



Welcome!

Interested in working with us? Sweet!

We put together this guide for you, that's basically a bunch of info you'll probably want to know to start your planning journey with us!

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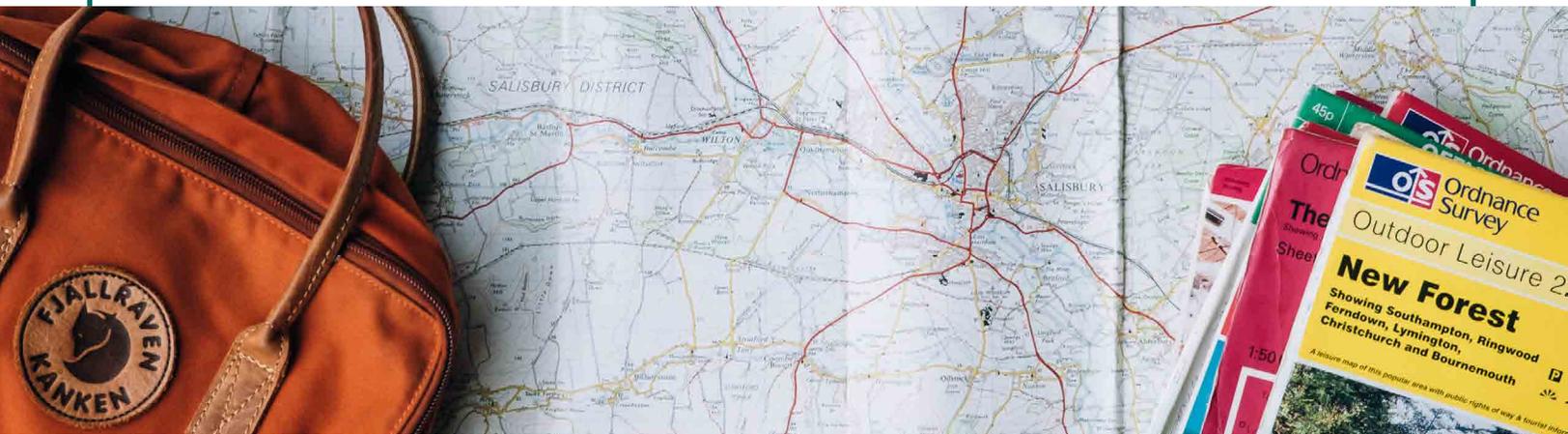
About Us

Collectively, the team at Susan's Travel Services has more than **40 years of travel experience** and has circumnavigated the globe over 5 times.

We design exceptional romantic vacations, honeymoons, and destination weddings. Our goal is to always exceed your expectations because we've been doing it for nearly three decades.

Furthermore, our attention to the details of travel is unparalleled, and that means you won't miss one special moment of your trip. Our clients also have access to our worldwide connections, and the possible discounts that often come with that.

Bottom line: You can be confident leaving all the planning to us.



Who is Susan?

My business is all about helping people experience their own once-in-a-lifetime trips, and I've helped countless clients find moments of awe and wonder in our world. It's what I love about my job. I am always at the ready to do far more than just book a plane ticket and hotel room for you. I get to know my clients and learn what they want (and don't want!) from their travel adventures. If this sounds like the kind of rapport you want with your travel agent, call me, I'm always happy to do complimentary consultations.

Zoom Call Scheduling



Calls you can expect throughout the planning process:

1. Initial meeting to review your wedding and discuss details
2. Discussion of resort options and wedding package options
3. Review of the room block rate details and concessions
4. Review of the room block contract details

Office Hours

8:00am - 5:00pm (MST) Monday through Friday, with Appointments on Saturdays.

Only in the case of an emergency, we may be available on Sundays. Occasionally we will have varying hours due to travel schedules and onsite events.

Calls and Emails will typically be replied to within two business days.

*Please note that email is our preferred communication method. We prefer not to communicate over text, direct messaging or through any social media platforms, unless an urgent reply is necessary. These are hard to track and it is imperative that guests' travel details remain consistent, avoiding any important information being missed.

