



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 our complete Schedule of Services and Services Agreement below.

Travel Wholehearted Schedule of Services and Agreement

What Travel Wholehearted Provides

- We commit to excellence with our clients...pre, during, and post travel.
- We take the necessary time upfront to understand you. We don't "cookie-cutter" our trips because we know matching a vacation to a person's personality, experiences, and desires is of utmost importance 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.
- We track changes and developments in the travel industry that could affect your trip. 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, passport/travel Visa requirements, air or other transportation needs, etc. Once booked, we answer questions to help you navigate the requirements to ensure a smooth pre-departure process, including any changes to your destination's entry requirements or making any needed changes to your plans.
- During travel we'll be there to answer questions or help handle any unforeseen things that may arise.
- Post travel we want to hear about your trip and help you wrap up any loose ends.

Schedule of Professional Services

- **Package or Tour:** If, during the complimentary consultation, Travel Wholehearted matches the client with a trusted tour or package through a travel supplier, Travel Wholehearted will NOT add a service fee to the booking and reservation.
- **Independent Trip Components:** If, during the complimentary consultation, the client desires to book customized components rather than a package or tour,

Travel Wholehearted will work to research trip components sought by the client (transportation, accommodations, excursions, travel insurance, etc.) 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 resort 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 flights.
- **Changes:** Once a reservation has been made, if a client chooses to 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 airline, resort, destination or other components of the reservation.)
 - \$50 / person with a maximum \$100 per change
- **Cancellations:** Once a reservation has been made, if a client chooses to cancel their trip outright, the following will be applicable.
 - \$100 per reservation
- **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, client(s) agrees to the services and conditions outlined in this document.

(signature)

(date)

(print)