
How the Experience Italy Process goes...

I. CONSULTATION WITH CLIENT AND EI (EXPERIENCE ITALY)

- Initial contact made by phone, email, or in person to arrange appointment
- Appointment "interview" to discuss travel options and client preferences---\$95 fee, payable by check to EI
- EI prepares and emails travel sketch to client
- Client receives travel sketch, approves or makes changes
- Client faxes Request for Proposal (RFP) to EI authorizing Booking Office to charge 100 euro itinerary preparation fee to credit card and Booking Office begins work on the customized proposal

II. BOOKING OFFICE

Prepares the Formal Proposal, which includes:

- Full details of travel itinerary
- Full description of properties
- All ancillary services
- An aggregate price per person in correct category of occupancy (single, double, triple or quad)

III. CLIENT RECEIVES PROPOSAL / BOOKING PROCESS BEGINS

- Client receives proposal
- If approves proposal, then Booking Form is faxed by client authorizing Booking Company to charge 100 euro per person deposit. (Note: deposit is ultimately applied to final invoice)
- If client does not approve initial proposal, EI works with client to make necessary edits, and Booking Office revises proposal until it meets with client's approval. Booking Form is faxed by client authorizing Booking Company to charge 100 euro per person deposit. (Note: deposit is ultimately applied to final invoice)

IV. FINAL DETAILS

- FULL payment is due 60 days prior to travel
- Client meets or has phone conference with EI to receive and review travel documents two weeks prior to departure. The packet contains maps, city information, daily detailed itinerary, instructions, vouchers, rail tickets, and ristorante recommendations.