

OUR PLANNING PROCESS

When we design your trip, just for you, there are certain steps we need to go through together. As with any vacation, we recommend starting the planning process early. This allows us to secure the best hotels, services and guides for your trip. The more information you provide us with, the better your experience will be, as it will allow us to customize your trip down to the finest of details.

Communication is key.

1. Narrowing Things Down

Start by preparing your initial request to us. Here are some of the areas we would like you to elaborate on:

- ❖ Which destinations within the Nordic region are you interested in exploring?
- ❖ What is the main purpose and motivation for this trip?
- ❖ Which activities and experiences are you interested in engaging in?
- ❖ What are the must-sees and must-dos on your wish list?
- ❖ Can you tell us a little about your interests, musical preferences and hobbies?
- ❖ What types of accommodations do you like and would be open to?
- ❖ How do you prefer to travel and get around?
- ❖ Describe yourself as a traveler and please provide us with some insight as to what your expectations towards your trip and our services are.

2. Sending A Request

Send us an email with the above-mentioned information, and include as many details as possible on the travelers (names, ages), your travel dates (or travel period and length), as well as a note on your budget.

Letting us know your budget from the get-go will allow us to customize your trip down to a T, and it makes it easier for us to hit the mark at an earlier stage in the planning process. It will also allow us to adjust your trip as we proceed with the planning, making sure your money goes towards the highlights of your trip.

3. Responding to Your Request

As soon as we receive your request, provided we have received all the required information, we will begin the planning process. A senior member of our team will pick up your request, and assign it to the agent who has the best expertise related to your request.



Our team consists of Senior and Junior Travel Designers, and a senior and junior member of our team will always work together on your trip, however, you will only have one main contact.

In some cases, we may have additional questions for you, and we may ask you to elaborate on something before we proceed. Either way, you will receive a first, detailed response from us within 24 hours (not counting weekends, as we are closed then). This detailed response will include an initial overview of what we think your vacation could look like so we can make sure that we are heading along the right lines.

4. Committing to the Request

At this point, we will request a USD 300 Priority Service Fee to proceed. We have experienced a colossal increase in demand for our services, and all new clients will be asked to commit to our services before we start creating their trip.

This will then allow us to clear our schedule and create time for your request. The only exception we make is for repeat clients. Kindly note that the Priority Service Fee will be deducted from the final trip balance.

5. Receiving the Proposal

The likely timescale from the moment we have confirmed that we will take your request on, to a customized proposal, is from 2-5 working days. This will depend on the nature of your request, the length of your trip, how complicated the planning process is, the amount of research we have to do, the response time of our suppliers, our current work load, and more. Sometimes, even the smallest request can turn out to be rather complicated, whether it is due to a lack of availability, limited infrastructure, off-season limitations, or other.

6. Getting it Right

Once you have received a first, detailed offer, we will go onto the tweaking part of the process. At this stage, we will likely go back and forth a few couple of times, in order to make sure we get it right. You may wish to tweak the contents, the pricing or even the travel dates.

NOTE: When significant changes are made to the itinerary, requiring us to go through part or all of the planning process more than 3 times, we will ask for a new Priority Service Fee to be paid as we get to your 4th alternative.

7. Accepting the Offer and Paying the 25% Deposit

Once you are happy with the proposed itinerary and pricing, you will be asked to formally accept our offer by signing a Booking Agreement which has to be returned to us within 24 hours. At this point, you are committing to our offer, provided the rate stays the same or is lower than the accepted offer.

After we have received your acceptance of our offer, we will book and secure all the services related to your trip, with the exception of non-refundable services.

As soon as all bookings are in place, you will be presented with the final rate for your trip and you now have 48 hours to pay the 25% non-refundable deposit.

NOTE: Should you decide to cancel after you have formally accepted our offer and before you have paid the 25% non-refundable deposit, you will still be required to pay the deposit as we have now done all the work, we have booked and secured all services, and cancellation fees come into play.

8. Fine-Tuning Your Experience

When the 25% non-refundable deposit has been paid, we enter the so-called quiet period, where we will have little to no contact. During this time, you can start reading up on the destinations you will visit, whilst we continue to work on fine-tuning your experience and making sure you get as much value for money as possible.

You are of course welcome to reach out to us at any time should you have anything you wish to address with us. By the time you travel, it is highly likely that we will have arranged for little surprises such as room upgrades, complimentary services, in-room amenities, and more!

9. Paying the Balance

About 30 days prior to departure, we will reach out to you to ask you to pay the balance due. Once this has been paid, we will email your final travel documents to you, and you are ready to go.

10. Receiving Your Travel Package

Your printed travel package, which includes your final itinerary, guide booklets, tickets (if any), vouchers, maps and general travel information will be mailed to your first accommodation, where you can collect it upon arrival.