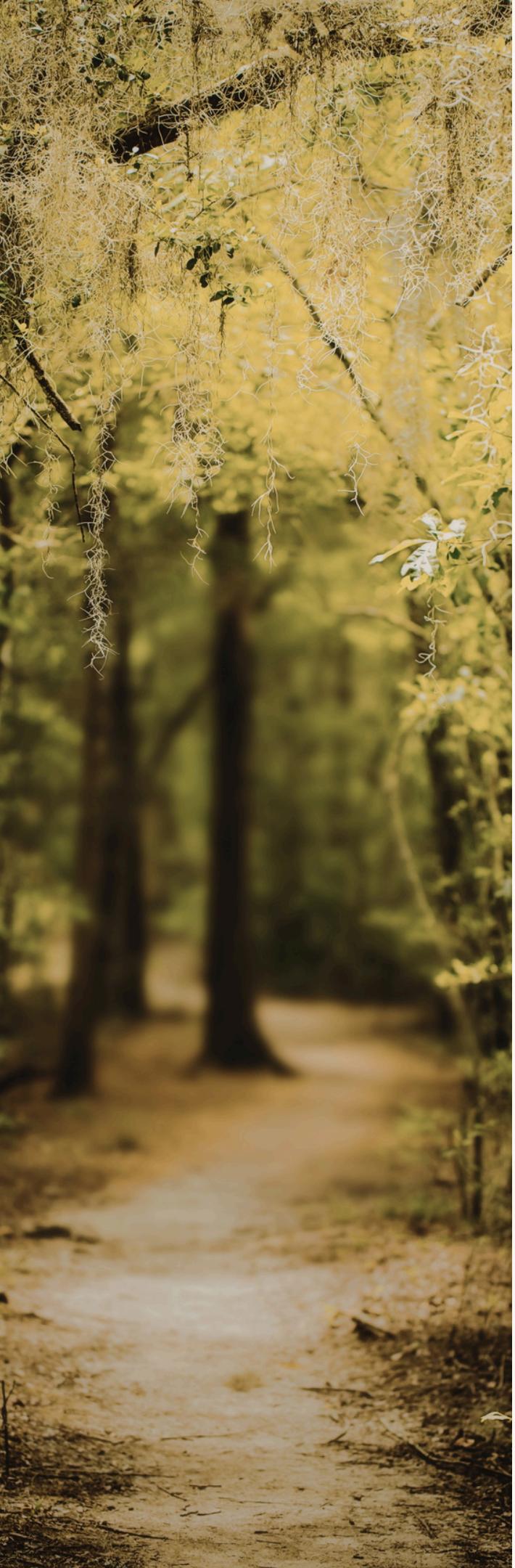


WHAT TO EXPECT WHEN WORKING TOGETHER





Welcome. You're in the right place.

This guide is designed to give you clarity around how I work, what the planning journey typically looks like, and what you can expect as we move forward together.

My role is to provide thoughtful guidance, trusted access, and attentive care so your experience feels calm, considered, and aligned from the very beginning.

For now, take a moment to settle in. From here, the process is intentional, well-supported, and designed around how you want to travel.



YOUR CONSULTATION

Our consultation is a focused, collaborative conversation.

During our time together, we'll explore your travel goals, priorities, pace, timing, and investment comfort, along with how you want to feel while traveling. This conversation helps bring clarity, establish direction, and determine whether working together is the right fit.

You can expect to leave the consultation with:

- Clear next steps
- A shared understanding of your priorities
- Guidance on how your journey could take shape

If we decide to move forward, I'll outline what happens next and how planning begins.





PLANNING & DESIGN

The design phase is where your journey begins to take shape. I translate your values and preferences into a personalized travel plan – one that balances inspiration, intention, and flow.

My planning process is supported by a global network of trusted partners, allowing me to secure preferred arrangements, added value, and nuanced details that are often unavailable through standard booking channels. These relationships help ensure each element of your journey is thoughtfully aligned with how you want it to feel.

Through curated proposals and detailed conversations, we'll explore possibilities, refine direction, and build a trip that reflects not just where you want to go, but how you want to experience it.

This is a collaborative process, guided by your pace and priorities.

PLANNING FEES

I charge a planning fee for the same reason any professional charges for their expertise. My work goes beyond booking travel and includes understanding your priorities, researching options, designing your itinerary, and coordinating the details.

