with a mix of emails, phone calls, and text messages. If you have any questions during your vacation, feel free to contact me at any time.

However, please be mindful that I may not always be available to pick up the phone or respond to your messages right away, particularly on the weekends as that time is allocated to clients who are traveling. But I will always do my best to get back to you as quickly as possible.

How to Contact Me

I'm excited to start planning your trip with you. To make sure we're communicating efficiently, I'll be reaching out to you at set times during the planning phase.

That being said, I want you to know that you can definitely contact me at any point in the process with any questions or concerns. Just reach out through my nominated mobile phone or email address provided below.

Mobile phone number: 845-366-6234

Email address: amanda@blueluz.com



Travel opens your heart,
broadens your mind,
and fills your life with
stories to tell.

Working Together

There are a few things you can do that will make a huge difference in the success of your travel plans.

Lets Be Honest

Please be as honest as possible through out the planning process, it is much easier for me if I know & understand your preferences. I would much rather make an adjustment for you then for you to hate something or somewhere. Honesty is vital & key to you getting your ideal trip.

All In The Details

When you think about any memory its the little details we remember - either fondly or not. This is why it is vital we get the little details just right when you travel. If there are any personal preferences you have, no matter how small please let me know. The little things can make all the difference.



“Investment in travel
is an investment in
yourself.”

Matthew Karsten

Questions

Q. Travel Documents

All travel documents will be issued to you electronically, mostly via email or through direct links to supplier portals & websites. If you would like hard copies, please let me know and where possible I can provide these to you.

Q. Payment Schedule

During the pricing proposal & quoting stage I will advise the payment schedule including when the deposit is required to hold a booking and the dates & amount for the remaining payment schedule. I will work the payment amounts & dates from the supplier requirements.

Q. Travel Protection

I highly recommend travel insurance be purchased for all travel and include all members of your travel party. I will provide you with a quote for travel insurance based on your travel plans.

Q. Visa Requirements

I always recommend to check with your local embassy if you have any concerns or questions surrounding visas as rules can change without notice. Should you require specific assistance with a visa's please let me know if beyond my capability I can put you in contact with a specialist.



Thank You

Once again, a huge welcome from me - I am excited to to be working with you & look forward to planning some amazing travel together.



AMANDA@BLUELUZ.COM



845-366-6234



@BLUELUZTRAVELS



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www.blueluz.com
amanda@blueluz.com
845 366 6234