



19059 Lake Road
Rocky River, Ohio, 44116 - USA
+1.440.895.0011
info@italiantoursbydiana.com
www.italiantoursbydiana.com
f Italian Tours by Diana

Working with Italian Tours by Diana (our process) - What to expect

Step 1: **Your Profile** - We will gather your personal information. We need your name as it appears on your passport, DOB, address, phone number, email address and your travel budget.

Step 2: **Tell Us Your Dreams**...Then we will gather your travel wishes to include activities and destinations desired. Apply this formula - how many separate destinations and hotel changes would you like? This will establish the flow of your itinerary.

Step 3: **The Designing Process** - We will design an itinerary and send it to you for review. We will edit and adjust your itinerary up to two times. Any major revisions after that will be subject to a \$75 fee.

Step 4: **Receive Your Quote** - Once you approve the flow of the itinerary, Diana will price it out for you, doing her best to stay within your budget. The pricing provided will be a package price for the land portion only (per person).

Step 5: **Approval and Deposit** - Kindly keep in mind that the budget process is involved. Minor adjustments to the budget will be free of charge. For more complex adjustments, a \$75 service fee will be applied. Upon approval of budget, a 50% deposit per person is required. This will be applied towards your final cost and will set us in motion to secure your reservations. The deposit can be paid either with a personal check or a credit card (no service charge applied). When all reservations are confirmed, we will send you a list of your hotels for review.

Step 6: **Final Payment and Terms and Agreement Contract** - Final payment is due 90 days prior to departure. Kindly keep in mind that your services are prepaid before departure. We also require that all travelers age 14 and over sign our company terms and agreement contract. This must be signed within one week of receiving it. In order to receive your final package, final payment as well as a signed contract must be received by Italian Tours and Travel by Diana.

Step 7: **Peace of Mind** - You are making an investment in your dream vacation and you should protect it. We highly recommend that you purchase **travel insurance**. We have three different plans and will be more than happy to provide a quote for you. Please let us know if you are interested in purchasing travel insurance. **TO BE COVERED FOR ANY PRE-EXISTING CONDITIONS, IT IS NECESSARY TO PURCHASE INSURANCE WITHIN 14 DAYS OF ANY MONIES BEING SPENT FOR YOUR TRAVEL, INCLUDING AIRFARE.**

Step 8: **Final Package** - Approximately 2-3 weeks before departure, we will meet/Skype with you to review the details of your itinerary. You will receive a final package which contains the following: your final expanded itinerary, a letter containing detailed travel tips and Diana's personal contact information, transportation or entrance tickets needed, packing suggestions, tipping guidelines, language lesson, cell phone tips, etc.

Step 9: **Concierge Service** - While you are abroad, our 24-hour concierge service will be available to you from the time that you depart.

Step 10: **Welcome Back!** - Upon your return from your trip, we kindly ask that you provide a testimonial as well as a photo for our office wall of fame and website. We would love to hear about your special journey!