Planning fees are based on the overall scope of your trip, including destinations, length, and the number of travelers involved. Your exact planning fee is outlined at the conclusion of our consultation, before any design work begins.

What the planning fee supports

- Consultation and alignment
- Research and itinerary design
- Coordination with trusted partners
- Oversight throughout the planning process

Typical planning fees

- Single-destination itineraries: \$250
- Multi-destination or more complex itineraries: \$450
- Small group or retreat planning: starting at \$750

THE PLANNING JOURNEY

(01)

CONSULTATION & ALIGNMENT

We begin with a thoughtful conversation about your travel goals, priorities, pace, and how you want to feel, creating a clear foundation for a journey that feels aligned.

(02)

PLANNING ENGAGEMENT

If we decide to move forward together, you'll complete the client agreement, confirm the planning fee, and receive access to Tern, your secure travel hub. Once these steps are complete, planning begins.

(03)

CURATED DESIGN

I carefully research and design your itinerary around your preferences and priorities, drawing on trusted global partners to create a balanced and personalized journey.

(04)

ITINERARY REVIEW

You'll receive your curated itinerary and we can walk through it together, or you're welcome to review it at your own pace. I'm available to answer questions and refine details so everything flows smoothly.

(05)

BOOKING & PAYMENTS

Once approved, reservations are secured and payments coordinated on your behalf, with confirmations and receipts clearly organized for your reference.

(06)

PREPARE & DOCUMENTS

As your departure approaches, key travel details, documents, and guidance are shared so you feel prepared and at ease.

(07)

TRAVEL WITH SUPPORT

While you travel, you'll have support from me, trusted local partners, and access to 24-hour assistance if needed.

(08)

RETURN & REFLECT

After you return home, I'll follow up to hear about your experience and thoughtfully close the journey.



COMMUNICATION & SUPPORT

From planning through your return home, you'll have consistent guidance and thoughtful support.

You can expect clear communication throughout the process, with timely responses to questions and updates as your journey takes shape. As your departure approaches, I'll share important travel information, reminders, and preparation guidance so you feel informed and at ease.

While you travel, you'll have access to trusted local partners and 24-hour support should anything unexpected arise.

My goal is for you to feel supported, not managed.

TRAVEL, ADVOCACY & YOUR RETURN

With me as your advisor, you are supported from start to finish. I remain your primary point of contact, overseeing the details and advocating on your behalf. During your travels, this support is extended through trusted local partners and access to 24-hour assistance should anything unexpected arise.

After you return home, I will follow up to hear about your journey, address any remaining details, and thoughtfully close the planning process.

ESSENTIAL TRAVEL INFORMATION

International travel requires a passport that is valid for at least six months beyond your return date. It is your responsibility to ensure that all passports, visas, and entry requirements are in order prior to departure.

Some destinations require visas or additional documentation. I will provide guidance and resources when applicable, but travelers are responsible for completing and obtaining any required documents.

I also recommend reviewing current travel advisories, registering with the U.S. State Department's Smart Traveler Enrollment Program (STEP), and ensuring compliance with TSA, airline, and destination regulations.





TRAVEL INSURANCE & PROTECTION

Travel insurance is strongly recommended to protect your investment and provide peace of mind before and during your journey.

Coverage may include trip cancellations, medical expenses, emergency evacuations, delays, and lost belongings.

Most health insurance plans and credit cards offer limited or no coverage internationally. Insurance options, including Cancel For Any Reason (CFAR), will be included with your itinerary quote and are typically purchased at the time of deposit.

PAYMENTS, BOOKING & YOUR TRAVEL HUB

Once your itinerary is approved, reservations are confirmed and payments are coordinated through secure payment processing.

All confirmations, receipts, documents, and approvals are organized within Tern, your private travel hub, keeping every detail of your journey in one place from planning through your return.

Through Tern, you can review and approve details, communicate easily, and access your itinerary and documents as needed. Everything is clearly organized and protected, so you never have to search for information or worry about missing an important detail.



A FINAL NOTE

My goal is to create travel experiences that feel intentional, restorative, and aligned with how you want to move through the world.

Luxury, at its core, is not about excess or spectacle. It is about how an experience makes you feel while you are living it, and long after you return.

I look forward to our conversation and the possibility of working together.

Warm regards,
Stefano Serafini
Serafini Wellness Travel