**Service Level Agreement for Customer by Uptown Travel Support.**

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**Agreement Overview**

This Agreement represents a Service Level Agreement between Uptown Travel Support and Customer for the provisioning of travel services required to support and sustain the Product or service.

**Service Scope**

**The following Services are covered by this Agreement;**

* Manned telephone support
* Monitored email support
* Remote assistance using Remote Desktop and a Virtual Private Network where available
* Planned or Emergency Onsite assistance.
* Monthly system health check.

**Service Availability**

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

* Telephone support : 9:00 A.M. to 5:00 P.M. Monday – Friday
* Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
* Email support: Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday
* Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
* Onsite assistance guaranteed within 72 hours during the business week

**Service Requests**

In support of services outlined in this Agreement, the Uptown Service Support will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

* 0-8 hours (during business hours) for issues classified as High priority.
* Within 48 hours for issues classified as Medium priority.
* Within 5 working days for issues classified as Low priority.
* Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

**Service Scope**

Uptown Travel Support agrees to provide the following services under the terms of this SLA:

* Travel Consultation Services:
* Provision of expert advice and recommendations regarding travel destinations, accommodations, transport options, and travel itineraries.
* Booking and Reservation Services:
* Flight bookings, including economy, business, and first-class reservations.
* Hotel bookings across various categories.
* Car rental services.
* Cruise reservations and associated travel arrangements.
* Travel Documentation:
* Assistance with obtaining necessary travel documents such as visas, passports, and travel insurance.
* Customized Itinerary Planning:
* Tailor-made travel itineraries based on the Client’s preferences and requirements.
* Emergency Support: 24/7 support for travel-related emergencies including but not limited to booking changes, cancellations, and immediate travel advisory updates.

**Performance Metrics**

To ensure high-quality service delivery, Uptown Travel Support adheres to the following performance metrics:

* Initial response to any client inquiry within 24 hours.
* Confirmation of bookings within 48 hours of the initial client approval.
* Issue Resolution: Resolution of any issues or complaints within 5 working days.
* Maintaining a customer satisfaction rate of at least 90%.

**Duties and Responsibilities**

**Client’s Responsibilities:**

* To provide complete and accurate information necessary for Uptown Travel Support to perform the service.
* To make timely payments for all services rendered.
* To notify Uptown Travel Support promptly of any changes or cancellations in travel plans.

**Uptown Travel Support’s Responsibilities:**

* To provide services as described in this SLA.
* To maintain confidentiality and security of all client information.
* To communicate promptly and effectively with all stakeholders.

**Payment Terms**

* Payment terms will include details about deposits, final payment deadlines, and acceptable payment methods. Specifics include:
* A deposit of 25% is required at the time of booking confirmation.
* Due 30 days prior to the commencement of the travel.
* Detailed in the cancellation policy attached hereto.

**Cancellation Policy**

* Clients can cancel their bookings subject to the following terms:
* More than 30 days before travel: Full refund minus administrative fees.15-30 days before travel: 50% refund.

**Dispute Resolution**

The parties agree to engage in dispute resolution proceedings in good faith and with a view to resolving any disagreements amicably and efficiently.

**Governing Law**

This Agreement and any disputes arising out of it shall be governed by and construed in accordance with the laws of [Jurisdiction]. Both parties agree that the Superior courts of Washington will have exclusive jurisdiction over any disputes, claims, or controversies between the parties relating to this SLA.