



## How It All Works

At [Indigeno Travel](#) we specialize in helping you make your travel dreams into reality, custom designing personalized programs to exactly fit your needs.

Following are some general guidelines for the planning process.

**Browse** through the **Tours, Travel Ideas, or Escorted Tours** on our website, or dream up an idea on your own. Once you roughly know when you want to travel and where you want to go the next step is...

**Send us your quote request** by completing our Contact Us form from our website, by calling us at 1 888 202 8262 or by visiting one of our offices in either Winnipeg or Edmonton. One of our travel experts will ask you some questions to ensure we know exactly what it is you wish to do. We'll take it from there and design a tailor-made program just for you. A custom-designed travel plan could include only a couple of things, maybe just airfare and accommodation. Or it may include ground transportation, local private touring, special interest inclusions like cooking classes, wine tasting, photography workshops, language classes or sports activities or event tickets. Whatever you want, we can take care of it for you!

**Approve the quote and make payment.** Once you've received a quote from us on your personalized travel program, we'll work with you to tweak it until it's exactly right, recalculating the pricing as needed. We'll then send you our booking forms to complete. These forms provide us with the information we need to put your reservations into place including: your name **exactly as shown on your passport**, your approval of the price as quoted, and verification of your preferred payment arrangements.

Generally, a deposit is required at the time you agree to go ahead with your reservation and submit your booking forms. The amount of deposit will vary depending on what your travel program includes. The balance is usually payable from 90-120 days prior to travel, again depending on what has been booked. The deposit requirement and due date for final payment will be outlined on your booking form.

Now you can just **relax**, knowing all the details will be taken care of!



**Further information:**

**2-3 months prior to departure:** you will be provided with a general outline of your travel plan and an update on the status of your reservations; some practical information about the country/countries you are visiting and a suggested packing list.

Passport and visa requirements will be reviewed to ensure your passport is valid for the correct amount of time (some countries need it to be valid for up to 6 months beyond your intended stay) and what visas you may need for your journey. These requirements can change at any time with little to no advance notice, so it's critical to check them at this time. Note: some countries require you to send in your passport to have their visa added, so take this into account when making other travel plans that may require you to have your passport.

Vaccination and medical requirements will also be reviewed. You may also need to visit a travel clinic, public health nurse or your doctor at this time, with your itinerary, to ensure you have the required medication and/or vaccinations for your planned destinations.

**1 month – 3 weeks prior to departure:** You will receive your final travel documents. A doublecheck of passport and visa requirements may be necessary at this time. Be sure to review your documents carefully and contact your consultant with any questions you may have.

**24 hours prior to departure:** To save time at the airport and for the best selection of seats (if not previously reserved), visit your airline's website to check in for your flights. If your airfare didn't include a baggage allowance you may add this on to your file at this point and pay online. Doing this the day prior means that, once you get to the airport on your travel day, you simply need to print off your boarding passes and bag tag, check in at the baggage drop counters and you're ready to go!

Now it's time to fully **enjoy** all the experiences your custom-designed, personalized travel program is sure to bring!