



WELCOME

Susan Shure Travel luxury concierge is here to assist you with planning your luxury vacation. From weddings to honeymoons, couples trips to family trips, reunions, groups and more, we handle all the details so you don't have to.

Susan Shure, CTA, ACC, VTA
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NO MORE DIY TRAVEL PLANNING FOR YOU!

When you DIY anything in life, you take on risks. Sometimes it's a calculated risk because the consequences (if anything goes wrong) are minimal.

Other things, the risk is too high - medical procedures, home renovations, educating your children, and even cutting your own hair.

Planning travel, especially out of the country, is something that should also be left to qualified and professional experts.

Look at some of the most frequent problems that DIY travel planners have:

- Missed flights
- Awful hotel rooms that don't match the brochure-like images
- Travel insurance that doesn't actually work when you need it
- Waiting on hold for days at a time to airlines, cruise lines, hotels, and tour companies when you have a question or need help
- Tired and frustrated fellow travelers
- Wasted time trying to get from A-B
- Under-planning
- Over-planning
- Poor document preparation
- Denied entry and re-entry
- Finding out activities and sites are closed or limited when you arrive
- Struggling to find dining options in a limited capacity or busy seasons



RELY ON US, THE EXPERTS

When you hand over something that is complex, stressful, and has the potential to cost you money and go terribly wrong... you feel a relief and a weight lifted off of your shoulders.

It's called leaning on an expert.

Once you've used our services you'll never book another vacation on your own ever again!

THE BENEFITS OF HANDING OVER THE PLANNING

- You won't lose tens or hundreds of hours each trip starring at a screen with dozens of tabs open.
- You won't go around in researching circles so many times that you miss the best opportunities.
- Most likely you are taking a vacation to disconnect and unwind - you'll no longer start that off with months of stressful planning.
- You'll never wonder what experiences or opportunities you didn't know about that you might have missed.
- You won't waste money.
- You won't waste time.
- Your entire experience will be professionally planned and documented.



Our Services

Having your own professional and certified travel advisor is like having a private concierge for all things travel - qualified, experienced, knowledgeable, connected, and always working to make your next trip the best one you've ever had.

Our professional planning fees cover a wide variety of tasks and services including but not limited to:

- Domestic and international air
- Hotels, resorts, villas and apartments
- River & ocean cruises
- Pre & post cruise stays
- Travel insurance
- Group Travel arrangements
- Custom Theme park planning
- Airport transfers
- Day tours and excursions
- Dining & entertainment reservations
- Unique cultural experiences
- Traveling pet accommodations
- Independent touring itineraries (FIT)

How it works

1

QUICK HELLO

If we haven't already had a quick 15 minute video or phone chat this is where we listen to your ideas and travel goals.

2

CONTRACT

Pick your package, sign our simple contract and schedule your official planning package. It is that simple!

3

PLANNING MEETING

In this 60-90 minute virtual meeting we'll kick off the planning process. We will ask you a number of questions aimed at getting to know your travel preferences and style.

4

RESEARCH, PRESENTATION AND ADJUSTMENTS

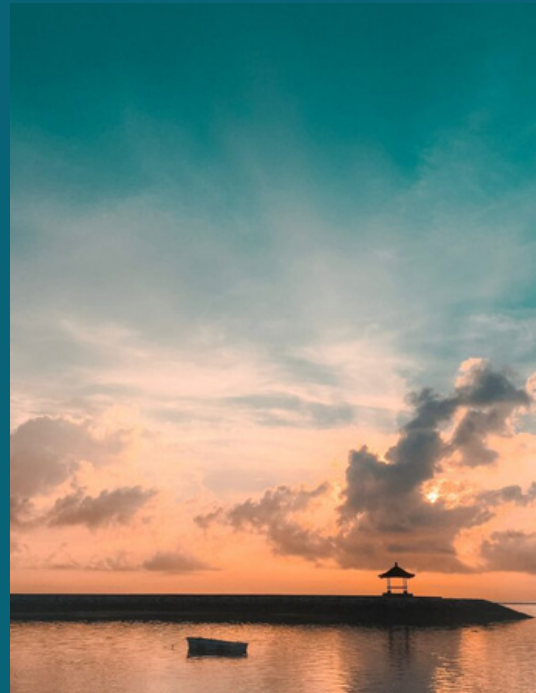
We will present you with a full itinerary containing options for travel, activities and accommodation. Request any small adjustments before we lock in your trip itinerary.

5

WHILE YOU ARE AWAY

We will only ever be an email, text or call away if you need us. In the event that you need to activate your emergency support plan we will be on standby and ready to help.





PACKAGE OPTIONS

White Glove Planning package

\$550 / household

This white-glove planning fee allows us to plan, research and book every element of your vacation from the list above, all while staying within your budget and in alignment with your personal travel style.

