

VILLA PLANNER



TIMELINE:

Within 20 days of paying your deposit:

- Purchase trip cancellation insurance (page 2)

At least 90 days before your trip:

- Send us your flight itinerary & cell phone info
- Arrange for a rental car (page 4)
- Arrange for additional services: airport transfers, housekeeping, chef services, hotels, train tickets, etc. (page 5)

60 days before your trip:

- Final payment is due, along with any U.S. security deposit, which must be paid by check.
- Finalize all orders for services. There is a \$25 service fee for any orders received within 60 days of your trip.

30 days before your trip:

- Doorways will send your documents:
 - villa voucher
 - map & directions for finding your villa or apartment
 - contact information for the person who will meet you when you check in
 - telephone number at the villa for your friends and family (if there is a phone)
 - vouchers for rental cars, airport transfers, hotels, special meals and other services

Carry these documents with you when you travel.

INSURANCE:

Doorways highly recommends purchasing trip cancellation insurance and we suggest you do it right away. Insurance will not only protect you in the unlikely event that you have to cancel your trip or have a medical emergency while you are traveling, but also covers lost luggage, missed connections and many other unexpected calamities.

You can purchase your own insurance or you can insure through Doorways. We recommend Travel Insured International but we are not licensed to issue policies all states (including NY) but you can call Travel Insured and they will issue your policy: 800-243-3174.

You can insure until 24 hours before your trip, but you will get the best coverage (i.e., waiver of the pre-existing conditions clause) if you insure within 20 days of your initial trip deposit.

Various upgrades are available only at the time you purchase your policy, including insuring for work issues or even cancel-for-any-reason insurance. Call or email to discuss the best type of coverage for you.

To calculate your premium, divide the total non-refundable costs by the number of people to get a per person trip cost. Payments for your villa are non-refundable, as are many airline tickets. The insurance includes \$250 for airline ticket change fees. You do not have to insure refundable costs such as rental cars.

If you find the insurance confusing (most customers do), we are happy to help you calculate your premium.



- **Let us know if you would like us to give you an insurance quote on the Trip Order Form at the end of this book.**

To give you a quote we will need:

- **names of everyone in your party**
 - **contact information (address, telephone, email)**
 - **exact birth dates**
 - **Travel dates (date you leave home/date you return home)**
 - **any non-refundable costs in addition to your villa or apartment, such as airfare**
 - **Beneficiary (estate, if you have a Will)**
- **If you do not wish to purchase insurance please check the box on the Trip Order Form or send a quick email to decline coverage in writing.**



PLANNING YOUR VILLA VACATION:

Independent travel is an adventure, and planning can be half the fun. We want to make it easy for you! Doorways has more than twenty years of personal experience traveling independently in Europe. We can help you arrange everything you need, or we can help you do it yourself. Here are some tools to help you get started:

- **Maps and guidebooks:** Doorways has reading and movie lists with our personal recommendations. See "Open the Door" below.
- **Useful Links:** Our website includes links for rail and museum tickets, walking tours, tourist offices, and shopping.

www.villavacations.com/newsite/links.shtml

- **Open the Door:** This is the private informational part of our website reserved just for customers.

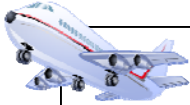
www.villavacations.com/openthedoor/italy.shtml
www.villavacations.com/openthedoor/france.shtml
www.villavacations.com/openthedoor/spain.shtml

FLIGHTS:

Doorways does not issue airline tickets, but our website indicates the nearest airport.

Plan to arrive in the afternoon, if you can. Normal check-in time is 4-5 p.m. The previous guests are not required to check out until 10 a.m., and your villa or apartment must be thoroughly cleaned before it is ready for you. If you arrive earlier, you can leave your luggage and do a little exploring. Arrive during daylight hours if at all possible. There is an extra fee to meet you after hours, on a Sunday (usually a family day in Europe) or holiday. The only way we can promise an early check in is to rent your villa or apartment the night before.

We will need your flight information to arrange your check-in and to get you a quote for a rental car, if you will need one. Even if you plan to arrive early and travel on your own, let us know the details of how you plan to come to the villa or ask for our help to figure out the best way. We give this information, along with your cell phone number, to the key holder in case of emergency.



- **Once you have booked your flights, please send us a copy of your itinerary or provide details on your Trip Order Form.**
- **If you have a cell phone that will work in Europe, please forward the number so we may forward it to the key holder who will meet you and to keep in case of emergency.**



RENTAL CARS:

Doorways has special rates with AutoEurope. If you can find a lower rate, they will try to beat or match it. You can also book flights through AutoEurope; call them at 800-730-8036.

In Italy, our rates include full insurance with a zero deductible. Rentals in France and Spain include basic insurance; you can upgrade to full coverage when you pick up your car, or you can cover it for less if you add it to your travel insurance (but this must be done when you purchase the policy).

Doorways can arrange to have a car and driver to meet you at the airport and take you to the villa and your car(s) delivered to and/or collected from your villa. There is a charge for this, of course, and you have to complete some paperwork in advance, but this is the most relaxing way to arrive. Our drivers know the way and can be in touch with the key holder.

