



CUSTOM TRAVEL | WHY YOUNG TRAVEL & CRUISES

Assisting travel enthusiasts since 1988, we understand there is far more to orchestrating a trip than simply calling in a payment or booking a reservation online. Young Travel & Cruises is focused on high-end, luxury travel for leisure travelers. Our experienced agents utilize a world-class network of suppliers and spend numerous hours per booking to customize an itinerary for you. Whether it is a trip of the year or a trip of a lifetime, we want everything to be efficient, memorable, and stress-free.

PLANNING & BOOKING FEES

Many things have changed in the past couple years, and business models have shifted as well. All clients are charged a non-refundable booking fee based on the parameters set forth in the Planning & Booking Fees chart. We are happy to answer any questions and want to make sure you are aware of what we are doing and are comfortable with it.

WHAT'S INCLUDED?

- Virtuoso benefits and preferred network of suppliers, including perks and complimentary upgrades when applicable
- Client collaboration and one-stop-shop resource
- Negotiated rates
- Area expertise & trip consultation
- Assistance throughout trip as emergencies arise
- Price checks and cabin/room availability
- Destination and travel guidance
- Access to local contacts, drivers, and guides around the world
- Revisions (up to 3x), booking confirmations, and payment processing
- Insurance policy sourcing and assistance with documentation for claims, if desired + eligibility to insure agent commission or cancellation fees w/ covered cancellations to prevent out-of-pocket expense
- Robust, secure database to aid with storage of travel info for subsequent trips (passport numbers and expiration, emergency contacts, legal names, travel companions, etc.)

After the initial no-charge consultation, fees are payable prior to the start of work by ACH, check, credit card, or Venmo (@youngtravel). Fees are based on the complexity and duration of the trip and may be adjusted after the initial consultation if a trip extends past 14 days and/or a significant amount of custom work is anticipated.

WHY ARE THERE FEES?

“Help me understand why there are planning and booking fees. Don’t you get paid commission from the suppliers?” That’s a GREAT question. What once was a pretty-simple cycle of *plan-book-travel-commission* is now more like *plan-book-cancel-replan-rebook-cancel-replan-rebook-travel-commission*. A pattern that previously involved 4 steps is now 10 steps – or more! And, on top of considerably more work and hold times that can last for hours at a time, the commissions are lower. Many of our industry suppliers are trying to recoup their losses. Travel has been significantly off for two years, package prices are lower to incent a rebound, gas prices are inflated, social distancing and max crowd size requirements are still in place in certain

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countries, and commission overrides are non-existent. The industry has been halted and impacted with covid travel bans, quarantines, closed borders, government bans, labor shortages, pay spikes, and now, the political situation in Russia and the Ukraine – all things beyond your control or ours.

Planning & Booking Fees

		Cruise/ Tour	Hotel Package	VRBO/ Private/ Other	Non-Package Airline/ Car/ Concierge	Insurance
Planning	Research up to 3 itineraries; gather prices, terms, availability, etc.	\$300	\$400		\$100/hour	no charge
	Each additional itinerary	\$100	\$125			
Booking	Booking fee, per room (w/ planning services)	no charge				
	Booking fee, per room (a-la-carte w/out planning services)	\$100				
Groups*	Booking fee (domestic), per room	\$100				
	Booking fee (int'l), per room	\$150				
	Commission	included		+ 10%		

*Groups = >2 rooms

REBOOKING FEES

Rebooking fees are charged according to the Rebooking & Cancellation Fees chart when any of the following services are needed from Young Travel:

- Cancel reservation with supplier(s)
- Request refund/credit; navigate available options; supply terms to client
- Supply client w/ paperwork for insurance
- Research new date prices/availability; confirm booking

CANCELLATION FEES + COMMISSION

We understand that things happen, and sometimes plans change. In the event a cancellation is needed, we will assist in working with the supplier(s) to evaluate penalties and assist in securing a refund or partial refund, according to your booking terms.

If a trip is outright canceled (versus rebooked), there is commission that will not be earned as well as additional work to be done to cancel the booking with the vendor, get refunds and/or credits processed for the client, and/or to halt future payments. Without cancellation fees or commission protection insurance, a certain amount of work would be done for which our agency would not be compensated since the initial planning fees only cover a portion of our agents' time. The majority of their time is compensated through commissions once the trip has commenced.



If a trip is canceled, the client has the option of paying 1) a cancellation fee or 2) the anticipated commission (or commission shortfall) to Young Travel as compensation for their time and services. Some vendors guarantee commission once final payments are made, so in this instance, the commission component would be covered by the vendor. Destinations and vendors were researched, prices gathered and negotiated, bookings made, and subsequently, paperwork and processes filed to cancel the reservation.

One option is to include the estimated commission amount that a vendor would pay to Young Travel (typically 7-15%) into your insurance plan, when available. This, in some cases (if trip paid in full and a covered cancellation reason), would prevent you from paying out of pocket should you have to cancel your trip. The incremental cost to protect the commission is a minimal addition to your optional insurance package, and usually is less than the amount of the cancellation fee.

Fees are payable prior to the start of the cancellation (unless protected by insurance) by ACH, check, credit card, or Venmo (@youngtravel).

Rebooking & Cancellation Fees

	Date Change (same itinerary)	Cancel/Rebook (new itinerary)	Cancel (no insurance or w/ insurance non-covered reason)	Cancel (w/ insurance, covered reason, if commission protected)
First Occurrence	no charge	\$100 + see chart above	\$250	no charge
Each Subsequent Occurrence	\$250			

We feel fortunate that Young Travel has been able to avoid charging fees for 35 years, especially when many agencies implemented them years ago. **Please understand that the fees aren't any attempt to make more profit, only to recover the expenses we incur.** Our fee structure is now aligned with the shift in the market, and please know that we will continue to offer the quality of work and attention to detail that you deserve and expect.

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 specializing in luxury vacation memories for >25 years