Expectations



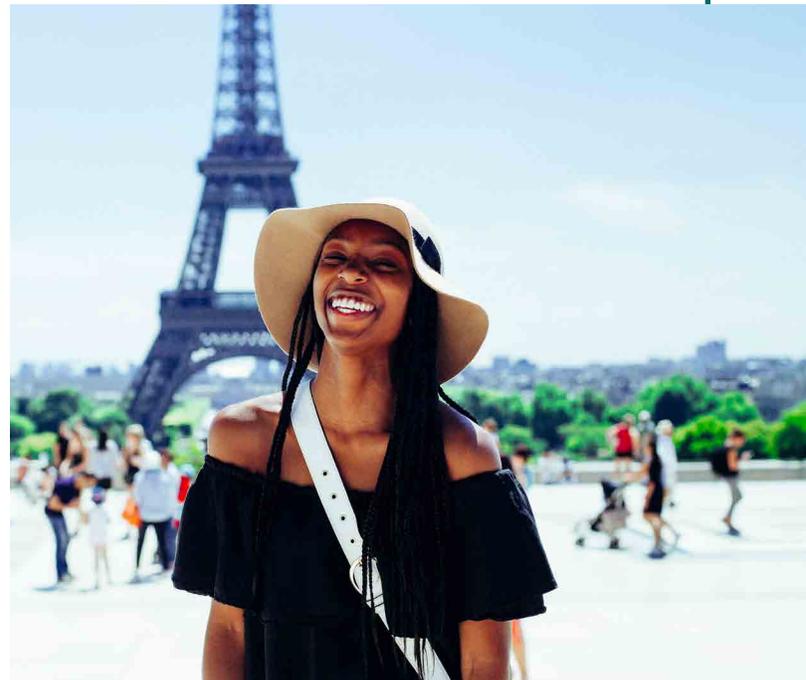
What You Can Expect From Susan's Travel Services:

- We will typically respond to you within 2 business days.
- We will respect your time by keeping all scheduled calls, or by giving you 24 hours notice of any changes.
- Thorough communication with you throughout our time together.
- You as our client, vendor partners, venue staff, event guests, and all associated parties for your wedding will be treated with respect and consideration.

What We Can Expect From You, As Our Client:

In order for you to get the best out of this process and have the most successful planning experience, we ask that all of Susan's Travel Services couples:

- Are on time to all scheduled phone calls.
- Are prompt with replies to emails and questions that require your input and reply within 48 hours to avoid delays in the overall planning process.
- Are mindful of items that we request from you, such as guest list, images, etc. so that we're able to keep you on schedule.



FAQ's & Covid Questions

What Exactly Does a Destination Wedding Travel Planner do?

As your destination wedding travel planner, we will help you find a destination, resort, and wedding package that matches your wish list and spending plan as closely as possible. Once we narrow down the options for you and you make your resort choice, we assist you in confirming your wedding date and wedding package choice with the resort through a wedding day contract. From there, we'll assist you with confirming a group rate for your wedding room block and begin education and assisting your guests on how they can book their room in your contracted room block. We're with you and your guests until the end of your wedding travel.

What is the average cost of a destination wedding?

The cost of a destination wedding will depend on the resort you choose, the elements that you include in your wedding, and the amount of guests that attend. For Mexico destination weddings, we normally see actual spend between \$15k-\$25k. This does not mean that this is what you will spend. Some of our couples spend \$10k, some spend \$50k or more. If you have questions about how much you can expect to spend, just ask us! We can talk you through your wants and give you a solid idea on what you're going to pay for each element at your chosen resort.

How much is the deposit for a destination wedding?

You can expect to make a few deposits when you're planning your destination wedding. The first deposit you will normally make is one to the resort to secure your wedding date. This is normally anywhere from \$250- 30% of the total cost of the wedding package, depending on the resort you choose. You'll also make a deposit for your room block that can range from \$100x the amount of rooms you want to hold in your room block to 10% of the entire room block estimate, depending on the resort. Lastly, you can expect to make a deposit on any outside vendors that you book for your wedding such as a photographer, videographer, florist/decor, etc.



When Should We Send Out Our Save The Dates & Invitations?

You should send out Save The Dates once you have secured your wedding date at your resort, with a deposit and a confirmed wedding date from the resort.

Do You Offer Wedding Coordination or Full Service Wedding Planning?

No, we do not offer full service wedding planning services but we're happy to refer you to an excellent wedding planner in the area that can help you with the wedding day planning details.

Do You Plan Travel for Weddings Only?

No. We specialize in group travel for both weddings and corporate incentive travel groups, so please keep us in mind for your corporate retreats and annual company travel events!



Are people still booking destination weddings?

Yes, couples are actively booking weddings for 2022 and beyond right now. In fact, we are seeing record numbers of destination weddings at all inclusive resorts. The current covid-19 situation has created a unique scenario where so many 2020 weddings moved to 2021 dates that 2021 dates that would normally still be available at this time are already taken, forcing weddings to plan further into 2022 and 2023. This has caused a “mad dash” scenario for all the available 2021 and 2022 dates. Couples still want to have the destination wedding of their dreams and they are moving forward with those plans.

Susan’s Travel Services keeps up to date on all local and federal regulations and regularly shares the most current travel information with our couples and their guests.

What happens if we need to reschedule?

