

CLIENT ENGAGEMENT AGREEMENT LAUREN AUSTIN TRAVEL, LLC

This Agreement is between LAUREN AUSTIN TRAVEL, LLC and you (“**Client**” or “**you**”) (collectively referred to as “**Parties**”), for the purposes of Client hiring Lauren Austin Travel, LLC to provide travel advisory services. This Agreement shall become effective upon the date this document is read and agreed upon by Client clicking “I understand and agree” in the form submitted to Client by Lauren Austin Travel, LLC.

Services Provided by Lauren Austin Travel, LLC

Lauren Austin Travel, LLC (“**LAT**”) is delighted to help you, the Client, create, book and experience the trip of your dreams! We create and book customized itineraries to include accommodations, transfers, activities and anything else that will make your trip special. In the months leading up to your departure date, LAT will accessorize your trip with reservations, spa appointments and activities, based on your request. While you are enjoying your trip, LAT will monitor and manage your travels every step of the way and will be there for you should you need assistance.

As a client of LAT, you have exclusive access to valuable amenities at Virtuoso affiliated properties and other properties where LAT is a preferred partner due to its affiliation with Brownell, a Virtuoso Member. As a result, you will have access to the best that travel has to offer!

Once the planning is complete, the arrangements with hoteliers, tour companies and other suppliers are secured with the credit card information you will provide to LAT using the Credit Card Authorization form that will be provided to you when appropriate. You will be provided with all payment information and cancellation policies of third-party suppliers in advance. Please read this information carefully and communicate any questions you have to LAT.

Fee Structure

LAT is a fee-based travel agency and is compensated for the time and expertise provided to clients to make their travels special. LAT will charge you a minimum consulting fee (“**Consulting Fee**”) starting at \$400.00 for one family of four people for seven (7) days to one (1) destination. The Consulting Fee will increase depending on the itinerary complexity, duration and number of people going on the trip. An exact quote will be provided to you after consultation.

If you would only like LAT to research various hotels on your behalf prior to booking, LAT will charge a reservation fee of \$200.00 in lieu of any Consulting Fee. However, if you already know where you want to stay and just want LAT to book it for you, LAT will perform this for you free of charge.

If you would only like LAT to research various cruises on your behalf prior to booking, LAT will charge a reservation fee of \$200.00, per cabin, in lieu of any Consulting Fee. However, if you already know what cruise line, itinerary, etc. that you want to take and just want LAT to book it for you, LAT will charge \$50.00, per cabin, for this service.

In addition, should you request the planning of a trip that has travel dates within 45 days of travel or 90 days of holiday travel (i.e. Spring Break, Thanksgiving, Christmas or New Year’s), LAT may charge an Expedited Planning Fee of at least \$250.00 that is in addition to your Consulting Fee. An exact quote will be provided to you after consultation.

Should Client request LAT to book flight reservations through the Flight Desk operated by Brownell, LAT will charge Client \$125.00 per ticket with a maximum of \$500.00 per family for International tickets and \$75.00 per ticket with a maximum of \$300.00 per family for domestic tickets.

LAT reserves the right to revise its fee structure at any time. All future bookings will be charged at the rates in effect at that time.

All fees due LAT will be submitted by client prior to the start of any reservations or itineraries for your planned vacation. LAT does not require any additional commission or compensation to be paid by you in regard to the total price of your vacation, but you understand and agree that LAT may receive commissions from third-party suppliers.

Quotes and Cancellation Fee

Prices and availability are subject to change and are not guaranteed until payment is received. Price quotes are applicable to the date and time at which they are submitted to Client. Quotes in a foreign currency are subject to fluctuations in exchange rate and international credit card issuer fees. In the event you cancel your trip after LAT has placed your trip under deposit, LAT may charge a cancellation fee equal to the Consulting Fee and you will be subject to all applicable cancellation fees from the hotel(s), tour company(ies) and/or any other third-party supplier. Fees paid to LAT are non-refundable.

Each Party has read, understands and agrees to the terms and conditions of this Agreement.

Effective as to both Parties as of the date Client reviewed and approved these Terms & Conditions without the need of Client's physical signature due to Client submitting effective and binding electronic consent.

Version: 10/26/23