



FEEL THE PRIVILEGE & ENJOY THE AMBIANCE

## HOW WE WORK 14 STEPS FOR AN OUTSTANDING AND UNFORGETTABLE EXPERIENCE

### Step 1: Fill Out The Questionnaire

The Customer fills out an online form for the category of services he/she is interested on our website and presses the “send” button.

### Step 2: Acceptance Of An Application And Formation Of An Offer

After receiving the application as a completed questionnaire on our website, we will prepare a suitable commercial offer (hereinafter referred to as CO) within a maximum of 2 days.

### Step 3: Conclusion Of Memorandum Of Understanding (MoU)

In case of preliminary agreement on the CO sent by us, we sign a MoU with the Customer for further dialogue regarding clarification/discussion of the details of the CO.

### Step 4: Advance Payment

After the conclusion of the MoU, the Customer transfers the advance payment, which is indicated in the CO sent by us.

### Step 5: Contact Person Assignment

After the Customer pays the advance payment, the Customer sends an official notification in which a contact person is appointed with whom we will be in touch to coordinate the interaction process.

### Step 6: Online Consultation

After the Customer appoints a contact person, we organize an online consultation with him/her to clarify/discuss the details of the CO.

### Step 7: Revising The CO

After discussing the details, we will revise and form the new CO within maximum 5 days.

### Step 8: Termination Of MoU Or Conclusion Of The Sales Contract

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After the Customer receives the new CO, we will either enter into an agreement for the sale of services or we will terminate the MoU, which means the completion of the first 6 steps and requires starting a dialogue with the Customer from scratch.

### **Step 9: Payment**

After concluding an agreement for the sale of services, payment is made directly to the company's bank account. We send an invoice as confirmation of the payment.

### **Step 10: Preparation For the Project**

After we receive payment, we prepare a program for the tour/project ordered by the Customer. We select and agree on the options that will be included in the package purchased by the Customer. We also book all contractors, hotels, locations etc.

### **Step 11: Meeting**

Upon arrival at the airport, we will meet you, take you to the hotel and check you into a room pre-booked for your name.

### **Step 12: Implementation**

We implement the tour/project ordered by the Customer.

### **Step 13: Farewell**

At the end of the Customer's stay, we help with check out from the hotel and accompany you to the airport. Having made sure that you boarded in time, we leave the airport.

### **Step 14: The Assessment Of Service Quality**

Upon client's departure, we will ask you to evaluate the quality and level of services we provide by filling out a short questionnaire on our website. Any Customer feedback encourages us to strive for excellence in everything we do!

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