

# EUROPE

## WITH WANDERON:

### Here's How We Take You There, Step by Step

You've booked your trip – and we know how that feels! A rush of excitement mixed with butterflies in your stomach and a million questions in your head:

"What documents do I need for my visa?"

"Who do I reach out to if I'm confused?"

"What tips should I keep in mind while traveling to Europe?"

It's natural to have these doubts, especially before your WhatsApp Group is created. But here's the good news: you're in safe hands.

From the moment you confirm your booking, our team guides you step by step, introduces you to the right people, and keeps you updated at every milestone.

You'll never feel like you're on your own – because WE ARE THERE FOR YOU!

From visas to insurance, from travel tips to final vouchers – we've got you covered.

## YOUR WANDERON JOURNEY

### Europe Community Trips

#### 1 Booking Secured

**With Your Travel Consultant**

Your Europe adventure officially begins the moment you book with our Travel Consultant. They're your first point of contact and ensure your journey is set up seamlessly.

# 1

#### 2 Customer Jot Form

**Your First Step Forward**

You'll receive a Customer Jot Form which is mandatory to fill. This form captures all essential details – from passport information to special requirements.

**Please ensure all fields are filled accurately.**

**Why it matters:** Submitting this form triggers the next steps in our system.

**Example:** Once you submit the form, you will automatically receive a confirmation email, followed by your Proforma Invoice in your inbox.

# 2

#### 3 Proforma Invoice

**Transparency from the Start**

Once your form is submitted, a proforma invoice lands in your inbox with a clear breakdown of your payment. We keep things simple, upfront, and fully transparent.

# 3

#### 4 Pre-Trip Guide

**Europe Edition**

Think of this as your personal travel playbook. Shared via email and WhatsApp, it covers:

- What to pack for European weather (layers, jackets, shoes)
- Forex rules & currency card options
- International SIM / e-SIM connectivity
- Airport & immigration formalities
- Local etiquette (tipping, language basics, safety)
- Travel insurance essentials
- A detailed FAQ section to clear most doubts upfront

# 4

#### 5 Meet Your Support Crew

**The Team Behind You**

Behind every seamless journey is a strong support crew. Here's yours:

- **Visa Consultant –**
  - 📞 24-72 hrs of booking confirmation
  - 👤 **Yashwant Singh Rawat**
  - ☎ +91 9311988756
  - ✉ yashwant.singh@wanderon.in

Guides you through Schengen Visa documentation, embassy appointments & timelines.
- **Pre-Trip Assurance Crew–**
  - ☎ +91 7042122732

Your dedicated helpline for all queries **before your WhatsApp Group is created.** Whether it's documents, tips, or travel prep doubts, this crew ensures you get answers within 24 hours.
- **Finance Team –**
  - Payment & Invoice Support**
  - Either of the following will reach out to you directly for payment collection and invoice coordination:
  - 👤 **Shipra Yadav –**
  - ☎ +91 9958318880
  - ✉ shipra@wanderon.in
- 👤 **Chhavi Gupta –**
- ☎ +91 7428865400
- ✉ chavvi.gupta@wanderon.in

# 5

#### 6 Payment Reminders

**Never Miss a Beat**

No missed deadlines here. We send you timely WhatsApp reminders for payments so you're always ahead of schedule.

# 6

#### 7 WhatsApp Group Formation

**Your Europe Travel Fam**

Around **15 DAYS BEFORE DEPARTURE**, your dedicated WhatsApp Group is created by our Operations Team. This is where your fellow travelers, your Tour Manager (Captain), and our backend team come together.

From important updates to last-minute tips, everything flows here. From this stage, our **DESTINATION SPECIALIST – MR. ADIL** will be your point of contact through the WhatsApp Group.

**If in rare cases you're unable to reach Mr. Adil, then only connect with our Pre-Trip Assurance Crew.**

# 7

#### 8 Mandatory Declaration Form

**Mission Must-Do**

Once inside the group, you'll receive a Declaration Form. This form is mandatory for all travelers.

**Why it matters:**

- Based on this form, we prepare the Final Boarding Sheet.
- Only after submission will your final travel documents be

# 8

#### 9 Document Sharing and Final Travel Briefing

**Your Europe Handbook in Action**

After the WhatsApp Group is live and declaration forms are submitted, two important steps follow:

- **Travel Documents Shared Individually**

Each guest receives their complete set of documents directly, ensuring you have everything handy.

- **Group Briefing Call**

A joint call with all travelers is conducted by our team, covering:

1. Day-wise plan walkthrough
2. Transport modes and timings
3. Key attractions and highlights
4. Pick-up and drop instructions
5. City tax, tipping norms, and other local essentials

This ensures you start your Europe journey well-informed, confident, and fully prepared.

# 9

#### 10 Final Rooming Reveal

**Know Your Stay Companions**

Around **3 DAYS BEFORE YOUR DEPARTURE DATE**, we share the Final Rooming List with all guests.

**Why it matters:**

- Confirms your room sharing details.
- Lets you know exactly who you'll be staying with.
- Helps our on-ground team prepare for smooth check-ins at hotels.

Think of this as your personal preview of your stay experience, so there are no surprises when you arrive in Europe.

# 10

#### 11 Trip Execution

**Adventure Mode: ON**

This is it – your Europe adventure begins! From airports and transfers to city tours and hotel stays, our team ensures everything runs smoothly so you can focus on exploring and making memories.

# 11

#### 12 Feedback & Memories

**Why Your Voice Matters**

After your journey, we'll request your feedback. And this isn't just routine – it's directly reviewed by our Customer Experience Head.

**Why it matters:**

- Your honest input helps us refine and enhance future Europe trips.
- Positive shoutouts are shared directly with the crew that made your experience memorable.
- Constructive feedback ensures quicker resolutions and constant improvement.

It only takes 2 minutes to fill, but the impact is lasting. Your story becomes our roadmap to build even better journeys.

# 12

#### 13 Final Invoice

**Shared Automatically at Trip Start**

Your final invoice is automatically sent over email at the start of your trip (if you've filled the customer form). TCS is deposited quarterly on the PAN cards provided by clients and reflected accordingly.

# 13

#### 14 Post-Trip Escalation Matrix

**We're Still With You**

Our responsibility doesn't end when your trip does. If anything remains unresolved, here's your clear escalation ladder:

**Stage 1 – Initial Resolution**  
**Grievance Officer: Bhumika Johri**  
 Email: bhumika.johri@wanderon.in  
 Acknowledgement Timeline: 48 hours  
 Resolution Timeline: 10 working days

**Stage 2 – Escalation**  
**Escalation Officer: Nidhi Singh**  
 Email: nidhi.singh@wanderon.in  
 Resolution Timeline: 15 working days

**Stage 3 – Final Redressal**  
**Head of Grievance Redressal: Gaurav Singh**  
 Email: gaurav@wanderon.in  
 Resolution Timeline: 30 days

# 14

## TERMS & CONDITIONS

All Europe trips are governed by WanderOn's standard international travel policies. For detailed terms: [wanderon.in/terms-condition](http://wanderon.in/terms-condition)