



# HOW WE WORK

BLUNTZER TRAVEL

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## OFFICE HOURS

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Our office hours are Monday-Friday from 8:30am – 5:30pm CST. When traveling, our documents will provide assistance including emergency contact information. For after hours non emergency inquiries and questions, we will respond the next business day. Our out of office messages on our office phone line (713-485-4225) and email will indicate when we are closed for holidays or traveling personally or for work.

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## COMMUNICATION

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Communication through email and office phone calls is imperative to keep components of your trip organized. Our email inbox is our TO DO list. Requests regarding your trip that are sent via text message, WhatsApp or social media may not be completed as we do not have a filing system for this. In addition, only emails and office voicemails will alert a client if we are traveling or our office is closed on holidays. We will do our best to respond as soon as possible with inquiries, proposals and questions, however, we are at the mercy of our partners and our workload so turnaround time may be delayed. We will do our best to set expectations and work in the order of travel date.

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## CONSULTING SERVICES

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Our consulting fees are \$400 per week of travel per household. This covers research, itinerary design and trip management for approximately 10 hours of work per week of travel. Should your needs exceed this, we will charge \$50 per hour. For last minute requests (60 days prior to travel), if we are able to accept the request, we will charge \$600 per week of travel per household. Itinerary additions within 14 days of travel will incur a fee of \$50 per change. All changes are subject to availability.

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## TOURS

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For tours, we will only work on trips where we plan and execute the entire trip. If a client wants to use points for a hotel at the beginning or end of the trip, we will consider this on a case-by-case basis, but will handle all arrangements (hotels, tours, transfers, etc.) as to avoid misunderstandings on who is responsible for handling a certain service.

For pricing breakdowns on tours, the quoted price is often derived from multiple components which have been negotiated as a whole to provide clients with the best value and provide access to exclusive services, experiences, and amenities that oftentimes are not quantifiable. In most instances, we are unable to provide the cost for each individual item of your itinerary. Our partners are bound by confidential contracts with hotels and other suppliers and are unable to provide itemized breakdowns of pricing. We can always keep tweaking the itinerary and content until you are satisfied.

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## HOTELS

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With so many changes in travel around the world, we can only book hotels with whom we have a relationship. These hotels are 4\* and higher. Hotels below 4\* can be wonderful options but if Bluntzer Travel, as well as our colleagues or partners, do not have a relationship with a hotel, we do not add any value to our clients. If you know the exact hotel and room category you want to confirm, we are happy to book this at no cost and provide the added amenities offered from our partners around the world. If for any reason, you decide to cancel the hotel booking, we will charge a \$50 cancellation fee per room.

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## CRUISES

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Our consulting services for cruises are \$400 per week of travel per household. We will assist with excursions and transfers to/from the ship, airport and hotel. It is very important that clients give us their excursion preferences prior to when reservations open as to avoid lack of availability and disappointment. These dates are on your invoice. Spa and dining services must be booked on your own.

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## CONCIERGE SERVICES

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For concierge services, we will provide contact information for hotel concierge desks to book dining, spa appointments, golf, theater tickets, and more. Based on years of experience and discussions with our hotel partners, we have found this to be a more efficient approach for our mutual clients. This method helps avoid change or cancellation charges and prevents delays if we cannot immediately process your request. Additionally, it establishes a relationship between the client and the hotel before arrival, resulting in a more personalized experience.

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## AIR

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We have an Air Desk to help with all of your air travel needs. Our Air Desk charges \$60 per person for domestic airline tickets and \$125 for international tickets. With this service, our Air Desk will assist with flight changes and cancellations and clients will have access to our After Hours Desk.

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## INSURANCE & CANCELLATIONS

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We offer an Insurance Desk with a licensed advisor to assist with travel insurance. We understand that cancellations can happen, so we highly recommend travel insurance and will provide a complimentary quote for all services booked. Additionally, our Insurance Desk can help with claims. There is an upfront fee of \$200 for this service, with potential additional fees.

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## THANK YOU!

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Thank you for being a valued client. We would not be successful without you. We appreciate your business and want to make our company as efficient as possible so we can serve you better. Safe travels! The Bluntzer Travel Team