# YOUR 10 MOST FREQUENTLY ASKED QUESTIONS ANSWERED



# FAQ'S

## WHAT SHOULD I DO IF I HAVE A VACATION PLANNED FOR LATE SUMMER OF FALL?

The best thing to do is wait! Airlines are either providing vouchers or refunds depending on the circumstances of flights being canceled but guidelines from each airline is different. With regards to when they issue each and even for which dates they are allowing for affected travel. The circumstances are also changing on what seems like a daily basis as to which borders will be open and to whom, so sitting tight, and holding off on a firm decision until say a month before travel allows for a more informed decision.

## IF I BOOK A VACATION AND CAN'T TRAVEL, WILL A TRAVEL INSURANCE POLICY COVER NON-REFUNDABLE COSTS?

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## HOW EARLY SHOULD I BEGIN PLANNING A TRIP FOR 2021?

Flight schedules become available 11 months prior to travel dates. Depending on the vacation I suggest starting planning 18 to 12 months prior to the date you would like to start your vacation. Please keep in mind that most travelers who canceled their plans or had their vacations canceled have moved their plans to 2021 so dates in the spring and summer of 2021 may be filled quickly.



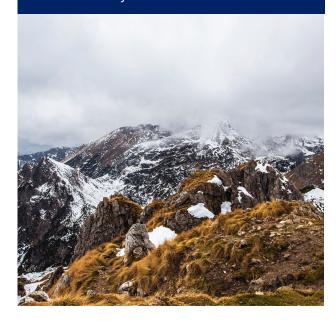
### SHOULD I BE PLANNING A VACATION FOR 2020?

Well, the first thing that needs to happen is travel restrictions need to be lifted. It is very difficult to predict where and when people will feel safe to travel again this year. Another thing to consider will be where you wish to travel and how you want to get there. It is important to keep in mind that flying will require you to wear a face mask for the duration of the flight. You may also find that you have to wear a face mask while out and about in your destination of choice. Deciding to travel once restrictions are lifted really depends on your risk tolerance. For me, I am planning to travel in July with my family to the Grand Canyon. I also feel comfortable planning vacations for other families who wish to travel in the US. Until we know more, and travel restrictions are lifted however, I am just not comfortable in planning new trips to Europe for the remainder of 2020. I will say that for 2021, I am very comfortable and actually believe NOW is the time. People who have had their vacations changed from 2020 to 2021 already have a head start in planning their European vacations causing space to be more limited.

Here is what my customer's think.

Working with Tracy exceeded all of our expectations. She had answers to all of our questions, generated our trip options based upon the experience and atmosphere we wanted to have and was immediately responsive when any ripple in the plan occurred. Tracy is an exceptional agent and we will use her services again for trips in the future. When our flight was delayed, Tracy sent us turn by turn instructions for navigating through the airport to make our next flight in time. When my wife needed medical care, Tracy coordinated for nurses to meet us as we exited the shuttle from the airport to the resort. She went above and beyond in all regards.

Walker and Kelly Glunz



#### HOW WILL WE KNOW WHEN IT IS SAFE TO TRAVEL?

Prepare. Prepare. Prepare. Decide what you are comfortable with after you have read what the CDC, Dept. of State, the WHO, and the TSA guidelines are. Get the facts of where we are based on current stats and where we may be headed. Use a combination of the things we know and the things we understand and then use your best judgment. If you are comfortable with what you are reading, and you and your family have decided the time is right for you, then please, go out and travel.

#### AM I THE ONLY ONE WITH CONCERNS?

No, not at all. Even in my own family opinions on traveling now are very different. I, as a Gen X'r is more comfortable with going out when needed as opposed to my Millennial child who is practicing quarantine diligently. Where I have gone for groceries once per week, she has made sure her house is stocked on a monthly basis. Even amongst the Gen Z'rs in my family, there is a mixed bag of comfort levels. Two go out to work and will occasionally see friends (one at a time) while the other 2 have not left the house. So you see, having questions and concerns about traveling isn't happening for certain age groups or certain genders, we all have questions..

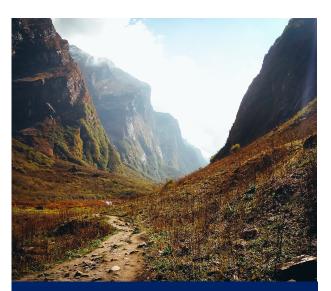
#### ARE PEOPLE STARTING TO PLAN TRAVEL YET?

