



Dear Luxury Travel Advisor,

Welcome to working with Andy Swann Voyage! Whether you have worked with us before or if this is the first occasion, we invite you to read the following key information, for our mutual interests and for the interests of your client.

Who we are

- We are a luxury boutique Destination Management Company (DMC), a British / American / French team based in Antibes on the French Riviera.
- Ninety-five percent of our business is with US-based luxury travel advisors.
- We do not work with direct clients.

Where we work

- We are leisure travel specialists in the following regions: the French Riviera, Provence, Burgundy, Paris, Normandy, Brittany, the Italian Riviera and the Loire Valley.
- Additionally, we are wine touring specialists in Burgundy, Champagne, the Rhone Valley, and the Loire Valley.
- We do not work in all French regions, but are happy to recommend other DMCs that are regional specialists in those areas, for instance Bordeaux.

What we do

- We offer curated day touring options with our excellent guides and driver-guides, as well as small group tours, wine touring, and private / corporate event coordination.
- We also offer bespoke standalone experiences, such as cooking classes, glassblowing, perfume creation, etc.
- We do not offer self-drive itineraries, because we cannot control the quality of the client experience.

What we charge

- Our full-day tours **start from €1495 NET**; this price includes a fully-licensed English-speaking driver-guide for an 8-hour day in a luxury vehicle, as well as any standard museum entrances (or standard wine tastings, where relevant). **Before you contact us with a request for a proposal, please ensure that your client's budget can accommodate this pricing**, so that we do not waste your time, our time or your client's time having us prepare a proposal that is unrealistic.

How we work

- All our itineraries, touring, activities, and experiences are made-to-measure for your client; nothing is “cookie cutter”. However, we have a Classic Collection of sample itineraries for Provence, the French Riviera, Paris, Burgundy and Normandy that you can share with your client. While they represent only a small fraction of what we offer, these “conversation starters” can help your clients decide what they want to see, do, or experience while in France.
- We use **AXUS** as our itinerary building system, and collaborate with travel advisors who also use AXUS. (If you’d like to know more about AXUS, please contact us!)
- On the Riviera, in Provence, Burgundy, Normandy, the Loire Valley and in Champagne, we only offer **full-day tours**. This is because the touring distances are too great and the summertime traffic too heavy (particularly on the Riviera) for half-day tours: clients end up spending most of their time in transport—so no one is happy. Clients may opt for shorter touring days but still pay the full day rate.
- In Paris, we offer **full-day tours** as well as **half-day** tours

Yachts

- We only book yachts if they are included in a larger itinerary.
- We are happy to recommend two excellent suppliers who can be contacted directly: [Dream Yachting](#), based in Antibes-Juan les Pins, and [Liven Up](#), based in Monaco.

Accommodation

- We work with **hotels** in two ways:
 - We leave the selection and reservation of hotels completely to the travel advisors; we find many advisors prefer this approach. Of course, we are happy to share our extensive knowledge of hotels in specific regions, and to recommend these properties to travel advisors.
 - We book selected five-star hotels and negotiate a shared commission with the travel advisor. We have NET rates and enhanced commission rates with a number of exceptional hotels in many of the regions where we work; however, please note that we do not offer amenities.
- We have a portfolio of **villas** on the Riviera and in Provence, in cooperation with our locally-based villa providers.

“Concierge” Services and Reservations

- We book restaurants / beach clubs but we are *not a concierge* and do not have black book type access to restaurants, waiting lists, etc.
- We charge a fee of €100 NET per reservation; this fee is for the research, initial reservation and two follow up reconfirmations with the restaurant / beach club, to ensure the client experience is maximised.
- When we make a reservation on behalf of a client, we require the client’s credit card details as confirmation of payment. This is to ensure payment in the event of a “no-show,” since last-minute cancellations or absences reflect badly on our business and impact our relationships with our suppliers.

Health and Safety

- We work very closely with all our guide / driving partners to ensure they have a specific health and safety protocol in place, for their own protection and the protection of our clients.

Payments and Commissions

- We can offer you NET or commissionable pricing; please advise your preferred pricing approach at the start of the enquiry.
- We pay commission on the final day of the client activity and need a commission invoice and bank details to make payments. We cannot pay the commission until we have this information.
- We require a standard 25% non-refundable **deposit** to confirm the itinerary, touring, activities, and guides, and to guarantee the quoted prices. Until this deposit is paid, all touring, activities, guides, and pricing are subject to change, based on availability. The **balance** is to be paid a minimum of 30 days prior to the first activity.
- We quote and work only in Euros.
- We provide line item invoices.

Terms and Conditions

- We have a full **Terms and Conditions** document that we will send on request or at booking confirmation.

Please let us know if you have any questions about the above information. We look forward to working with you.

Best regards,

Andy

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