



This service agreement is about our relationship - ZOETIC a Protravel company and you

#### Summary

We will always do our best to fulfill your needs and exceed your expectations. In order to do this, we find it is best to have a few simple things written down. This way there is transparency with our business relationship and you are aware of what we need from you in order to provide exemplary service.

#### In short

You are hiring us to design a travel experience for you. Our ultimate goal is to make you feel overwhelmingly confident in our ability to do this, and be so elated with our service, that you are compelled to call on us time and time again.

Our fees for this service are as follows:

#### Initial Consultation

This is where we speak and find out more about one another to decide if a partnership seems mutually beneficial.

Cost – Complimentary

#### Planning

This is where, together, we discuss your trip or travel needs in detail.

Cost – Complimentary

#### Design / Execution

This is where we research and design your experience with our vendors. We will be using our existing relationships, negotiated fares and discounts, buying power, and experience to create a sketch based on your needs and desires.

Cost – Sliding (based on several factors, some outlined below)

An average fee for vacation travel (aka Leisure trip, Touring, Resorts) ranges between \$250-\$750. This fee is dependent on several factors including, but not limited to: advanced notice, airline/credit card programs being used, time of year and number of travelers, to name a few. This fee will be determined and agreed upon during our planning discussion or client consultation. Once sketch is approved, and we execute, there is a \$50 charge per traveler when on the same itinerary (i.e. same cabin, same flights, and same cars) \$65 per when on different itineraries (i.e. different cabin or different routing) and \$150-250 per ticket for using points or mileage. In some circumstances design fees are applied to travel once completed.

If we are not planning a vacation rather a less complicated itinerary with limited flights and hotels, the cost varies \$50-\$150 depending on location and services.

Please note: Clients with a pretax-land-annual spend over 500K in this modality are exempt from this fee.

Fees for a corporate traveler account, group movement or event begin at \$50 per ticket / per person.

Hotel only programs are also available for a monthly fee starting at \$150. This program gives you access to a dedicated agent utilizing our direct negotiations and preferred partnerships. More simply put, you will be able to take full advantage of the added value you have coming into a hotel as a client of Zoetic Travel under the Protravel/Travel Leaders umbrella. This may include amenities such as daily breakfast and spa/resort credits, as well as the special treatment our clients receive including upgrades, priority waitlist clearance, last minute availability (when the general public can't get in) and more. If not participating in this program we can still assist on a case by case basis. There would be no fee for completed stays, only for those that are researched and not used or booked then canceled. The choice is yours and we are happy to discuss.

#### What do you agree to do?

As our customer, you agree to provide us with everything that we need to complete our task efficiently. This includes, but is not limited to: passport copies, frequent flyer numbers, budget, what you like to do, what you'd like to accomplish on your trip, and most important, your preferences (i.e. how you like to travel). You agree to review our work carefully and provide feedback or give approval in a timely manner. While we will inform you of all deadlines and cancellation policies, you are responsible for following them. We ask that you bring your documents with you while traveling and be certain your passport or government issued identification is current. We strongly suggest a year remaining on your passport's expiration before leaving the country to avoid any entry or exit requirements. We also suggest traveler's insurance and if you should decline we may ask you to sign a form acknowledging you have chosen not to accept.

#### Confidentiality

We have been serving both high profile and high net worth individuals for decades. It is understood and agreed to that we will keep confidential any information you provide to us. We will sign and insist, when necessary, that our vendors sign a confidentially agreement as well.