



SVS TRAVEL STUDIO

Welcome!

I'm so happy you've reached out to SVS Travel Studio.

I really believe that travel is one of life's greatest gifts: it opens our eyes, strengthens our connections, and reveals beauty and meaning in every corner.

With so many possibilities, planning can feel overwhelming — and that's where I come in. My role is to transform your dreams into a seamless, thoughtfully crafted experience designed just for you.

In this document, you'll find an overview of our services, process, and terms, so you understand how we will work together to bring your vision to life.

I look forward to creating your next unforgettable journey.

Sincerely,



OUR SERVICES

TAILORED ACCOMMODATION BOOKING

Handpicked hotels, resorts, villas, or condos tailored to your trip, with reservations managed for you. Special perks and amenities at partner properties; from spa and dining credits to complimentary upgrades. Personalized VIP introduction to the concierge team.

Cost: Complimentary for single destination.

BESPOKE ITINERARY DESIGN

For travelers who want a multi-stop itinerary and/or a full-service approach with the details handled from touchdown to take-off. We'll design a seamless itinerary that reflects your vision; with the right accommodations, private tours, restaurant recommendations and transportation. Your personal itinerary will be accessible via an app and web link.

Cost: Starting from \$500 per week of travel; finalized during intake.

FLIGHT SERVICES

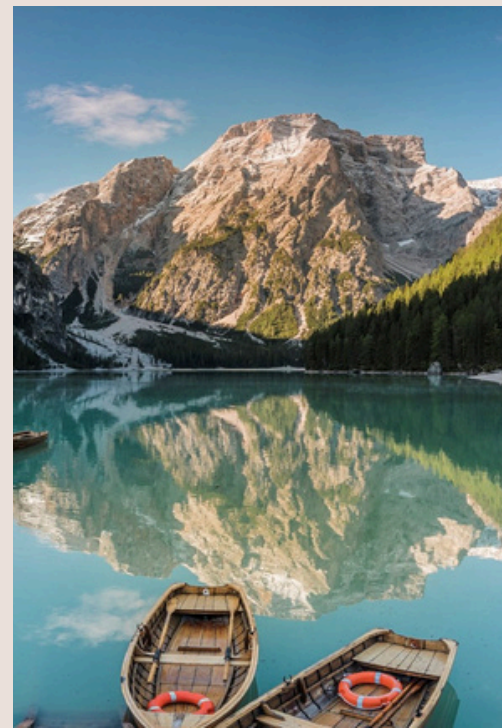
Exclusive access to our Flights Desk partners for research, ticketing, and 24/7 support. Book international flights to/from the U.S. in Premium Economy, Business, or First Class, with optional VIP services such as Meet & Greet, porter, and expedited assistance.

Cost: \$50 fee per issued ticket. VIP services additional.

CUSTOM PLANNING

From milestone celebrations to group journeys or extended stays, we'll design the experience you're envisioning with creativity and precision.

Cost: To be determined in consultation.



OUR PROCESS

NEW TRIP DISCOVERY

01.

We'll start by exploring how you like to travel and your goals for this trip. Once you complete the New Trip Discovery Form, we'll schedule a call to connect.

SCOPE & SERVICE SELECTION

02.

Together, we'll define the trip scope and choose the services that best fit your needs. Accommodation bookings are always included, with recommendations tailored to your preferences.

TRIP DESIGN

03.

After the scope is confirmed, and any necessary planning fee is received, we'll begin researching and designing your trip. You'll receive curated destination options, itinerary outlines, and hotel recommendations to find the perfect fit.

COMMUNICATION & SUPPORT

04.

In advance of your departure, you'll receive all trip details—accommodations, itineraries, and key contacts—via email, web, or an easy-to-use app, ensuring you always have the most up-to-date information at hand.



