

## *Mission Statement*

It's not something we've written down or framed on the wall. It's hard-wired into each and every one of us working at Cheaper Than Yours Travel. We live and breathe it every day by researching, managing, organizing and negotiating the best values for airfares and hotel rates.

We pass these premium values on to you, our valued customers. So you can create epic memories while optimizing your traveling experiences. Here at CTYT we believe that traveling is essential for human growth! So you're guaranteed to receive maximum value on our services for every one of your hard-earned travel dollars.

CTYT provides personalized, responsive travel service, based first and foremost on the travel needs of our valued clients, through meticulous attention to details, we pride ourselves in delivering, PRIME values and professional courtesy. We want to inspire our clients to explore the world and create experiences that will last a lifetime to explore the world.

## *CTYT Q&A*

Welcome to Cheaper Than Yours Travel Agency. On behalf of everyone here at CTYT we thank you for taking time out of your busy schedule to book your dream vacation with us, because of such large demand for booking. We created a frequently Asked question PDF. We compiled some of the most asked questions from our customers and created this Q&A. If you have a question that's not listed on the Q&A don't be afraid to ask contact us by phone or email directly. We're available 24 hours/7 Days questions will be answered Within 24 to 48 hours via (e-mail), or within the hour via phone.

Phone: (786) 618- CTYT (2898)

Email: [CTYTravel@outlook.com](mailto:CTYTravel@outlook.com)

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### Questions & Answers:

Q: What is the price for your services?

A: 30% to 50% off the retail price. We beat our direct competitor prices.

Q: What is the minimum amount of nights I have to book a room for?

A: The minimum is 2 nights.

Q: What is the minimum retail price I can book your services for?

A: \$1000 for hotel rooms.

A: \$600 for one flight passenger, \$800 for two flight passengers and \$1,000 for 3+ flight passengers.

Q: What is the minimum quality hotel you can book?

A: Minimum is 4 stars; we might do 3 stars as well depending on their price.

Q: How far in advance can I book your services?

A: Up to 2 weeks in advance.

Q: Is there a deal for package (hotel and flight)

A: As of right now we are not currently able to create package deals. Usually are prices still beat a few package deals!

Q: How do I confirm a booking that has been done through you?

A: We'll give you the confirmation to where you can call or check online.

Q: How long done it takes?

A: After the deposit is made, we will process the order which takes 7 to 10 days.

Q: How far in advance can I cancel my booking after paying the deposit?

A: After deposit is received cancellation can not be expedited!! I repeat once deposit is received cancellation can not be expedited!!! Under no circumstances!!!

Q: Do you guys have Fee's for your service?

A: Yes we do. Just like any respectable travel agency, there are government-mandated taxes and minimal booking fee

Q: Do you guys have a refund policy?

A: Yes we do. We have two options when it comes to the refund policy. Refund will take effect if we are not able to book your specific booking as was agreed on when deposit is received...

Refunded options 1

- If for some reason we're not able to book your trip and a deposit was received. You will received 100% cash back of your deposit which can take up to 2 to 3 business days.. upon request..

Refunded options 2

- If for some reason we're not able to book your trip and a deposit was received. We may have an option to upgrade you with no extra charge to you.. Which means you'll pay the same price that was confirmed for the first booking.....