

ESSENZA

What are the *next steps*?

- We have set you up on our Essenza Travel App and sent you login details. The App will hold all details relating to your booking, your accommodation and services we book for you. Make sure to download it and enable the Notifications in order to receive useful messages before and during your trip.
- You have been assigned a Concierge Manager who will work with you on preparing your trip. The Concierge Manager can advise, provide pricing, book services and build a day-by-day itinerary.
- Once services have been booked, the Concierge Manager will send you an invoice for payment. We require pre-payment to secure suppliers and in most cases, these are not refundable.
- As we approach your travel dates, we will close the planning process, the cut off depends upon the Concierge Package selected: 4 weeks Essential Package, 3 Classic Package, and 1 week Premium Package. The deadline for requesting services will be 14 days before the cut off.
- You can upgrade your Essential Package to a Classic one before your balance payment is due.
- Before you travel, we will send you a reminder of your itinerary and all accommodation details. This will also be stored in the App and available offline.

When to start planning *your experiences*?

These are our recommendations of advance timeframes:

- Private experiences, tours and activities: 3 months or 4 months if you are travelling in June, July or August
- In-villa services (cook/chef, masseuses, personal trainer, etc): 3 months. Fix menus for in-villa meals at 4 weeks
- Restaurant reservations: 2 months unless you are booking for groups of more than 12 guests
- Venues for special celebrations: depending on the size of the event it's better to start looking for solutions asap or no later than 12 months in advance
- In-villa groceries delivery: we would need to receive your list no later than 4 weeks before departure. At this time, we will also need to receive passport details for all travellers
- Many suppliers will not take bookings or provide pricing more than one year in advance and more commonly start to accept from 8 months in advance, so please bear with us if you are keen to start!