

The Island Life Agency
Commission Policy – Effective January 2026

Booking Entry & Payment Management

- All bookings must be entered into the agency CRM within 48 hours of deposit receipt.
- Advisors are responsible for ensuring all final payments are accurately updated. Failure to update final payments may result in forfeiture of commission.
- All bookings must be made at the gross rate. Net-rate bookings are non-commissionable, and advisors will be responsible for reimbursing any commission owed to the agency.

Advisor Account Standing

- Advisors are required to maintain their monthly agency membership payment in good standing.
- If a monthly payment becomes past due, the advisor's access to agency systems, vendor accounts, booking platforms, and other agency resources may be suspended until the account is brought current.
- While an account is delinquent, no commission payments will be processed or released.
- Commission eligibility will resume once the account is returned to good standing; however, the agency reserves the right to withhold commissions accrued during periods of noncompliance until all outstanding balances are satisfied.

Commission Adjustments & Restrictions

- If Agency Administration is required to enter or correct final payment information on behalf of an advisor, the commission payable on that booking will be reduced to 50%.
- Advisors may not reduce or waive commission on any vendor package for any reason, including personal travel.

Separation from the Agency

- All active, pending, and future bookings will be assumed by the agency upon an advisor's separation from The Island Life Agency.
- No commission will be paid on bookings that remain active after separation.
- All bookings made under The Island Life Agency's credentials, including vendor accounts, accreditation numbers, logins, email addresses, and booking systems, are the sole property of the agency. Advisors retain no ownership interest or commission rights following separation.

Personal Travel & Agent Rates

- Travel advisor rates are non-commissionable and are considered a supplier-provided discount.
- Personal travel using advisor rates must be booked directly with suppliers and not through agency vendor accounts.
- For assistance with advisor rates, please contact Danielle or Samantha via email.

Commission Payouts

- Commission payments may take up to 30 days following the client's return date to process.
- Advisors must allow the full 30-day processing period before requesting a status update.
- Commission payments must be accepted within 5 business days of issuance. A \$5 processing fee may apply to reissued payments.

Cancellations & Chargebacks

- Commission paid on bookings that are subsequently canceled, refunded, or subject to a chargeback may be reversed and deducted from future commission payments.

Compliance & Policy Updates

- Advisors are responsible for complying with all agency policies, procedures, and supplier requirements.
- Continued affiliation with The Island Life Agency constitutes acceptance of all agency policies and updates.
- The Island Life Agency reserves the right to amend, modify, or update this policy at any time without prior notice.

