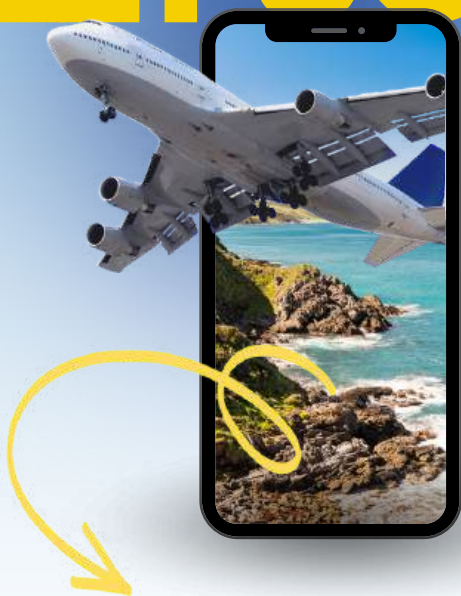




GATHER YOUR GROUP &
LET'S GO!



GROUP TRAVEL DONE RIGHT

Your journey should be as unique as you are. At NSA Adventures, we don't believe in one-size-fits-all travel. Our expert planners work closely with you to design a trip that reflects your dreams, interests, and style. Whether it's a romantic getaway, a family adventure, or a solo exploration, every detail is crafted to perfection. From private tours to custom activities, your itinerary is tailored to create memories that last a lifetime.

CALL: 267-279-7972

EMAIL: NSAD@NEXTSTEP-ASSOCIATES.COM

EXPLORE The World

 **NSA**ADVENTURES

267-279-7972



24/7 Communication

NSA Adventures offers round-the-clock availability to ensure every guest receives timely and attentive service before, during, and after their travel experience. The concierge team is the primary point of contact, focusing on:

- **Nurturing Client Relationships:** Providing a warm and professional welcome through personalized communication, making a lasting first impression. Building rapport and ensuring guests feel valued through continuous and thoughtful interactions.
- **Confirming Travel Reservations:** Proactively verifying bookings for flights accommodations, transportation, and other travel arrangements to ensure a seamless experience.
- **Consistent Communication:** Keeping guests informed with timely updates, reminders, and important information via phone calls, emails, or messaging apps.
- **Special Accommodations:** Addressing individual needs, such as dietary preferences, mobility assistance, or special requests, ensuring a tailored and inclusive service.



Technical Support

NSA Adventures concierge provides hands-on assistance for any technology-related challenges that may arise, ensuring a stress-free experience. This includes:

- **Managing Travel Logistics:** Overseeing all travel-related tasks, from booking flights and hotels to coordinating transfers and check-ins.
- **Troubleshooting Booking Issues:** Assisting guests with difficulties in using travel platforms, apps, or online booking systems.
- **Device Support:** Helping resolve device-related problems that could affect the guest's ability to access their travel information. Travel Communication: Enable client to work effectively through all application processes. Assisting with the completion of visa applications, travel insurance forms, health declarations, and other required documentation.
- **Travel Communication:** Enable client to work effectively through all application processes. Assisting with the completion of visa applications, travel insurance forms, health declarations, and other required documentation.



Comfort & Safety Oversight

NSA Adventures' guest's well-being is a top priority. The concierge team continuously monitors and addresses any concerns to guarantee:

- **Travel Comfort:** Ensuring accommodations, transportation, and travel services meet the guest's expectations.
- **Safety Assurance:** Providing up-to-date safety information, monitoring travel advisories, and being prepared to act if safety issues arise.
- **Proactive Problem-Solving:** Anticipating potential discomforts and addressing them before they impact the guest experience.
- **Preventive Measures:** Informing guests of cultural observances, proper money exchange, vaccination requirements before travel, etc.



Personalized Travel Advice

NSA Adventures delivers tailored recommendations and curated experiences to enhance each guest's journey by:

- **Customized Suggestions:** Offering dining, entertainment, cultural, and recreational activity recommendations based on the guest's preferences.
- **Tour and Excursion Planning:** Assisting with the selection, booking, and scheduling of local tours, excursions, and unique experiences.
- **Insider Tips:** Sharing expert knowledge on local customs, hidden gems, and travel hacks to enrich the guest's travel.
- **Recommendations of Seasonal Events:** Inform guests of festivals and celebrations happening at each destination.



Emergency Assistance

In unforeseen situations, the NSA Adventures concierge acts swiftly to provide:

- **Immediate Support:** Being available 24/7 to assist with medical emergencies, lost belongings, sudden itinerary changes, or cancellations.
- **Crisis Management:** Coordinating with local authorities, healthcare providers, and travel partners to resolve emergencies efficiently.
- **Rebooking and Alternative Arrangements:** Ensuring minimal disruption to the guest's plans by swiftly arranging alternatives.
- **Mobility Assistance:** Assisting guests with arranging essential mobility aids, such as, walkers, motorized scooters, wheelchairs and other assistive devices.



Feedback & Post-Travel Support

NSA Adventures values continuous improvement and client satisfaction. Post-trip services include:

- **Collecting Feedback:** Reaching out to guests for reviews, testimonials, and suggestions to enhance future service delivery.
- **Addressing Concerns:** Handling any post-travel issues such as lost items, billing discrepancies, or service complaints with professionalism.
- **Building Loyalty:** Following up with guests to nurture long-term relationships and offer exclusive future travel opportunities.
- **Memorable Travel Experience:** Sharing travel stories, videos, photos, and new relationships, highlighting the adventures of our trip.

 **NSA ADVENTURES**
FORMERLY NSA DESTINATIONS

 **Call Us**

267-279-7972

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