



Thank you for choosing Travel Wholehearted by Lighthouse Travel as your trusted travel provider. Travel Wholehearted will provide you with an unmatched level of service. We continually invest in the resources necessary to offer you an elevated experience that helps ensure a smooth pre-travel process as well as a trip that will match your travel desires and goals. Please see the complete Schedule of Services and Services Agreement below.

Travel Wholehearted Schedule of Services and Agreement

What Travel Wholehearted Provides

- We commit to excellence with clients...pre, during, and post travel.
- The necessary time upfront to understand you. It's of utmost importance to align a client's personality, interests, and desires to a successful trip.
- We handle the reservations process for you. What can be an overwhelming and time-consuming process, we professionally manage from start to finish, freeing up your valuable time.
- Pre-booking, we will counsel you on the latest travel requirements for each destination so you can make the best choice for you. That may be health-related immunizations, passport/Visa requirements, air or other transportation needs, etc. Once booked, TW will answer questions to help you navigate the requirements to ensure a smooth preparation and pre-departure process.
- During travel we'll be available to answer questions or help handle any unforeseen situations that may arise.
- Post travel we'd love to hear about your trip and help you wrap up any loose ends.

Schedule of Professional Services

- **Tour/Package:** Travel Wholehearted uses preferred suppliers to help you find a tour or trip package that fits your desires. If, during the complimentary consultation, Travel Wholehearted matches the client with a trusted tour or package through a preferred supplier, Travel Wholehearted will NOT add a service fee to the booking and reservation.
- **Independent Trip Components:** If the client desires to book additional pre-tour or post-tour components that are not offered through the supplier (extra nights at hotel, excursions, transportation, etc.), TW will charge a nonrefundable fee to research and book additional trip components. The following fees will be applicable.

- \$75 per hour to research and book individual trip components (non-refundable, 2 hours, \$150, minimum fee).
- At the time of signing this agreement, the client can indicate a cap on the number of research/work hours.
- **Flight Reservations:** With the exception of a flight being included with a tour or package, clients will be asked to book and manage their own flights. During the consultation and tour/package booking process, Travel Wholehearted will make recommendations, answer questions, and offer best practices to the clients in regards to their flight itineraries.
- **Changes and Cancellation:** Once a reservation has been made, if a client chooses to cancel or make changes to the original reservation or any subsequently changed reservation, the following will be applicable. (*This will not apply to any involuntary changes imposed by the tour operator, supplier, airline.)
 - \$50 change or cancellation fee
- **Late Payments:** Applying payments on or before the due date is extremely important. Some suppliers will impose penalties up to and including full cancellation of the reservation and loss of any payments already applied. Travel Wholehearted imposes the following:
 - Payments received after the due date provided at the time of reservation shall incur a \$50 late fee.

By signing this document, the client(s) agrees to the services and conditions outlined in this document.

(signature)

(date)

(print)