



May 23, 2023

Hello Partners,

The first few months of 2023 have been quite a rollercoaster with a surge in demand for summer bookings, especially in January and February and we are now only weeks away from the peak travel season in Europe, when it is our responsibility to deliver on those trips of a lifetime for our customers. Our US and Europe-based operations teams are working hard to make sure we have a highly successful travel season ahead.

In my previous update earlier this year, I shared steps we were taking to manage that peak demand and improve service levels during that extraordinary period. I now want to provide you with another update and an opportunity for you and for us to service the continued demand for short notice trips this summer, and an exciting opportunity to be able to sell trips for next summer.

Short notice travel to Europe is possible with us!

Firstly, you will be happy to know that over the past two and a half months, Europe Express has added 76 people to our business, while also making improvements to our processes and systems to help us better respond to the rapid growth we have experienced, and the continued growth we expect to see into next year and beyond. We know that some of you experienced longer hold times and turnaround times on quotes during the incredibly busy period that we were onboarding this large number of new team members to support you and your clients. We are sorry for this inconvenience and truly appreciate your patience as we grew our team to manage this high volume of demand.

Our new hires are now fully onboarded, and their impact has brought the turnaround time for most quotes down to approximately 3 days and our goal is to get this to under 24 hours! More complex itineraries and those with special requests are currently taking up to a week. As a result of the additional staffing, we've also shortened our booking window to 7 days before departure, for air and hotel bookings. This means that we are now fully equipped to handle short notice requests up to one week out for travel in late June onwards. Availability is still a challenge and getting tighter this summer, but if there is anyone who can pull off a trip, it is Europe Express, given our own team and presence in Europe as well as our long-standing preferred relationships across the continent.

It's not too early to book for summer 2024!

Historically, we have waited for air prices (typically 11 months prior to departure) in order to quote for advance travel. However, we are delighted to now be able to quote and book the land portion of trips for next summer, even if the departure is more than 11 months out. For clients who are interested in traveling but may find last minute prices higher than anticipated for this summer, we strongly encourage you to propose getting ahead of what is anticipated to be another busy Spring and Summer next year. We can quote and book land for Summer 2024 now and will be happy to add air once the airlines post their schedules. Booking early for next Summer is the ideal way to lock in the best pricing for your clients, and ensure they have access to the broadest selection of hotels and activities.

Europe is an all-year destination!

If clients don't want to wait until next Summer, remind them that Europe is a four-season destination! Autumn in Europe is beautiful, with the leaves changing, lower temperatures, and smaller crowd sizes starting mid-September through November. December is also a wonderful time to experience the Holiday Markets and festive decorations throughout Europe.

In summary, we will work hard to assist with short-notice trips for this summer and be happy to plan and book trips for next summer. Please do not hesitate to contact us and do spread the word that it is not too late to go to Europe in the summer of 2023, and most definitely not too early to plan for summer of 2024!

The most efficient way to request a new quote is to submit details through our [Custom Quote Request Form](#) or email all details to NewQuote@europeexpress.com. Of course, you may also use our online booking platform or call our Europe Specialists at 800-927-3876.

Thank you for your patience, loyalty, and partnership.

Warm regards,

Parik

Parik Laxminarayan

CEO, Europe Express

Member of the Travelopia Executive Leadership Team

