

TRUE COLOMBIA TRAVEL

Colombia .

Young, vibrant, and deeply wired into Colombia — the real thing.

FREQUENTLY ASKED QUESTIONS

What destinations do you cover?	All of Colombia.
What's your specialty?	Culture, history, and unique experiences — access others can't replicate. Meeting the founder of the Medellín Flower Festival, Colombia's first coffee farm, exclusive access to historic properties, and of course Cannúa. Festive-season specialists.
Who's your ideal client?	Travelers aged 40–60 (or adventurous families) looking for a new destination — many have already done Costa Rica, Croatia, Chile, or Ecuador. Average trip: ~\$20K for 10 days for 2–4 people; festive season: \$30K–\$50K.
FIT or groups?	Both. No minimum.
What do you need to get started?	Rough travel dates, approximate budget, group size, interests or notes on past trips they've loved, and whether they want/need beach.
What's the per-person/day budget range?	~\$500 average; ~\$1,000 during festive season.
Minimum spend?	No minimum.
Minimum days?	No minimum.
Currency & CC fees?	USD standard; other currencies accepted at the daily TRM rate on request. No CC fees.
How do you quote?	Flexible — gross, net, global, or itemized. Happy to work however the advisor prefers. Fine with advisors booking hotels directly.
Proposal turnaround?	Same day, max 24 hours (rare exceptions aside).
What software do you use?	PPTX/PDF — moved away from online platforms as there's no longer a consistent standard.
Payment schedule?	34% deposit within one week (non-refundable); second payment of 33% depending on timing; final 33% due 1–6 weeks out.
Cancellation policy?	Second payment: 50% refundable up to 2 months out. Final payment: 75% refundable up to 3 weeks out.
How is commission paid?	Within one month of receiving an invoice. Invoice is required — the Colombian government and banking system require it for fund release.
In-destination support?	Yes — they directly operate in-country. Their team is in constant contact with hosts and guests daily, often via WhatsApp.