



# Palms & Peaks Travel Services Agreement

This is a copy of the Palms & Peaks Travel services agreement, also known as terms and conditions. An electronic version of this document will be sent to the client at the time of the consultation for review and signature.

Thank you for choosing Palms & Peaks Travel, LLC to assist with your vacation planning needs. Palms & Peaks Travel, LLC will arrange a 30-60 minute complimentary consultation regarding your vacation request. During this time, we want to get to know you and your travel style. To this end, we will discuss the information on your client inquiry form to capture details such as desired amenities, lodging, dining, etc.

Palms & Peaks Travel, LLC books various types of vacations including: All-inclusive resort stays; FIT or customized, individual itineraries (domestic and international); tour packages (with flights, sightseeing, hotels, meals); hotel, air, and ground transportation combos; and group trips. Palms & Peaks Travel, LLC does not book air-only tickets at this time.

Vacation planning involves a considerable amount of time and research. As a professional travel specialist, I consider the client's lifestyle, travel goals, travel history, and special requests when developing the itinerary. I research destinations, hotels, tours, and flights, to fulfill the client's requests. I use my contacts with trusted suppliers to offer the best options to curate the client's vacation itinerary. As your (the client's) consultant, I manage the logistics of your trip and equip you (the client) with the knowledge to make informed decisions.

In order to retain the services of Palms & Peaks Travel, LLC, a trip research development fee is required. Fees are quoted after consultation with the client and paid at the start of trip research.

Once Palms & Peaks Travel, LLC has provided the client his/her proposal(s), he/she will have a limited time to accept/deny the proposal(s) as the quote reflects open inventory as is only good for a

limited time. The client will have a reasonable amount of time to request changes or modifications within the scope of the original vacation request, within the time of research and development, and once the proposal is presented. Requests for changes and modifications are not guaranteed. Variable factors include supplier availability and are to be determined at the time of the request. The client has up to 30 days from the time Palms & Peaks Travel, LLC delivers the proposal (s) to book the trip. Once 30 days has passed, the inquiry/request is null and void. The client understands that an earlier deadline for booking to secure a quoted price for selected inventory may apply, which can be set by the tour operator in question. Proposed quotes are subject to change and are not guaranteed until secured with a deposit. Palms & Peaks Travel, LLC seeks to exceed our client's expectations and works with them to book an itinerary that meets their vacation goals.

Fees are determined at the time of consultation. The fee is determined by the scope of time and research that will go into planning the trip, and other factors, such as if it is an individual package or group booking. All fees are non-refundable and non-transferable. If a client requests another destination to be researched after a proposal has been delivered, an additional research fee will be charged to research, create, and deliver that proposal.

## Terms & Conditions

We are Palms & Peaks Travel, LLC and are excited to help you with your travel. The following terms & conditions (the "Agreement") describe what you can expect from us. The terms "we", "us", and "our" refer to Palms & Peaks Travel, LLC and the term "I" or "you" refers to the individual who signs this agreement.

**Do you agree to these terms & conditions?\***

Yes, I agree to these terms & conditions