



**Beyond the Crowds**  
Travel Agency

# How We Work Guide

Let's plan the trip of your dreams!

This How We Work Guide will review all the details of our travel planning process to ensure it runs as smoothly as possible!



# Welcome To The Family!

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Beyond the Crowds (a division of A Happy Place Travel LLC) is a woman-owned, boutique travel agency that offers tailor-made itineraries, ensuring that you experience the rich culture and stunning landscapes available in a wide array of unique destinations. Beyond the Crowds encompasses two areas:

**It's Celtic Time!** allows you to discover the enchanting beauty of Scotland and Ireland with our specialized small group travel experiences. Whether you're dreaming of a golf getaway, an immersive family vacation, or a customized adventure, we cater to all your travel desires.

**Beyond the Crowds** includes areas beyond Scotland and Ireland as well. We want to help you discover unique destinations that promise authentic experiences and genuine connections, whether you're exploring by land or sea. Our focus on small travel groups ensures a more intimate journey, allowing you to immerse yourself in the culture and beauty of each location.

With Beyond the Crowds, you're not just traveling; you're embarking on a journey filled with cultural connections and authentic experiences that will leave you longing to return.

With all our best wishes for Happy Travels,

*Kathie Snickers*



# Meet the Team

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## Kathie Snymers

**OWNER & TRAVEL AGENT**

Kathie loves cool weather, mountains, Ireland, Scotland and River Cruising. Her hobbies include golf, hiking and knitting.

[kathie@ahptravel.com](mailto:kathie@ahptravel.com)



## Laura White

**ASSISTANT & TA IN TRAINING**

Laura loves warm weather, beaches and ocean cruising. Her hobbies include swing dancing and cross stitch.

[lauraw@ahptravel.com](mailto:lauraw@ahptravel.com)

# How It Works

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## 01. Consultation

Clients are invited to schedule a complimentary consultation session to help the travel advisor understand their preferences and aspirations, laying the groundwork for a collaborative journey towards fulfilling their vacation dreams.



## 02. Planning

The travel advisor (with input from the clients) embarks on the planning phase, meticulously curating every aspect of the vacation, including accommodations and for white glove experiences, transfers, dining options, excursions, and activities, ensuring a bespoke and unforgettable experience.

## 03. Fruition

With the agreed upon plan fully in place, the travelers are able to relax and fully immerse themselves in the experience, knowing that every aspect of their trip has been expertly executed. All they have to worry about is having a fantastic time.



# Why Work With a Travel Agent

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Working with a travel agent offers a multitude of benefits that can enhance your travel experience significantly. Here are the key advantages:

## **Time Savings**

Travel agents can greatly reduce the time you spend on research and planning. They have extensive knowledge of destinations, transportation options, and vendors, allowing them to quickly narrow down options and create a tailored itinerary.

## **Stress Reduction and Expert Guidance**

Travel agents handle all aspects of travel planning, from booking flights and hotels to arranging tours and transfers. Their expertise helps prevent potential problems and ensures a seamless travel experience. They are also aware of details that you might overlook, such as travel days, physical time in each city, and the manageability of your itinerary.

## **Customized Itineraries**

Travel agents can craft completely customized itineraries based on your preferences and interests. They have access to a wide range of trusted contacts and suppliers, including private drivers, luxury VIP experiences, and off-the-beaten-path adventures. This personalized touch ensures that your travel experience is unique and aligned with your style and aspirations.

## **Exclusive Experiences and VIP Access**

Travel agents often have connections with top tourist destinations and can organize VIP experiences such as private after-hours tours, exclusive access to areas closed to the public, or highly sought-after event tickets. Their network allows them to unlock experiences that are beyond the reach of the average traveler.

## **Financial Management and Special Perks**

With all of your trip needs planned for and paid for up front, there are no surprises when you're on your special vacation. Travel agents may be able to secure special pricing on hotels and cruises, offer complimentary room upgrades, spa discounts, and other perks.

## **Emergency Support and Handling Disruptions**

Travel agents and suppliers provide 24-hour emergency support, which is invaluable in case of unexpected delays, cancellations, or other travel disruptions. They can quickly assist in finding alternative flights, managing changes, and salvaging your travel time, reducing your stress and ensuring peace of mind.

## **Personalized Service from Start to Finish**

Travel agents see your trip through from the initial consultation to your return home. They offer continuous support, ensuring that every aspect of your travel is well-managed and enjoyable. This includes handling changes and other issues that may arise before or during your trip.

By leveraging these benefits, working with a travel agent can transform your travel planning into a smooth, enjoyable, and memorable experience.

