

INTERLACHEN

T R A V E L E R



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Let your travels lead you to the excitement of adventure and discovery



Dear Traveler

Greetings! Whether you once received our newsletter or you're receiving it for the first time now, we want to extend a warm welcome back to the *Interlachen Traveler*.

Recently we conducted a survey to learn more about your travel preferences and overall satisfaction with our services. We learned much from you, including that the newsletter was valuable and has been missed.

In addition to the return of the newsletter, you can expect to see other traveler-focused services including a new and enhanced web site, traveler incentive programs, and improved traveler feedback tools. We are pleased to share the results of the survey, which can be found in the *From Ann* column inside.

Do you have the itch to travel for the holidays? You have many travel options and though the holidays are right around the corner, it's not too late to book a holiday vacation.

Now is the time to book those warm getaways to escape winter's chill or to vacation during spring break. Warm up with a trip to Manzanillo! Call us to find out what's available. Learn more about Ireland and wonderful family vacations from our featured articles.

Travelers beware! Inside you'll also find information about the recent airline restrictions, which are not only complicated but costly too. We can help you navigate the restrictions and rules as you book flights.

As always... you can call any of us to answer your questions, brainstorm great ideas on exceptional destinations, and to make your travel arrangements. We hope you enjoy this issue of the *Interlachen Traveler*.

Ann Gray, CTC
Pete Johnson
Sis Mishou, CTC
Mary Franson
Lynn Schaefer
Dana Ross
Deane Bassin



Visit our new and enhanced web site at
www.interlachentravel.com

Check out what's new for great travel destinations and in planning your next trip. What you'll see is just the beginning! More web site improvements are currently underway.

From Ann

Recently Interlachen Travel conducted a survey to learn more about our clients' travel preferences and their overall satisfaction with our services. We received an overwhelming number of responses, and thanks to those who responded, we've learned much about how we're doing at serving our clients' travel needs.

Perhaps the most encouraging information we learned from the survey is that most respondents have not changed their travel attitudes since the events of September 11. In fact, 90% of respondents plan to continue the same level of personal travel next year. The concerns we heard related to safety, delays, convenience, scheduling, lost luggage or passports, international travel, and changes being made due to heightened airport security. We will be providing tips and suggestions related to these areas of concern to our clients.

Our travelers travel often—73% travel between two and six times per year. They have also tried booking travel arrangements through a carrier or online, and based on their experience, 60% would rather book their travel through an agent. We were very pleased to learn this! In addition, sixty percent (60%) of our travelers would like to be informed about upcoming trips, special offers, and other travel related information.

We're pleased that 80% of our travelers have been working with us for over two years (nearly 20% for over 10 years). Nearly all of our travelers are pleased with our service (83% are very or extremely satisfied) and 97% noted that they would refer Interlachen Travel to their friends and family! We truly appreciate and value the relationships we have built with our clients over the years.

Based on the results of this survey, Interlachen Travel is initiating a number of traveler-focused services including the return of the *Interlachen Traveler* newsletter, a new and enhanced web site, traveler incentive programs, and improved traveler feedback tools. We will do our best to address your ongoing travel concerns and will continue to provide the high level of service that you expect from us.

Thank you for your loyalty and for choosing Interlachen Travel. ☺



Airlines Adding Major Restrictions

Recently, airlines have begun to adopt new rules that impact passengers—rules that make traveling by air more complicated and costly. Depending on the airline, some are enforcing non-refundable tickets while others are charging for paper tickets, extra carry-on baggage, and more than two checked bags.

The non-refundable ticket changes went into effect on October 1. In the past, passengers were charged \$100 and allowed one year's time to rebook a flight. Now passengers must notify Interlachen or the airline if they will not fly on their scheduled flight. If a passenger must cancel a flight after Interlachen business hours, please contact the airline directly. Passengers are also required to rebook their flight immediately and pay a minimum \$100 penalty each time they change their ticket. Beginning January 1, 2003,

most airlines will charge passengers with non-refundable tickets \$100 to fly standby on a different flight on the same day. Some international carriers' ticketing policies will not allow reuse of tickets. Expect to "use it or lose it."

Interlachen Travel agents are knowledgeable about the restrictions and rules by airline and are available to help clients navigate the changes.

As if these rules are not complicated enough, changes are not the same across the board.

There are variations to the rules and fees depending upon the airline. Interlachen Travel agents are knowledgeable about the restrictions and rules by airline and are available to help clients navigate the changes and to provide preventative advice as they book flights. Travel insurance was valuable before, but it is extremely valuable now that these new restrictions are being enforced. Planning and knowing what to expect can take the worry out of travel. Interlachen Travel can help. ☺

The Enchanted Island of Ireland Will Draw You In With History and Charm

Sis Mishou, CTC and tourist board-certified Ireland specialist, recently traveled to Ireland—an enchanting island so full of history and charm, that if you visit once you'll probably return again, which makes it her pick for a travel destination. Imagine seeing those "earth moving under your feet" attractions



Beehive Huts on Dingle

such as a 5,000-year-old prehistoric passage grave of Newgrange and the Standing Stones on the Ring of Kerry. Intermingled you'll find the geological awes the likes of the



Ireland, continued

Cliffs of Moher, Giant's Causeway, or the incredible Burren with its unique flora and fauna.