As of this writing, Susan’s Travel Services has helped all of our March 2020 through September 2020 wedding couples move their weddings and their room blocks to new 2021 dates, while keeping their resorts and original plans as in-tact as possible. Leaning into our solid relationships with resort management, we were able to make the process as smooth as possible, taking stress off our couples and allowing them to focus on other areas of their lives. Due to this, we now have an extensive system in place to handle reschedules if the need arises.

However, resorts are not currently offering reschedules due to “fear of covid”. Only legitimate travel and event bans in the local areas would allow for a wedding date reschedule without incurring additional fees for you and your guests.

Should We Consider Wedding Insurance?

100% Yes! You should review both wedding insurance coverage and travel insurance coverage for your destination wedding and the travel components. At the minimum, travel insurance that covers cancellation should be purchased. If you can find it, wedding insurance that includes event liability & property damage and event cancellation and postponement should be purchased. We suggest finding a travel insurance policy that offers something called CFAR (Cancel For Any Reason) since it allows you to cancel the travel components of your wedding for any reason and receive up to a 100% refund.

Symbolic VS Legal Marriage

Most of our couples choose a symbolic ceremony in Mexico and make it legal in their hometown, by going to their local courthouse and getting their legal marriage certificate/license before they have their symbolic ceremony in Mexico. This is the most cost effective option and requires the least amount of time. You will need to contact your local courthouse or marriage license office in your county for more information on what is required for a legal marriage license. Most wedding packages at the resorts include an officiant that will perform a symbolic ceremony for you. You can also have a friend or family member officiate your Mexico wedding. They don't have to be ordained, hold any certifications, or licenses.

If you choose to have a legal ceremony in Mexico your resort can help you with this process. It normally costs from \$750 USD - \$1,200 USD, requires a blood test, and requires that you be in Mexico at your resort for a period of at least 3 full business days prior to your ceremony. Catholic ceremonies are considered religious or "symbolic" so if you choose to have a Catholic ceremony in Mexico you will still need to have a legal (civil) marriage, either in your hometown or in Mexico.

If you choose a symbolic ceremony, you do not need to bring any documentation of your legal US wedding with you to Mexico.



What Should We Do First?

1. Make Sure Everyone Important To You Is On Board With A Destination Wedding

If it's super important to you that nana is at your wedding but nana refuses to leave the country, a destination wedding may not be in the cards for you. This doesn't happen often but occasionally some of our couples are caught by surprise when one of their parents or even a best friend is against them traveling for a destination wedding or pushes them to have a wedding in their hometown. This is part of the overall conversation that needs to take place with your family before you move forward with a destination wedding.

2. Decide Who Is Paying For What

Determining a budget in the beginning of the planning process is very important because it will help you determine what resort you can book your wedding at and what elements you can have at your wedding. Most of our couples pay for all or most of their wedding on their own but some couples are gifted X amount of dollars from each of the couple's parents/grandparents or even other family members. We find that having these discussions with parents in the beginning of the planning process will greatly reduce anxiety caused by false expectations as well and give everyone a clear understanding of who is contributing what, if anything, to the overall wedding budget.



3. *Decide Who The Main/Final Decision Maker(s) Will Be*

I totally know that this one is not on the top of your “fun things to do” list for sure but it may end up being more important than you know. Sometimes there may be disagreements on certain elements of your wedding and it’s important to have healthy boundaries around some of these items and even decide in advance how final decisions will be made in the event that there is a disagreement. This doesn’t mean just a disagreement between you and your fiancé. This could mean disagreements between parents and/or family members as well. Sometimes a parent will pay for elements of a wedding but they will want total decision making authority over that element of the

wedding or they will withdraw their financial contribution. You’ll want to talk these decisions through in advance and make a plan as a couple how you will handle this and who will be the final decision maker. You can split these decisions into categories as well. For example, one of you may have total decision making authority over all things decor, music, entertainment, etc while the other has total decision making authority over all things photography and ceremony line up.

Work together in advance on deciding who will have the final say on specific items before moving forward with the planning.

4. *Start Making A Guest List*

Make a list of every person you want to invite to your wedding. Don’t forget to check in with parents to see who may need to be added from their lists as well. With a destination wedding, we normally see attendance at around 50% of the total people you invite.



What Happens Now?



1. Choose a Resort

We will work with you to find the perfect resort for your destination wedding!

2. Request Room Block Rates

Once you narrow down your favorite resort options, we'll request wedding group room rates and concessions.

3. Contract a Wedding Date

Once you choose a resort, we will help you lock in your chosen wedding date with a contract with your resort.

4. Contract a Room Block

Once we receive the room block contract from the resort, we will walk you through all the details.



5. Invite Guests

Now you can invite all your friends and family! We'll set up a one page website for you and your guests that will give them all the details they need to book their room.

6. Follow the Process

We'll keep you up to date on who has made reservations in your room block and keep you on track with payment dates. You'll work with the resort staff on wedding planning details.

