



STERLING JOURNEYS



*Welcome Guide*





Photo: Annette Sordoni

## *Welcome!*

I am so glad you contacted me! There is nothing more important than travel to expand your horizons, bring you closer together with friends and family, learn about the world, and even just relax. And there are so many options of how to do this it can be overwhelming. That's where I come in...

In this document you will find an overview of my design process and timeline, testimonials and pricing. I hope this gives you a flavor of what to expect when working with Sterling Journeys.

Looking forward to navigating your journey together.  
Warmly,

*Lise-Marie*



# WHY STERLING JOURNEYS?

As a full-service travel advisor, I design, plan, and arrange authentic vacations for my clients, creating lifelong memories. Because we take out the guesswork and the tedious research you don't have time for, you need only show up and savor your meticulously planned itinerary, from take off to the trip home.

## *Personalized Attention*

Each client is unique, and, therefore every trip is as well. Finding out what fuels you and building more of that into your custom itinerary is how I will ensure that your dream vacation reflects you. We will craft your journey around your specific passions, interests, and travel style. My attention to detail and dedication to exceptional service will be with you from our first conversation until you arrive home.

## *Coordination of Details*

Once we've identified what's important to you, hours are spent researching and designing your seamless, stress-free vacation. I work with my local partners in each destination who have their ear to the ground of what's new. We collaborate to make sure your trip is perfect. Before traveling, you will receive your final documents. I include a beautiful paper itinerary and an online app for easy access day by day at your fingertips.

## *VIP Treatment*

Relationships are everything! When you work with me, you have access to my partners and connections. As part of Virtuoso, the leading global network specializing in luxury and experiential travel, you have opportunities for private experiences (many not available to the general public), and extra perks and amenities at top hotels, reserved for Virtuoso advisors. From the moment you arrive at your destination, our partners will make you will feel like a VIP.

## *Peace of Mind*

Let's face it, even the best-laid plans can have some hiccups along the way, especially when traveling. I will be with you, figuratively, of course, assisting if necessary. You will have 24/7 access to my local onsite partner if anything unforeseen arises or if you need a little extra TLC. My partners communicate with me throughout your trip, so that I am current with any changes or issues that may come up. My goal for you is to have the vacation of your dreams.



“We’ve made some of our best family memories thanks to Lise-Marie and her thoughtful planning, she goes above and beyond to find unique experiences and accommodations and creates a seamless experience from beginning to end.”

MAGGIE B.

“Lise-Marie took our incentive trips to a whole new level. Her expertise with arranging luxury trips for groups was invaluable and was particularly beneficial with our international trips. Plus, her ability to manage the needs of everyone from the CEO to our guest ensured that everyone received blue ribbon care.”

LINDA B.

“Expert planning with keen insight and friendly service! Thanks to Lise-Marie for another excellent trip! We had a wonderful time celebrating our 25th wedding anniversary. She worked with us to create the perfect experience, I would highly recommend

Lise-Marie!!”  
COLLEEN S.

“It was impeccable from start to finish. The trip exceeded my expectations by far! Every detail was thought of and the crew were on the ball all the time. We were treated like royalty! Love love loved it!”

HOPE S.



© Chalkley Treehouse, Lion Sands

## *Custom-Designed Itinerary Pricing*

Fees to create and arrange authentic vacations begin at \$250 per couple.

Pricing may vary depending on the complexity of the arrangements and number of countries visited.

Airfare (if not combined with a full itinerary) research and ticketing service fee \$35 per person for economy, \$100 per person for business class.

# READY TO GO?

## *The Signature Sterling Journeys Process*

### 01 Consult

On our complimentary consultation call, We'll dig deep into the kind of journey you're after—this will help us design the perfect experience for you.

### 02 Proposal

Once you take care of the planning fee (which we'll share after our consult call), we'll begin designing your ideal itinerary, full of one-of-a-kind experiences.

### 03 Build

We'll refine your itinerary together so it fits your vision and your budget, then we'll book your entire experience for you. Flights, hotels, transfers, tours, even restaurant reservations—leave it all to us.

### 04 Support

Before you depart, you'll receive all your travel documents—which you can also access in an app on the go. While you travel, we're available if you need anything; reach out so we can smooth any hiccups. You just enjoy.

# Frequently Asked Questions

## **How to do we work best together?**

We work best together when I have a clear understanding of what you are looking for in your vacation. Be as specific as you can with what you envision and honest in your feedback. Speaking of feedback, please respond in a timely fashion (24-48 hours) so we can ensure pricing + availability. I ask that you do not book components of your trip without consulting me first. Most importantly, trust me! I am a travel industry professional. I work extremely hard to provide excellent service to you, my client.

## **Can I make changes to the proposed itinerary?**

Of course!

Three changes are included in the planning fee. My goal is always to perfect the itinerary so that it suits you to a tee!

## **Do you book Airbnb?**

While I do not book Airbnb's specifically, the good news is that I work with partners all over the world that provide fabulous houses, villas, and apartments.

## **Can my itinerary be itemized?**

I work directly with my supplier partners to provide you with the best accommodations, experiences, and service at the best value. This does not always mean the least expensive. Many of my itineraries are a bundled cost, and itemizing may not be possible. However, the pricing is a result of leveraging my partner relationships. We work together to provide you the best of everything at the best value.

## **Can I use my points/rewards?**

I am not able to book reservations using your points or rewards. If you wish to do so, please let me know as soon as possible as it may impact your itinerary. You will be responsible for making those arrangements on your own, with my guidance.

## **What happens if I need to cancel?**

If after you have made your deposit and/or final payment and you decide to cancel or change any of all parts of your itinerary, our travel suppliers and partners will charge a change or cancellation fee. These fees vary and will be outlined clearly in the Terms & Conditions that I will present with your proposal.



Photo: Vanessa Satwell Jones, Virtuoso

# STERLING JOURNEYS

## *Meet Lise-Marie*

I am passionate about travel. I have traveled most of my life, as a child with my virtuoso violinist mother, Camilla Wicks, and later as a performer onboard the luxury Royal Viking Line and Crystal Cruises ships.

But it was not until I had the life-changing experience of meeting the indigenous tribe, the Embera, in the jungles of Panama while on an Expedition cruise, did I indeed find my passion. I realized that I wanted to be that conduit connecting people to the splendor of their destination and taking them to the heart of the world's most wondrous places.

So far, I have traveled to 57 countries and hope to check off at least a new one every year. Still on my bucket list? Probably too many to list, but Antarctica, Spitzbergen, numerous countries in Africa (again and again), Bhutan, and Nepal are top of mind this week. Of course, that changes every time I meet a new supplier! I am so excited to share the world with you!



DISCOVER MORE:  
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