# Our Planning Options

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## White-Glove Planning

STARTING AT \$300 / PERSON

- Complimentary Intake Call (up to 30 minutes)
- 1 Proposal Draft and up to 2 Proposal Edits
- Daily Itinerary Creation (tour, activities, etc.)
- Concierge Services: Spa, Dining, Etc.
- Confirmation & Management of All Travel Components
- Destination Entry/Exit Requirement Guidance
- Pre-Travel Walkthrough
- Optional Pre-Departure Call (Up to 1-hour)
- Personalized Digital Itinerary App
- WhatsApp Emergency In-Travel Communication

## Group Planning

\$350-\$500 / HOUSEHOLD

Before bringing together a group of your favorite friends, family, followers, or clients, we will work with the group organizer to curate the perfect itinerary.

Each traveling household will then work with us individually to align their travel arrangements with the group plan, while at the same time meeting their personal travel needs.

This is a planning and research service only.

Additional fees will be required for white-glove services or packaged tours.

## Packaged Tour or Cruise Planning

STARTING AT \$200 PER BOOKING  
(i.e. per room or cabin)

- Complimentary Intake Call (up to 15 minutes)
- 1 Proposal Draft
- Destination Entry/Exit Requirement Guidance
- Pre-Travel Walkthrough
- Emergency In-Travel Communication provided by Supplier
- Additional calls, revisions, itinerary changes and rush situations will require additional fees

## A La Carte

AVAILABLE UPON REQUEST  
(STARTING PRICES)

- Daily Itinerary Creation (tour, activities, etc.)
- Personalized Digital Itinerary App
- Additional Revisions
- Paper Documents
- In Destination support from us
- Rush Fee
- Business Class Airfare Fee: \$250
- Tour Add-Ons: \$100/Change
- Concierge Add-Ons: \$50
- Hotel Only Bookings: Select 4/5 star only, \$100/Room
- Cancellation Support and/or Rebooking Fee \$350 - \$600 / person (in addition to any fees imposed by the supplier)

# How To Contact Me

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PHONE: 720-320-4943

OFFICE HOURS (MOUNTAIN TIME): MONDAY - THURSDAY, 9AM - 5PM  
FRIDAY, 9AM - 2PM & SATURDAY 10AM - 2PM

Feel free to set up an appointment to talk to me using [my scheduler](#).

Please allow at least 24 hrs before calling after sending me an email about your trip during the planning phase.

When you are traveling, What's App is the best way to get a hold of me in an emergency.





# Frequently Asked Questions

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## WHEN SHOULD I START PLANNING MY VACATION?

It depends on the type of vacation. A minimum for working with a travel agent is to start planning six months prior to when you want to travel. For river cruises, which are becoming more and more popular, a year or more prior to your trip is common. For unique destinations like Egypt and Portugal, which have smaller ships, 18 months prior is recommended for the best availability. For large family vacations or bucket list destinations, booking nine to twelve months out is the minimum.

## CAN YOU BEAT THE ONLINE SERVICE PROVIDERS?

In personal service and value, yes, we can beat any of the low-cost, budget travel providers. However, if you're just looking for the cheapest rates, or simply enjoy the thrill of the hunt for "a great deal," an online booking site or mass-market budget travel company might be a better fit.

Otherwise, if you crave a concierge travel experience that includes the best memories, sights, excursions and destinations for the most value, A Happy Place Travel is here to work beside you every step of the way, ensuring a truly unique and memorable vacation.

With A Happy Place Travel, you can expect personalized service and our availability to answer questions and discuss any part of your trip. When it comes to a "good deal," more often than not, you actually end up paying a "good deal" more than you thought you would, for less than what you really want or deserve. Our number one goal is to provide you with the best overall value, ensuring that your hard-earned money gets you the best travel experience possible.

## CAN YOU PROVIDE A PRICE BREAKDOWN OF MY PACKAGE?

We appreciate your interest in breaking down the package cost, but our packages are designed to provide you with the best value as well as make vacation planning easy by booking everything under one package. We have partnerships with suppliers, hotels and tour operators, which often have contractual agreements and wholesale pricing not available to the public, and itemization is not an option.

## CAN YOU BOOK JUST PART OF MY VACATION?

In most cases, no. We are determined to make this process seamless and hassle-free for you. We want to deliver exceptional quality throughout your entire vacation, leaving no room for confusion or additional work on your part, which can happen if we piecemeal parts together.

The only exception to this is flights. If you'd like to book your flights so you can use miles or rewards points, that is fine! We will work with you to make sure you're booking flights that fit with your itinerary.

## DO YOU WORK WITH AIRBNB OR VRBO?

A Happy Place Travel does not work with AirBnB or VRBO because they are not set up to work with Travel Agents. But, I can find you luxury rental homes and condos in most locations.





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# If You Have Any Questions, Please Let Us Know!

We have tried to describe our process in this document. If you still have questions, please reach out and we'll be happy to answer to the best of our ability.