"Pick my brain fee"

\$50 per hour

Booked your own trip and just need some last minute advice? This fee is for you. If you decide to book with me, any amount charged for this fee, will be credited towards my normal fees.

Full Vacation 6 - 12 Days and Europe itineraries

\$600 and up / household

For those that have extended travel plans, we will work with you to curate the perfect itinerary. We present you with a curated, detailed itinerary tailored to your specific journey. This is a planning and research service only.

Group Travel (6+ people)

\$950 and up

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. Amount will be determined at time of initial consultation.

Emergency Support / Rebooking Fee

\$150 / household

Need to cancel your trip and rebook the same vacation for a later date? We can take care of the tiny details from canceling each element of your current booking to confirming new dates. Should you need rebooking services while you are away we can also take full care of that.

Cancellation Fee

\$175 and up

This non refundable fee will be charged should you need to cancel your trip and not rebook.



Wedding Packages

Already started planning but need some help getting over the finish line? Then this package is for you. We will step in, wherever you are in the planning process and get you to the finish line. Pricing is customized based on where you are in the process. Starting at \$1200; prices provided on request

Elopement package \$1050 and up

This package is for you if you love doing it all your self and want to be knee deep in the planning process. We will help you take care of the hard parts and meet with you to provide tips and tricks to planning your special day yourself.

This package includes:

- 90 minute Destination Wedding "getting started meeting"
- Confirm availability and reserve the date and time at your chosen resort
- Advice and assistance with obtaining correct legal paperwork for a civil, symbolic or religious ceremony
- Customized electronic save the date for your guests
- Introduction to onsite wedding team
- 90 minute Destination wedding final meeting 45 days prior to departure

Perfection Package \$3200 and up

This package is for the couple that wants to ensure that their vision is achieved and that their wedding day is perfection, without the stress of dealing with onsite coordinators and vendors. This package includes everything in the elopement package plus:

- Quarterly Destination Wedding planning meeting (In person, Video conference, Conference Call) Max of 4 meetings
- Independent site inspection of your chosen resort, or multiple resorts, if needed (does not include travel costs)
- Consulting on wedding locations, décor, flowers, menus, music and wedding cakes
- Coordinate with local vendors as needed
- Recommending invitation vendors as well as processing and tracking any orders for print materials; save the date, invitations, menus, guest itineraries, place cards, welcome letters for guests, thank you cards, etc
- Consulting on photography and videography to match vendors with your style. We will provide photographer portfolios, arrange engagement photo sessions and provide examples of different photography styles to assist you with determining your personal preferences.
- Customized wedding/day of the week schedule
- Booking spa services
- Planning additional wedding events - Rehearsal events, welcome events, farewell events and thank you event
- Manage and book your room block
- Manage travel for you and your guests
- Honeymoon package coordination
- Luggage Tags
- Printed travel documents
- Wedding website

The Ultimate package (Destination Wedding travel costs additional) **\$6500 and up**

This package is for the couple who wants everything but does not have the time to plan and just isn't into the planning. It is the ultimate in fulfilling all of your wedding planning needs. We provide extra support and assistance to ensure your wedding is perfect from start to finish. We will be with you in destination making sure you get the experience you and your guests have dreamed of. You just have to show up!

This package includes everything in the perfection package, plus

- Custom Destination Wedding planning meetings (In person, Video Conference, Conference Call) Max of 8 meetings
- Upgrade to escorted site inspection of your chosen resort or multiple resorts if needed (does not include travel costs for couple or Destination Wedding coordinator)
- Design, coordinate and distribute Welcome bags for guests if required (items, shipping and baggage costs, if any, paid by couple)
- In destination support to enhance your experience and oversee the wedding vision is executed as planned. Onsite hotel wedding coordinators are typically only available for 2-3 hours, however, your Destination Wedding Specialist is available to you during your entire stay, as required. The Destination Wedding Specialist will arrive before you and your guests (maximum 4 days for Destination Wedding Specialist)
- Ensure schedule of events is organized and timelines are followed
- Assist with any special setup of ceremony and reception venues
- Being available and checking in throughout the day for bride and groom, as well as the entire wedding party, in case of any questions or issues
- Take care of any final payments or last minute modifications
- Coordinate guests to/from venue and ensure smooth flow of transition in case of offsite ceremony and/or reception venues. At large properties, specialist will ensure guests arrive by comfortable means (golf cart, etc)
- In destination Bachelorette/Bachelor planning with maid of honor and/or best man

Day of Coordination (For local weddings only) \$1800 and up

- Help setup and cleanup
- Ensure everything runs smoothly the day of
- Coordinate vendors onsite and more!