TERMS & CONDITIONS

HOW TO WORK BEST TOGETHER

- We work best together when I have a clear understanding of what you envision for your trip. The more specific you can be about your preferences, the better I can tailor every detail to your style of travel. Please also share your honest feedback throughout the process — it helps me refine your plans to perfection.
- Timely communication is key, so I kindly ask that you respond within 24–48 hours to ensure we can secure the best pricing and availability. I also ask that you refrain from booking any components of your trip independently without consulting me first, as this helps maintain a seamless and coordinated experience.
- Most importantly, trust me! I'm a dedicated travel professional, and my goal is to provide you with exceptional service and a thoughtfully designed journey.

COMMUNICATION

One of the many perks of working with me is that I'm here to personally answer any questions you may have.

- My standard office hours are Monday through Friday, 8:30am to 5:30pm EST. I'm happy to schedule calls outside of these hours when needed to best accommodate your schedule.
- My preferred methods of communication are phone or email. For a quick question, text is fine, but I prefer email to keep a clear history.
- I strive to respond as promptly as possible, but please allow up to 24 hours for a reply.
- I'll work closely with you to craft the best possible proposal. Once created, I will share it via online link, call or Zoom.
- When you're traveling, you are always my top priority. Should an unexpected situation arise, please don't hesitate to reach out.

TRIP PLANNING FEE

- If you've selected a personalized itinerary, a Planning Fee is usually required and will be invoiced before research begins.
- Trip planning fees are non-refundable and cannot be refunded in any event, including if the trip is modified or cancelled.



TERMS & CONDITIONS

FAQ

Can I Use My Points or Rewards?

- I'm unable to book reservations using your points or rewards.
- If you plan to use them, please let me know early in the process, as it may affect your overall itinerary. You'll handle those bookings directly, and I'll be happy to work around them in your itinerary.

Do You Book Airbnbs?

- While I don't book Airbnbs specifically, I work with trusted global partners who offer an incredible selection of private villas and apartments that provide comfort, value, and peace of mind.

Can I Make Changes to the Proposed Itinerary?

- Absolutely! Your initial planning fee includes up to 3 rounds of revisions. My goal is to personalize your itinerary so it fits you to a tee from start to finish.
- After that, additional fees may apply depending on the scope of the requested changes.

Can My Itinerary Cost Be Itemized?

- Our pricing reflects special partnerships and contracts, ensuring you receive the best possible experience and value.
- Sometimes, itineraries are offered as packaged pricing, but when available, I'll gladly provide a breakdown. I work closely with my supplier partners to deliver the best value and service, drawing on exclusive rates and added benefits that come through my industry relationships.

What Happens If I Need to Cancel?

- If you need to cancel or make changes after a deposit or final payment has been made, please know that supplier and partner fees may apply.
- Terms and fees vary by provider and are outlined in your proposal.
- I highly recommend trip insurance and can provide you with quotes once your booking is confirmed.
- All trip planning fees are non-refundable and cannot be refunded in any event, including if the trip is modified or cancelled.



ABOUT SVS

A boutique luxury travel agency founded by Solange Schipani, designing exceptional experiences for individuals, families, and small groups.

From early childhood, Solange spent summers in Italy, living with her Nonna and exploring the country's hidden corners. Those formative experiences and relationships fostered a deep connection to Italy and sparked a lifelong passion for travel.

Solange earned her undergraduate degree from Georgetown University and an MBA from Columbia Business School, followed by roles at leading consulting and international consumer product companies, where she honed expertise in strategy, operations, and client service.

Over the years, she has explored cultural capitals from Paris to Hong Kong, witnessed wildlife from Botswana to the Galápagos, and even skydived in New Zealand. Having visited more than 40 countries, Solange now shares her sense of curiosity and adventure with her husband and daughters. While Italy will always hold a special place in her heart, she brings her expertise and passion for curating exceptional journeys to clients traveling across the globe.

SVS Travel Studio is an independent affiliate of Virtuoso and Fora Travel. Contact / follow us at:

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