Issues to consider when choosing a rental car:

- **Pick up and drop off locations & times:** We advise clients to pick up and return rental cars at the airport rather than at a downtown location. Airport offices are open long hours and have the best selection of cars. Rentals are based on a 24-hour clock, so if you want to return the car later than the time you picked it up, book the car for an extra day to avoid expensive penalties for returning it late. There is no additional charge to pick up and drop off in different locations.
- **What size car:** Rent as small as possible. Two small cars are less expensive than a van. European cities are not van-friendly with their ancient, narrow streets. Fuel costs more in Europe and a small car is easier to park. Usually, it's better (and less expensive) for two couples traveling together to rent two smaller cars instead of one larger one; it also gives you flexibility to pursue different interests and activities at times.
- **Manual or automatic:** Automatic cars are more expensive and are reliably available only at airport locations.
- **Primary driver's name:** Additional drivers can be added when you pick up your car. The fee for additional drivers is typically about 10 euros per additional driver per day, paid on location.
- You are required to have an IDP (International Driving Permit) for Italy. You can get one at any AAA office or you can apply online:

www.aaa.com/vacation/idpapplc.html

RAIL TICKETS & HOTEL RESERVATIONS:

Doorways can book rail tickets and/or hotels for you, or we can help you do it yourself. If we book rail tickets or hotels, we charge a service fee (\$40 per hotel; \$40 for train research/reservations). See the Useful links page of our website for information on booking museums tickets, train tickets, walking tours, and more.



DOORWAYS CAN ALSO HELP YOU WITH:

- **Private car service to meet you at the airport and escort you to your villa or apartment**
- **Car delivery at your villa**
- **Day trips, tour guides**
- **Private chef/cook in your villa**
- **Cooking classes**
- **Wine tastings**
- **Tours with private driver, including wine tours**
- **Personalized day-by-day itineraries, with detailed menus and services**



DOORWAYS FEES:

- \$500-\$1,000+ for personalized itineraries
- \$40 each for train research/reservations, hotels and other services
- \$40 for car delivery/collection at your villa
- \$200 re-booking fee per accommodation
- \$25 for each subsequent credit card processed after the first when groups of friends are traveling together
- \$75 for arrivals on Sunday, holidays, before or after hours



ARRIVING AT YOUR VILLA OR APARTMENT:

A month before you leave, you will receive complete driving directions and a map to your villa or apartment, along with a villa voucher with details and contact information for the key holder and your prearranged rendezvous.

When you arrive, your key holder will meet you, show you around, explain how things work, answer your questions and give you the key. Because villas do not have a front desk like a hotel, it is important to arrive on schedule or call to re-arrange your check-in.

If you arrive at 4-5 p.m., you will have time to survey the kitchen to see what's there before you tackle the grocery store. Stores generally close at lunch time, then re-open in the afternoon and stay open until 7-8 p.m.

It is also possible to arrange to have your villa pre-stocked with groceries when you arrive. Request a shopping list on your Trip Order Form.





ORDER FORM

Please fill out and fax to Doorways at 610-520 0807 or scan and email to info@doorwaysltd.com

Your name Primary person who booked the villa—Group leader

Your phone number Email Villa name Dates

- **FLIGHTS:** We need your flight itinerary to arrange your check-in.

What date do you depart from your home? ____ / ____ / ____

Arrive on ____ / ____ / ____ Airport _____ Airline _____ Flight # _____ Time _____

Depart on ____ / ____ / ____ Airport _____ Airline _____ Flight # _____ Time _____

____ I have not yet booked my flights but will send my itinerary as soon as I have reserved them.

- **RENTAL CARS:** We hope to make booking a car easy and less expensive for you. We do not charge a fee for this service.

Need a rental car? ____ YES ____ NO Name of primary driver: _____

Pick up location _____ Date _____ Time _____

Drop off location _____ Date _____ Time _____

- | | | |
|---------------------------------------|--|--|
| <input type="checkbox"/> ECONOMY | <input type="checkbox"/> STATION WAGON | <input type="checkbox"/> MANUAL SHIFT or |
| <input type="checkbox"/> COMPACT | <input type="checkbox"/> VAN | <input type="checkbox"/> AUTOMATIC SHIFT |
| <input type="checkbox"/> INTERMEDIATE | <input type="checkbox"/> LUXURY CAR | |
| <input type="checkbox"/> FULL-SIZE | <input type="checkbox"/> CONVERTIBLE | |

HOTELS, TRAINS & SPECIAL SERVICES: Please check any that are of interest.

____ Hotels (dates & locations): _____

____ Train Tickets: _____

____ Car service to meet you at the airport and escort you to your villa or apartment

____ Car delivery at your villa

____ Advanced Grocery Shopping

____ Cooking classes

____ Chef to prepare dinner at your villa

____ Other: _____

____ Personalized day-by-day itinerary

CELL PHONE # (if you have a cell phone that will work in Europe: _____

INSURANCE: I would like to order insurance: ____ YES ____ NO