

MONARCH TRAVEL PARTNERS

Destination Wedding Travel Specialists

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CLIENT SERVICE AGREEMENT

Destination Wedding Travel Services

Date: _____

Client Name(s): _____

Wedding Date (if confirmed): _____ |

Destination(s) of Interest: _____

1. Our Relationship

This agreement confirms that you are engaging Kathi Herman of Monarch Travel Partners as your dedicated destination wedding travel specialist. My role is to serve as your single point of contact for all group travel logistics connected to your wedding, including venue research, resort and room block negotiation, supplier coordination, and guest booking support.

I work independently with access to a network of preferred suppliers, including Classic Vacations, ALG (Funjet, Apple Vacations, Travel Impressions), Sandals Direct, and Hyatt Inclusive Collection properties, among others. My compensation comes from commissions paid by those suppliers, meaning my services are provided at no direct cost to you in most circumstances (see Section 4).

2. What I Will Do For You

Once this agreement is signed, I will provide the following services on your behalf:

- Research and evaluate resort and venue options based on your group size, budget, dates, and priorities
- Submit requests for proposals (RFQs) to multiple suppliers and compile results for your review
- Negotiate room block terms, including rate, concessions, attrition policy, and cancellation terms
- Present a written comparison of your best options in a clear, easy-to-read format
- Manage the room block contract process and coordinate with your chosen resort or tour operator
- Provide your guests with booking instructions, links, or individual booking support as agreed
- Track block deadlines, attrition milestones, and payment due dates on your behalf
- Track your wedding due dates and payment deadlines
- Serve as your advocate with resorts and suppliers throughout the planning process

Services related to the wedding ceremony itself (floral, catering, décor, officiant, photography, etc.) are coordinated directly with the resort's wedding team and are outside the scope of this agreement unless otherwise discussed.

3. Your Responsibilities

To allow me to serve you well, I ask that you:

- Communicate openly and promptly, particularly when timelines or decisions are pressing
- Direct all resort and supplier inquiries related to your group travel through me, or copy me on any direct communications with resort contacts
- Notify me before responding to, signing, or committing to any proposal, contract, or pricing from a resort or tour operator
- Inform me promptly if your plans change significantly, including venue, dates, or guest count

This last point is especially important. When I am negotiating on your behalf, I am often operating under time-sensitive holds and courtesy quotes. Keeping me in the loop allows me to protect your interests and avoid losing availability or pricing.

4. Compensation and Planning Fee

Commission-Based Services

My services are compensated through commissions paid by resorts, tour operators, and suppliers when bookings are made through me. You do not pay these commissions directly; they are built into the pricing structure of the supplier.

Planning Fee (Optional — Discuss with Kathi)

I will provide one 30 minute phone consultation and a proposal containing up to 4 resorts free of charge.

For engagements that involve significant research, multi-resort comparison work, or extensive pre-booking consultation, I may charge a planning fee of up to \$300 due at signing of this agreement. This fee is fully credited toward your account at the time your room block or group contract is confirmed.

If no booking is made and the planning fee applies, the fee is non-refundable and represents compensation for the time and expertise invested in your search.

If no planning fee is charged, this section does not apply.

5. Agent of Record

By signing this agreement, you confirm that Monarch Travel Partners / Kathi Herman is your designated travel agent of record for all resort wedding package negotiations, group room block and guest travel bookings associated with your wedding. This means:

- I will be listed as the agent on all group contracts, supplier records, and booking platforms
- Commission on all group and individual bookings made through the resort portal, tour operator, or direct channels should be directed to Monarch Travel Partners
- If you choose to move forward with a different travel agent or book independently after this agreement is signed, the planning fee (if applicable) is non-refundable

This designation does not restrict your guests from booking independently, but it does mean that guests who book through the room block or group link I provide will be associated with my agency.

6. What Happens If Plans Change

I understand that wedding plans can shift. If your venue, dates, or guest count change significantly, please let me know as soon as possible so I can adjust our work accordingly.

If you decide to cancel your travel plans entirely before any contracts are signed with a supplier, there is no fee owed beyond any applicable planning fee already paid.

If a supplier contract has already been signed and you choose to cancel, the cancellation terms of that contract apply. I will help you navigate the process, but I am not responsible for penalties assessed by the resort or tour operator.

7. A Note on How I Work

I am a solo specialist, which means you will always be working directly with me. I do not hand off clients to junior staff or coordinators. That said, because I work with multiple couples at once, I ask for reasonable response windows of 1-2 business days on non-urgent matters.

I will always tell you honestly what I think is the best option for your group, even if it's not the most expensive one. My goal is to earn your trust and your referrals, and that only happens when your experience is genuinely great.

AGREEMENT & SIGNATURES

By signing below, both parties agree to the terms outlined in this Client Service Agreement.

Client Signature: _____ **Date:** _____

Printed Name: _____

Client Signature (Partner): _____ **Date:** _____

Printed Name: _____

Kathi Herman, Monarch Travel Partners: _____ **Date:** _____

Thank you for trusting me with one of the most important trips of your life.

I look forward to creating something wonderful for you and your guests.