Months Prior Coordination \$1800

This package is for you if you have started planning but need assistance getting to the finish line. Includes four 90 minute meetings, vendor coordination and more

Vow Renewal package \$100 and up

Bachelor/Bachelorette party getaway packages \$800 and up

A La Carte Destination Wedding Services

Additional Wedding planning meetings (In person, Video Conference, Conference Call) priced per meeting (max 90 minutes) \$250 per meeting

Welcome bag design (items purchased and shipped by clients) \$150

Wedding date and Location confirmation with selected resort \$250

Onsite Wedding services priced per Destination Wedding Specialist plus travel costs (maximum three night stay) Additional days priced per day \$5000 per coordinator plus travel expenses

Seasons:

Low Season Most Availability

September and October

Shoulder Season More busy, less availability

May-June, August, November-December

High Season Busiest season, limited availability

January-April and July







SUPPORT

RESPONSE TIME

We will always respond to you by the end of the next business day.

For emergencies, while you are traveling we will respond on the same day.

BUSINESS HOURS

Monday to Saturday
10 am - 6 pm EST
After hours by appointment

EMAIL + PHONE

+1 (609) 306-0905 mobile
susan@susanshuretravel.com





Resources

We will handle all of the complex research, planning, and booking for your trip as well as provide you with direct links to the most important information so that you can continue to be updated.

01

Airline

Monitor your flight arrivals and departures, mask mandates, boarding requirements, vaccine mandates, and more.

02

Centre for Disease Control (CDC)

Keep updated on US laws regarding re-entry into the US, and domestic flight boarding and travel requirements.

03

Travel Insurance

Get access to your policy, coverage information and start/check on any claims.

04

Ground Transportation

Monitor travel requirements for boarding and travel as well as schedule information.

05

Cruise Lines

Access your reservation and make selections for any onboard activities, and learn about boarding/cruising rules for masks and vaccines as well as any mandates.

06

Destination Government

Learn about the entry requirements to your destination, any necessary forms, and permits, what to do if you test positive, as well as the local laws, customs and any restrictions

FAQ'S

WHY DO YOU CHARGE A FEE?

As we come out of the Pandemic, and into a new way of traveling, you have noticed that it has all become more complex and stressful. That's likely a part of the reason you contacted me.

My services have also become more complex: navigating a whole new landscape that involves heavier and more meticulous details to head off an ever changing supply of disruptions.

My fee provides TIME and ACCESS. From the front end to the back end of your trip, I make sure everything goes smoothly: from choosing the right departure, to vaccination requirements and any other protocols, matching you with the right insurance policies and beyond.

HOW MUCH MONEY DO YOU SAVE YOUR CLIENTS?

I will never claim to save my clients money. To be honest, sometimes the price they find is lower than mine. I can always try to price match what they find.

My value doesn't come in just finding the lowest price (that's definitely a perk!). It comes in the form of saving you time from researching. It comes with first-hand professional knowledge of a destination. My value is in the peace of mind you get in knowing if something goes wrong, I am there to go to bat for you- sometimes in the form of correcting a mistake made by the resort while YOU sip on your favorite cocktail on the beach.

When you work with me, you are not just a booking number.

Sure, saving my clients some cash is fun. but my clients hire me when my price is higher simply because of the value I bring to the table.

BUT DON'T YOU GET PAID BY COMMISSION?

While travel advisors get a small commission, I have found that it tends to drive agents to the higher paying suppliers (not necessarily to the better options for clients). Commission is basically an incentive by suppliers or wholesalers to drive sales. Granted, if I didn't get ANY commission, my fees would have to be MUCH higher or I would have to take on more business - and I wouldn't be able to provide that kind of care and attention my clients deserve and expect.

My fees ensure that you will be getting the service you deserve and the options that are most valuable to you.

FAQ'S

BUT I'VE SEEN SOME OTHER AGENTS NOT CHARGE A FEE.

All travel agents have their own business models.

This is my career and sole income; it is not a side hustle or "fun money". A commission -only model means that as a business owner, I give up almost all decision-making authority about my revenue to outside third parties. If they decide to reduce or eliminate commission, I can't pay the bills. And there goes my business.

As a result of my fee structure, my clients can be confident that I have THEIR best interests in mind because I am not beholden to upselling or supplier's sales demands. You can find a cheap price anywhere; I can make sure it's the BEST package for YOU.

DOES EACH PERSON IN THE GROUP NEED TO PAY THE GROUP FEE?

No. Usually only one household/person is designated a group leader/liason. That group leader is responsible for paying the fee on behalf of the entire group. However, each household in the group will be charged the white glove planning fee.

ARE YOU CURRENTLY ACCEPTING NEW CLIENTS?

Yes!

WHAT IF I NEED TO CHANGE MY ITINERARY?

You get three itinerary changes included with your fee. After the third, there would be an additional fee.

WHAT FORMS OF PAYMENT DO YOU ACCEPT?

Visa, Mastercard, American Express, Discover, Zelle.



Next step

Let's start planning your next best vacation.

Schedule a Quick Hello or your full Planning Meeting.

SCHEDULE A CALL



SUSAN SHURE

LUXURY TRAVEL

