

Why do you need a Professional GalaxSea Travel Advisor?

- **Advice; Planning; Knowledge; Travel Experience; and Travel Resources.** Most people want us for our experience; our knowledge; and our travel resources throughout the world. We have it, and we know it's valuable to your trip experience. Without us, your own your own to figure it out, and that's usually not a good outcome.
- **Work; Research; Booking Tools; and Suggestions.** Let's face it researching travel, booking travel, and trying to know which is good and which is bad is work. Work that can be time consuming; confusing, and complicated. We know this industry and the experiences that it brings. We know how to work. We know which is bad, and which is good, and our tools to set up your reservations are much more efficient for accomplishing the main task. The task of booking you the right trip, for the right experience, at the right price.
- **Help When Needed.** If there has ever been a time when you need someone on your side when something hits the fan – now is the time. Our resources, connections, and insight are able to help you adapt and navigate the ever-changing world of travel. If you are stuck in a destination, or having a problem somewhere, how comforting is it to know we are just a phone call away (or email, text, message, etc.). Not only do we help you plan, decide, book, and manage your travel, we're here when you need us most.
- **Pre-Travel Preparation.** Booking your trip is just the tip of the iceberg. You need travel management to get you prepared for your trip. To fine tune the details, tweak the arrangements, upgrade the experience, and to make payments, or other components so you can travel. This is all included in our trip planning services, and are well worth the investment alone.
- **Post Travel Advocacy.** When you need us after your trip to help, this is also included with our services, and is another key part of our experience and personal touch.

What's the cost of the services to work with a GalaxSea Advisor?

Travel Professional Plan \$150

This service is the all-inclusive service plan giving you everything listed above. We include help from start to finish. This is designed to provide you with the information, advice, insight, and prices to make the decisions needed to finalize your trip reservation. Once you book your trip with us, you'll receive our management tools to: process your payments, provide important notifications, and to get your pre-travel preparation for your trip completed. If you need us to rebook your trip due to a travel cancellation or postponement, this is currently included in our fee due to the circumstances of covid. Most of our trips fit this plan, but some trips may cost more.

VIP Concierge Service \$450

Let's face it, having the best relationship with an advisor is one of the most valuable commodities right now. Having an in-depth travel relationship requires time and commitment. Paying us for your advisor's time accomplishes that goal. If you are planning a once in a lifetime trip - you need to know that our time is well spent creating and crafting the perfect experience. Or, if you are a frequent traveler with plans to take multiple trips in the same year, then our VIP Concierge Service is the best payment plan for you. Treat yourself right and hire your advisor to make all of your travel dreams a reality, for the whole year. This plan is inclusive with all of our services above for your bucket list trip, or as an annual fee for multiple trip planning and services.

Advisor by the hour \$35 per hour (\$45 after hours)

If you would rather pay us by the hour, we're happy to help in that fashion. You can schedule a time to visit with us to get the direction you need. We know life is busy and challenging, so buy some time with us and know that we'll be here to get you pointed in the right direction. We can consult with you in person, telephone, or video chat.

Research/Booking Fee \$100

Maybe you know exactly what you want, we can jump in and assist booking that thru our channels for a \$100 booking fee. Or, perhaps you only need a quick quote or some research on our end to make your decision. You can also apply this program towards our Professional Plan or VIP Concierge Service if you book your trip within 7 days of our initial quote. Only our Professional Plan / VIP Service gives you full service from start to finish with your trip.

Advisor Fees Q & A

Can my fee be applied towards my booking total?

Typically, no. We work hard for you to ensure your trip receives the attention it needs. The time and resources we commit to your needs are what your payment is covering. While we can be efficient to control our costs, we still need to invest our time to plan, research, book, manage, and communicate with you. Yes, it is true that many trips involve a commission from travel suppliers, which will help offset our costs. However, these particular commissions are generally paid after you travel, and only when you travel. Should you elect to not travel, they don't pay the commission. During covid and no travel, this situation was catastrophic. We can no longer provide our services without compensation. This is the main reason we will be charging a professional fee. It's true that in most cases our work is completed before you go, but our Professional Planning Fee, and our VIP Concierge Fee is all-inclusive. These plans provide you with our helpful contacts during your travel. Should you need assistance; during and after you travel for any post travel advocacy you may need, our inclusive plans provide this assistance.

- Some packages may allow part of our fee to be applied to your final balance. Your advisor will let you know when those circumstances allow for it.
- Our fee structure is based mostly on the time element for your services. On average our trips require between 5-10 hours of work from start to finish.
- If you would rather pay a fee by the hour, we're more than happy to work with you in that fashion.

Do I have to pay a fee each time I call?

- If you purchase a planning fee, it's all inclusive for that booking. If you don't book your trip with us, then there would be an additional fee, or an hourly consultation fee charged again.
- Your advisor's time is important. Should the circumstances of your trip change, which requires an abnormal time investment on our behalf, we may need to charge an additional hourly fee. Your advisor will be able to communicate about this further regarding the specifics of your trip, or based on your new requests.

What other fees are charged by GalaxSea?

- Airline ticket fees are: \$50 Domestic; \$75 International, per ticket. These fees will be reduced if you have an air bundled package (air + hotel/ air + car rental, bundled together). Our airline fees allow us to provide you (1) free change should your plans change. Plus give you support when traveling.
- Professional Planning Fee & VIP Concierge Fees are non-refundable
- Cancellation and refund request of your booked trip: \$100 per booking
- Passport or Visa Services for foreign countries: \$50 per transaction
- Vacation Rentals or Hotel Only bookings: \$100 Research/Booking Fee
- Group Booking Fee: \$100 non-refundable deposit
- Online price match: \$100 Research/Booking Fee
- Insurance Claim Assistance \$45 per claim
- Fax/Copy/Email services: \$5 per transaction

Is our fee refundable if my trip gets cancelled?

- If you cancel your trip, our fee is non-refundable.
- If your travel supplier cancels your trip, we would rebook your trip (one time) for another date without an additional fee. If multiple rebooks would occur, we may have to charge an hourly fee.
- If your travel supplier cancels your trip and you request a refund, our fee would be charged, but could be covered by most insurance plans.
- If you have to cancel your trip due to a covered reason on an insurance plan; your travel insurance may reimburse you the cost of our fee.

How much will I have to pay to get a quote on a trip from a GalaxSea Advisor?

- \$35 per hour; or you can purchase one of our inclusive planning fee packages.