



5280 Sales Consulting (DBA: Platinum Travel Partners) Terms & Conditions

Todd Bullock is sharing their Terms & Conditions to clarify how they work and ensure a smooth, transparent planning process for you.

TERMS AND CONDITIONS

These terms and conditions ("Agreement") govern the relationship between 5280 Sales Consulting, LLC, DBA: Platinum Travel Partners, an independent travel advisor ("Travel Advisor" or "we") on one side and you, the purchaser of travel services or lead traveler ("Client" or "you") on the other.

This Agreement becomes effective on the date of acceptance and remains in effect for the duration of the Parties' professional relationship, unless terminated in accordance with this Agreement.

By accepting this Agreement, you agree that it applies to all proposals, itineraries, bookings, invoices, and services provided to you at any time. This Agreement remains in place until a specified date or when a superseding agreement is signed.

1. Scope of Services & Our Role

Platinum Travel Partners ("PTP") acts as travel advisor and booking agent. PTP assists with the planning, coordination, and booking of travel services provided by independent third-party suppliers, including but not limited to hotels, villas, airlines, cruise lines, tour operators, transportation providers, guides, and activity operators ("Suppliers"). PTP does not own, operate, or control any Supplier services. When travel is booked, you enter into a separate contract directly with each Supplier and agree to its individual terms and conditions.

2. Advisory Relationship

PTP does not act as a fiduciary, financial advisor, legal advisor, medical advisor, or insurer. Recommendations are based on professional judgment, experience, and information available at the time of planning. PTP relies on information provided by Suppliers and does not guarantee the accuracy of descriptions, amenities, schedules, pricing, or representations made by third parties.

3. Services May Include

Depending on the trip, services may include:

- Destination and timing consultation
- Custom itinerary research and design
- Hotel, villa, cruise, flight, and rail reservations
- Transportation, transfers, and touring
- Restaurant recommendations and reservations upon request
- Activity and experience bookings
- Digital itinerary delivery
- Pre-departure and in-trip support during PTP business hours

4. Trip Structure & Invoicing

Each trip is supported by its own invoice. Invoices may include planning or service fees, Supplier charges, payment schedules, and trip-specific notes or conditions. All bookings are subject to Supplier payment terms, cancellation policies, and penalties.

5. Planning Fees

Custom itinerary planning may require a separate planning or service fee, disclosed in advance. Planning fees are non-refundable and due before detailed planning begins. They compensate for professional time, research, expertise, and coordination, and do not include travel costs.

6. Revisions & Scope Changes

Planning includes one itinerary concept and a reasonable round of refinements. Additional revisions beyond the included scope may incur fees. Material changes to dates, destinations, traveler count, or trip structure may require new planning fees. Destination changes after planning has begun typically incur an additional fee of \$250 per change.

7. Hotel-Only Bookings

Hotel-only bookings are complimentary (no planning fees) unless otherwise stated. This service includes curated recommendations and application of available preferred-partner amenities, subject to availability and property terms. Up to three (3) revisions are included; additional revisions may incur a fee.

8. Payments & Authorization

You authorize PTP to collect planning fees and process Supplier payments on your behalf. By providing payment information, you authorize charges approved by you via email, including deposits, balances, service fees, and change or cancellation fees. Email approval constitutes valid authorization. You represent that you're authorized to use the payment method provided and accept full financial responsibility for all travelers in your party.

9. Net Rate Bookings and Service Fees

Certain Suppliers — which may include hotels, resorts, vacation rentals, tour and excursion operators, ground transportation companies, and other travel service providers — do not offer commissionable or travel-advisor rates. In these cases, PTP may secure services at a net rate, billed in two parts:

- **Supplier Charge:** The amount charged by the Supplier for the travel service itself, processed either directly by the Supplier or by PTP on your behalf.
 - **PTP Service Fee:** A separate fee charged by PTP for sourcing, booking, coordinating, and supporting the service, invoiced separately.
- The combined total will be disclosed before booking and will not exceed the amount quoted and approved by the client.

Payment Authorization: Approving a net rate booking authorizes PTP to provide your payment information to the Supplier solely to process the Supplier Charge.

Cancellations and Refunds: Supplier Charges follow the Supplier's own cancellation and refund policies. The PTP Service Fee is earned upon booking confirmation and is non-refundable unless stated otherwise in writing.

Currency: Supplier Charges may be billed in local currency; final amounts may vary due to exchange rates and card-issuer fees. PTP is not responsible for these variations.

