



Beyond The Fog Policies:

Beyond The Fog is happy to help you discover the hidden gems and special places in San Francisco and the Bay Area. We introduce you to private, exclusive, significant experiences that are one of a kind.

We are a mix of a Special Events Company and a Customized Tour Agency. We focus on small groups, typically no more than 20 and apply our ability to design that one of a kind hidden unique experience that you will never forget.

We offer three levels of services:

MistyFog: Is our Itinerary planning service.

It all begins with a phone call. We discuss what you think you might want to do while you are in town. We then send you a few sample itineraries so that you can see if Beyond The Fog is a good fit. If we are a good fit for you, we will send you a contract and a waiver for each person in your party; you must return the signed contract and waivers with a deposit. Once this is received we will then design a couple of itineraries that fit the type of activities you are looking for. We will call the venues to see what is possible then drive the route of your proposed day to time how long it takes from place to place. We will make your reservations for you, and smooth out all of the details. Once you choose your preferred itinerary and approve it, we will confirm your reservations; email the itinerary to you so that all you have to do is enjoy your tour(s).

Designing an itinerary can take anywhere between two days or two weeks depending on the complexity of your event. The fee for this service ranges from \$500.00- \$1,000.00. We will work with you for no more than 14 days, after 14 days we are happy to continue to work with you for however it will be considered a new request.

Tour experts may be added for an additional fee.

Heavy Fog: Is our customized tour option.

When you contact Beyond The Fog, we will have a detailed conversation with you about the types of things you and your family or group would like to do. After brainstorming with you, we present a few variations of a sample itinerary of what your day or longer stay might look like. This process is very in- depth and can take anywhere from 2 days to 2 weeks to prepare, depending on what you desire to see or do. We contact vendors, find out what is possible and set everything up. All you have to do then is choose the activities that best suit your interests and approve the itinerary. On the scheduled day(s) we will introduce you to the expert of the activity that you have chosen and then disappear so that you can enjoy the experience on your own until we reappear at the next location to introduce you to the next expert.

If you like, we can handle all of the details from transportation to meals and hotel - everything so that you don't have to. Like a bespoke suit made by a custom tailor, your experience is designed to fit your particular needs and desires.

Most of the heavy lifting with Heavy Fog happens prior to your arrival. We will work with you for no more than 14 days, after 14 days we are happy to continue to work with you however it will be considered a new request.

This service ranges from \$1,000.00-\$5,000.00

Tour experts and all other fees are additional.

Tule Fog: Is our special events service.

Our focus is small events in unique and unusual locations. Price is based on a proposal and estimate.

A la carte: Tour experts are available a la carte, tour menu available upon request.

Fee for Al la cart only with no other planning is an hourly rate of 100.00 an hour. Expert fee is additional.

Our Policies are simple:

Once you contact Beyond The Fog we will discuss what you are looking for, how many people and dates.

Based on this discussion we will provide you with a proposal containing some itinerary options.

If you like what we can do for you, we will send you a contract. This contract and our waiver will need to be signed and returned to us along with your non- refundable retainer.

Once we receive your signed contract, waiver and retainer, we will begin to develop your customized tour, itinerary or special event.

Legal Agreements:

Beyond The Fog's full service fee is determined by the scale, scope and size of the experience. Everything is made to order, nothing is turnkey. We will provide you with a full costing in advance for your approval. You decide what you would like whether it is from **Misty Fog**, **Heavy Fog**, or **Tule Fog**, options.

In some instances vendors such as a boat charter or cable car bus company will require additional paper work, Beyond The Fog will help you expedite the necessary paperwork, but please be aware that other than Beyond the Fog's contract for itinerary or event preparation and organization, all additional contracts, waivers, legal agreements and required forms are between you and **each** vendor.

Fee Schedule:

A 50% non- refundable retainer of the estimate is due upon booking Beyond the Fog.

The balance is due in **FULL** 14 days prior to the event or customized tour.

Cancellation Policy:

In the event of a cancellation 7 days advance notice for a partial refund of the balance. No refund is given if cancellation is made fewer than 7 days advance.

Last Minute ? a 15% RUSH fee will be added to the estimate and due upon receipt.

Cancellation Policy is Void.

Beyond The Fog.
Experts at making the impossible possible.

Sincerely,

A handwritten signature in black ink that reads "Susan E. Brown". The signature is fluid and cursive, with the first name "Susan" being the most prominent.

Susan E. Brown

Owner Founder

237 Kearny Street
NO. 378
SAN FRANCISCO, CA 94108
415-624-4317

e SUSANEBROWN@ME.COM

beyond-the-fog.com