Yes, American's are indeed starting to plan travel. As a matter of fact, 64% of Americans who have travel planned for this year are continuing the planning process. Not only are they finishing up this year's plans, but they are also planning next year's vacations. They realize that with all the spring trips canceled or postponed till 2021, they had better plan their 2021 vacations in order get what they want while the availability is still there.



## WILL IT BE SAFE TO TRAVEL ON OCEAN CRUISES OR AS A GROUP ON A GUIDED TOUR?

I personally think the cruise industry will be changed for quite some time. Seeing the news day in and day out with cruise ships not allowed to enter ports of call or seeing the number of sick people on board gives me pause in recommending the mega-ships that are very popular. I'm talking about the ships that have 4000+ vacationers on them, I am just not comfortable sending my clients back to those ships anytime soon. So much thought needs to go into how to keep that many people safe from any illness let allow one that is so contagious as Covid-19. With that said, I would feel comfortable arranging for my clients to be on much smaller ships like an expedition, boutique, yacht, or river cruise's. These ships typically have less then 250people on the high end down to 39 on the lower end of the people spectrum. As far as guided tours, it really depends on your comfort level. Will you be comfortable being on a bus with 30 or more people? There are other options. A small group tour, or a custom tour that is designed around your preferences and always includes private transportation and private excursions.



Here is what my customer's think.

Finish Line BEST TRIP OF MY LIFE! My son was running a marathon from Mt. Everest Base Camp in Nepal down to a village called Namche Bazaar in Nepal. I told her I want to be there when he crosses the finish line. I had no idea how to go about this trip, I have never been over seas before. Tracy took over and I thank God she did. She set the whole thing up for me from start to finish !!!!! When she tells you don't worry about anything she means it. I can't explain how smooth the trip went from the time I landed in Kathmandu inNepal till the time I left. There was someone there to guide me through everything. My guide was great !!! She did a great job!!!!!!!!!!!! Got to see my son cross the finish line !!!!!!!!!!!!!!

Tim Mohn

## CAN WE TRUST THE HOTELS, AIRLINES, CRUISES, AND TOUR COMPANIES TO KEEP US SAFE?

In a word yes. Hotels, airlines, restaurants,

and other businesses related to travel know that they have to do whatever it takes to make guests feel comfortable doing business with them. Everything I have heard from my

supplier partners is that we as the traveling public, will be seeing a lot more cleaning then we ever did before. Typically, the real cleaning one cruise ships and theme parks get done while the guests are sleeping. I believe that we will be seeing the cleaning happening in front of us. I know for me, that will make me feel better. I welcome the sight of someone spraying a disinfectant and wiping the tables down or following the protocols that are being put in place by the airlines, cruise lines, and tour companies. The more of this I see, the higher my comfort level will rise.

#### WHAT TYPES OF TRIPS ARE BEING PLANNED?

Here is the breakdown.

Day trips - 50 miles with no overnight stays - 46.4%

Regional road trips - these trips are up to 200 miles from home - 55.6%

Road trips - Primarily by auto - 74.9%

Plane trips - Trips include an air component - 58.4%

International trips - Travel outside the US - 38.9%

Multigenerational trips - 3 or more generations - 27.1%

Cruises - one or more nights on board - 16.2%

Train travel - travel from one city or country to another - 13.7%

Where are you in your comfort level regarding travel? I hope by sharing my frequently asked questions and my opinions you were able to have some of your own questions and concerns addressed.

Travel again is changed forever. Just like after 911, we all had to go through a huge learning curve and some discomfort, but we learn to adapt and accept what our new normal looks like. How long will we have to be concerned about the spread of this virus, who knows, but I hope not for long.

#### HERE IS WHAT MY CUSTOMER'S THINK.

Responsive and Efficient!! AWESOME! I contacted 1 travel agent in September(Liberty Travel), She presented me with2 resort options- neither of which I liked or met the criteria set forth. When pressed to find other options, she told me she was pregnant and would pass my info on to her coworker. Then I called AAA, gave the girl my travel dates and criteria. She literally did not contact me for 3 weeks. When I called her back she told me she forgot. Then I calledTracy and boy what a difference!!! Tracy immediately had a can-do attitude and started sending me information. I loved that we could text back and forth. She was an excellent communicator and I never wondered what was going on. She LISTENED to what I wanted and delivered!! Her advice for travel and tipping etc was indispensable. The resort she booked us at was amazing and we all had a phenomenal time!! Everything went exactly according to plan.! would use Tracy again in a heartbeat. Outstanding service!

Natalie Glunz



QUESTIONS OR ARE INTERESTED IN PLANNING YOUR NEXT FAMILY VACATION, REACH OUT TO ME AT

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WWW.ELITETRAVELJOURNEYS.COM