10. Card on File Authorization

By providing a credit or debit card, you authorize the Company to securely store your payment method in a PCI-compliant system. Approved charges may include:

- Planning and service fees
- Supplier deposits and balances
- Change, cancellation, and rescheduling fees
- Destination change fees
- Revision fees
- Supplier penalties approved on your behalf

There is no minimum or maximum dollar limit on approved charges. This authorization remains valid for the duration of the professional relationship.

11. Chargebacks

Except in cases of fraud, you agree not to initiate chargebacks to avoid contractual obligations. PTP reserves the right to recover administrative costs, collection fees, and related expenses associated with improper chargebacks.

12. Changes, Cancellations & Advisor Fees

Supplier cancellation policies control all refunds, penalties, and deadlines. PTP does not control Supplier policies and cannot guarantee refunds. Advisor fees may apply for changes or cancellations, including:

- Cancellation fee (up to \$300)
- Rescheduling fee (typically \$150)
- Destination change fee (typically \$250)
- Hotel-only revisions beyond included limits

Supplier penalties and non-refundable charges remain the Client's responsibility.

13. Non-Refundable Bookings

Some reservations become fully non-refundable immediately upon confirmation. By approving payment, you accept all Supplier terms, including non-refundable and non-changeable conditions.

14. Client Responsibilities

You are responsible for:

- Providing accurate traveler information
- Ensuring legal names match government ID
- Obtaining passports, visas, and entry approvals
- Ensuring fitness for planned activities
- Reviewing confirmations and documents promptly
- Notifying PTP immediately of errors or concerns

Failure to review documents does not relieve responsibility for penalties or fees.

15. Lead Traveler & Group Responsibility

If one individual approves charges on behalf of a group, that individual represents they're authorized to do so. All travelers are jointly and severally liable for all payment obligations, regardless of who signs or provides authorization.

16. Advisor Assignment

The Company may assign or reassign advisors as needed. No specific individual advisor is guaranteed.

17. Travel Insurance

Travel insurance is strongly recommended. If declined, you assume all risk for cancellations, delays, medical expenses, Supplier default, or trip interruption.

18. Force Majeure

The Company is not responsible for events beyond its control, including weather events, natural disasters, pandemics, government restrictions, civil unrest, labor disruptions, Supplier shutdowns, and transportation interruptions.

19. Assumption of Risk

Travel involves inherent risks. You voluntarily assume all risks associated with travel for yourself and all members of your party, whether known or unknown.

20. Release of Liability

To the fullest extent permitted by law, you agree to release and hold harmless PTP, its owners, advisors, employees, contractors, and affiliates from claims arising from:

- Illness or medical conditions
- Injury or death
- Property loss or damage
- Acts or omissions of Suppliers
- Acts of third parties
- Delays, cancellations, or itinerary changes

This applies before, during, and after travel.

21. Limitation of Liability

PTP's total liability for any claim is limited to the professional fees paid to PTP for the applicable trip. PTP is not liable for indirect, incidental, consequential, or punitive damages.

22. Indemnification

You agree to indemnify and hold harmless PTP from claims brought by other travelers or third parties arising from your actions, approvals, or travel arrangements.

23. Intellectual Property

All itineraries, recommendations, and planning materials are the intellectual property of PTP and may not be shared, reproduced, or used to book independently or through another advisor.

24. Communication & Support

Office hours are Monday–Friday, 8:00 a.m.–5:00 p.m. MT. For urgent matters during travel, contact the Supplier directly first; PTP will assist as reasonably as possible during business hours.

25. Governing Law & Termination

This Agreement is governed by the laws of the State of Colorado. Either Party may terminate this Agreement prospectively in writing. Termination does not affect existing bookings, Supplier obligations, or outstanding balances.

26. Entire Agreement

This Agreement constitutes the entire agreement between the Parties and supersedes all prior discussions or understandings. Any modification must be made in writing and agreed to by both Parties.

27. Survival

Provisions relating to payment authorization, fees, chargebacks, limitation of liability, indemnification, intellectual property, and governing law survive termination.

28. Acknowledgment & Acceptance

By accepting this Agreement, you acknowledge that you:

- Have read and understand these terms
- Agree to be bound by this Agreement
- Are authorized to approve charges for all travelers in your party
- Understand this is a one-time master agreement governing your relationship with Platinum Travel Partners

Accepted and Agreed to by

By typing your name below, you agree to the terms and conditions above.

Print your full legal name

Today's date
