

Service Level Agreement

Taking care of people is our priority

ITEM	SERVICE	MINIMUM STANDARD
Hours of operation	Monday to Friday Weekends/public holidays	8:00am to 6:00pm Emergency Assistance 24/7
Account management	One dedicated Travel Manager and assigned backup	Assigned upon implementation and ongoing
Traveler profiles	New travelers Existing travelers	Create portal and send portal link to assigned contact to complete profile Ongoing profile maintenance with a 6-month 'health check'
Response times	Email Phone Emergency Assistance 24/7	10 minute acknowledgment Phone answered within 3-5 rings 15 minute response time
Requests and confirmations	Point-to-point domestic and international requests Complex/multi-stop itineraries	Maximum 2 hours Same day/within 24 hours
Best fare of the day	All airfares	Provide best fare at time of request within client travel policy
Airline credit management	Unused tickets and airline credits	Airline credits tracked and proactively offered when applicable
Invoicing and statements	All travel services	Invoices delivered per client's request
Relationship management	Client review Issue resolution	Quarterly Immediate acknowledgment Updates every 48 hours until issue is resolved
Reporting	Standard reporting and analysis Ad hoc report requests	Delivered no later than the 10th of each month Within 24 hours