



VALESA FAQs

1. How do you work?

We usually receive the request by email or webpage but of course, we are always happy to hear from clients by telephone. Once you have answered our questions about the clients, hotel taste, budget, special interests, dates, number of people, then is when we get creative and we will send you an outline of what we suggest for your client. Then you can approve or make changes on what you need before we proceed with your tailored proposal.

2. How long will it take?

Once we have all your information, we can make and send you the proposal within the week. We always respond within one business day to every single email. From when your client arrives in our country until they return to yours, we are in contact with your client and making sure they are well while we communicate to you throughout.

3. How do my clients receive the documents?

Upon arrival to their first hotel, they will receive a lovely folder with the most updated version of their itinerary, train or plane tickets, other tickets (concerts, bullfighting) ... restaurant and shopping lists, maps and articles of the cities they will visit. Until then, clients receive the final itinerary by email before their arrival.

4. Do you handle train and plane tickets and rental cars?

Yes, always when it's within a package.

5. Do you handle villas?

No errrr occasionally there are a few high budget ones that we trust. Same goes for the occasional apartments. Not our strength but you can ask.

6. Can we handle your hotel requests?

This is a good question, we are very good at it, Marcy is graduate of the Cornell University hotel school so she focuses on hotels and have a particular way of working with them. The tour goes more smoothly when everything including hotel is arranged within the package. Nevertheless, we are happy to do your package without hotels.

Note: We no longer handle hotel and transfers only request.

7. Do you sell spaces in group tours?

Valesa Cultural Services vcs@valesacultural.com www.valesacultural.com

No and we also do not sell entrance tickets without a guide, in most cases. The notable exceptions are Jerez Horses, Dali home or a Prado exhibition.

8. Do you quote net or gross? In Euros or Dollars?

We usually quote net to you in euros since is our most competitive cost. Nevertheless, we are happy to convert euros into dollars (we do not guarantee the exchange rate) or charge gross whenever these are requested.

9. Do you provide breakdowns?

No we don't. Our Package pricing allows us to include confidential tariffs negotiated with suppliers.

10. Can I find all of your services online?

No, as our proposals are each tailor-made to your specifications, budget and special interests, our clients each have a tailored program that they helped us design just for them.

11. How can I pay you?

We can offer the following options: Visa, MasterCard, Amex (bank wire). Online payment via Flywire payment link.

12. What is your typical cancellation policy?

❖ FITS – general payment & cancellation policy

Payment:

- 400 eur deposit + cost of non refundable services (flight & train tickets, cooking classes, special event tickets...) TO CONFIRM PACKAGE

- Final payment 30 days prior arrival low months, or 45 days prior in peak months

Cancellation:

- After 30-45 days prior arrival: client loses FULL deposit including prearranged non refundable services (flight & train tickets, cooking classes, special event tickets...) Client lose 100%

❖ GROUPS are Tailormade for each request.

13. How can we reach you?

We have a 24 hours' number coverage for clients in Spain, Portugal, France or Morocco and a private 800 number for US and Canada advisors working on bookings. Our office hours are from 10:00 am to 7:00 pm in Madrid, and summer hours in Jul/Aug are 10am-5pm.

14. Do you make restaurant reservations?

Of course. Once your clients' services have been confirmed, then we are happy to reserve whatever you need. Additionally, soccer, opera, bullfight tickets, golf reservations and other events' tickets are often "just the tickets".

15. How far is the airport from the city?

All over Spain and Portugal, 20-30 minutes by taxi.

16. Can you arrange special amenities?

Yes, in most cases. Valesa can arrange Virtuoso amenities for member agencies at most properties and additionally we offer amenities at other hotels that work with us directly.