



> www.aielli-benevento.it

Frequently Asked Questions (FAQ)

> How does Aielli & Benevento (A&B) go about planning a trip that matches your interests?

First, we conduct an extensive phone interview to determine what you want and do not want in your vacation. Next, we assign you a travel consultant to design a rough outline that matches your plans. This Italy expert is then available for unlimited consultation thru email and phone contact. Finally, after getting the schedule exactly as you want it, we produce a comprehensive travel plan, that includes every trip detail. Along the way, we send you guidebooks, maps, and past articles about your intended destinations.

> What do you mean by “private touring”?

By “private touring” we mean there are no buses, no groups, and no dining with strangers. You pick the pace and the departure date and we arrange the entire trip...around you! Each daily itinerary is tailored to you...from starting time to day’s end. We also arrange all sorts of activities, from professional guides and restaurant reservations to cooking class appointments and private cars, etc. The result is a personal, effortless, worry-free travel experience.

> How are the hotels and meals chosen?

An A&B 100% tailored travel experience means you the client pick the accommodations. Of course, we make recommendations—usually 4-5 hotels—in any given place. (These suggestions are based on places we’ve actually stayed or inspected but you have the final say. The same goes for meals.) We recommend restaurants--Michelin ranked or back street trattorias—based on your preference.

> We have lots miles on a favorite airline. Can we use our points to buy the airline tickets?

Yes. In fact, many of our clients come to us with tickets already purchased. If that’s not the case, we are happy to suggest airlines and the optimum flight. If you wish us to plot out a series of air options we charge a service fee of 55 euros per ticket.

> Who is the typical person who uses your service?

We only cater to American based travelers, literally from coast to coast. About one third our clients are families; the rest are couples. About half the couples are usually planning a honeymoon or special anniversary trip.



> www.aielli-benevento.it

> Do we get a private guide for the trip?

We provide clients with guides on demand, so at any given segment of the journey you can have a licensed guide to escort you. Our guides are some of the very best in the profession, all our licensed, and each undergoes a review after every assignment.

> What makes Aielli & Benevento service unique?

We're unique in four ways: 1. We specialize only in travel to Italy...2. We offer unlimited consultation in the pre-trip planning stage...3. We develop detailed, 20-40 page travel itineraries...4. We manage each and every trip detail, making all the arrangements. In short, we work to guarantee a personal, effortless, worry-free experience.

> How do we know Aielli & Benevento will actually perform what you say you'll do?

We recognize every agency's brochure makes a lot of promises. We prefer to let our past clients speak for our work. Before you engage Aielli & Benevento, we will send you a long list of satisfied customers and you can contact them yourself.

> What do you charge for this service?

An Aielli & Benevento client pays a single fee based on a design/consulting charge and the execution of all travel arrangements. We calculate this fee based on the information provided by the client in a no obligation, pre-trip telephone interview. This one-time fixed fee is based on: 1. The number of people traveling; 2. The number of days traveling; and 3. The number of cities / regions to be visited. And, even if the client ends up changing the number of travel days and/or destinations, the stated fee remains the same.

*****Simply email info@aielli-benevento.it to request a no obligation trip quotation.