If you're interested in sites not quite as old as prehistoric, plan a visit to Glendalough ("valley of two lakes") and the site of the 6th century monastic city, St. Kevin's Church, and its 110-foot round tower. The natural beauty is so breathtaking you can almost feel the tranquility the monks must have felt. On the opposite coast you can take in the amazing clochans (beehive huts) and the Gallarus Oratory on the Dingle Peninsula.

Castles are numerous. Expect to see one around nearly every turn. Be sure to visit Kilkenny, Blarney or Bunratty, but don't discount the Manor Houses, which have beautiful gardens.

Some Tips to Remember

When traveling in Ireland it is always helpful to anticipate the currency, accommodations, driving rules, and other amenities. Here are just a few.

- Currency differs between Northern Ireland (Pound Sterling) and the southern Republic of Ireland (Euro). Do not exchange too much currency if you intend to cross the border; you will pay another handling fee to re-exchange it into local currency.
- Not all payphones will accept coins. Many shops, gas stations and convenience stores sell calling cards (denominations vary). At present in the Republic of Ireland (the south) it is .40 Euro for a local call and .80 Euro for one-minute long distance call within Ireland.
- When staying in B&Bs, prearrange at least the first and the last night before departing from home. Once in Ireland, calling ahead for accommodations is wisest and most courteous to the homeowner. If traveling during the peak season of June, July, and August, it is necessary to be very flexible if you have not prearranged your accommodations.



St. Kevin's Church at Glendalough

- Most en-suite B&Bs have hairdryers in the room, but not all have soap in the shower.
- If you plan a driving trip through Ireland, as soon as you pickup your rental car, head for the first gas station and purchase an Irish road map. Mileage signs are in kilometers if followed by "km" and in miles if there is no notation.
- Each time you get behind the wheel remind yourself to drive on the left. When pulling out remember to check to your right! Allow time for narrow roads and missed turns. Directional road signs are inconsistent or often blocked from the driver's view.
- Parking is confusing. The best remedy is to find a public parking lot, prepay and display the receipt on the dashboard. If you do park on the street ask someone if parking is allowed and where the closest shop selling parking disks can be found. Each disk is good for one hour and you must scratch off the time you arrived and display the disk on the dashboard.
- Plot your trip strategy before leaving home. It will be less stressful to base yourself for several nights and cover the surrounding area before moving on.

To learn more about traveling in Ireland and its most wonderful sites or to plan your trip to Ireland, please contact Sis or any of our agents at 952-925-2940. ☎

Q. I plan to go to the Caribbean this winter. What is acceptable for proof of U.S. citizenship?

A. At this time to travel to the Caribbean, Canada, or Mexico, you will need either a valid passport or a certified, state-issued birth certificate (or a copy) with a notary seal and a government-issued photo ID, such as a current driver's license. Interlachen encourages travelers to have passports, which are valid for 10 years.

Please contact your Interlachen Travel agent for further information or clarification regarding your questions about travel.



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Family Destinations Filled with Discovery

Looking for a great family vacation next summer? New and exciting destinations are now available through Tauck Bridges that cater to families, from grandparents, aunts, and uncles to parents and their children.

Twelve destinations are available and include discovery opportunities such as hiking in the Grand Canyon, meeting Samburu warriors in Africa's Serengeti, peering into Hawaiian volcanoes, exploring the Tower of London, heli-hiking in the Canadian Rockies, and staying in a jungle lodge in Costa Rica.

These all-inclusive vacations come with everything—all gratuities, air, lodging, meals, accommodations, and in-depth sightseeing—taken care for you. Tauck Bridges also provides a travel director to



take care of all the daily travel details including luggage handling, dining reservations, and even tipping. You just have to sit back and choose your destination!

While summer 2003 may seem far off, now is the time to book these incredible adventures. Tauck Bridges is offering a variety of destinations in Europe, Africa, Latin America, and North America. Call us for more information and let Interlachen Travel help you make the arrangements!

INTERLACHEN TRAVEL SERVICES

Interlachen Travel thanks you for making your travel arrangements with us. Whether your travel is for business or pleasure, we can accommodate your needs. Each of our agents has over 16 years of experience in the travel industry. Let us help you with the following services:

- Certified Travel Expertise
- Complete Vacation Planning
- Group Travel
- Specialty Tours
- Foreign Travel
- Corporate and Incentive Travel
- Cruises
- Airline Reservations
- Consolidator Airfares
- Hotels
- Car Rentals
- Rail Passes
- Passport/Visa Services
- Travel Insurance