



TRAVEL  
INVESTMENT  
ADVISORS

## MGA Travel - Service Fee Agreement

Michael Graham & Associates (MGA Travel)  
10764 HWY 707, SUITE 1• Myrtle Beach, SC 29598  
Phone 843-279-0310 Fax 843-215-5544  
*office@takethetrip.com*

**We are Travel Investment Advisors, not traditional travel agents.** A big difference is that we advocate and work for our clients, with the goal of making you a travel hero.

**The first step** is to [set an appointment](#) for either an in person or by phone travel consultation for you and/or your group. The purpose of this travel consultation is to get to know you and your travel style. We ask questions and review our planning process with you, and make sure we understand your travel dreams.

During this initial consultation, we will clearly outline which professional fees will apply before moving to the next step. This is calculated by evaluating the level of complexity concerning a number of factors: anticipated planning time, the number of travel components, research, particular suppliers, booking, and servicing your particular reservation. Should you wish to move forward after your initial consultation, we will collect 50% of the Professional Fee. Please note that for new bookings into one of our [Bon Voyage Catalog](#) trips, the Professional Fee has already been included in the pricing.

Once you have committed to our services we design a customized itinerary, which will be presented to you for review. We will revise as needed (up to 5 amendments). Once we achieve the trip you have been hoping for, we will secure travel arrangements by placing supplier deposit(s) and collecting the balance of our Professional Fee per your credit card authorization.

**The next step** in the process is when we begin making reservations and recommendations specific to your trip. We make it easy by confirming your reservations and taking care of details such as [restaurant visits](#), spa appointments, and special excursions. All you need to do is pack your bags!

Final payment is usually due anywhere from 6 months to 75 days prior to your departure date, depending upon supplier(s). We will notify you in advance of the date and make those payments with your authorization at that time.

**Closer to departure** we will present you with all of your final documents, including any special reservations and/or arrangements that have been made on your behalf. Upon request, we offer a mobile app that includes your itinerary, flight updates, access to files, and the ability to contact your Advisor during your trip.

Upon your return we will follow up with you to get your feedback and see how we can improve for any future travel needs you may have, including supplier selection. This feedback allows us to provide you with finely tuned recommendations and personalized advice. View our [1-2-3 Process](#) and discover the story of Orbot!

### Cancellation Penalties

For any cruise/land booking, whether under deposit, partially paid, or paid in full, the following situations are considered cancellations and penalties/fees will apply as noted below: changes to departure date; substitutions of itinerary; substitution of another person for original booked guest(s); changing to a promotional fare; you request the booking to be cancelled; or the guest(s) on the reservation do not actually travel.

All cancellations must be in writing and can be done [here](#) on our website. Travel Insurance is strongly recommended and will be quoted for you upon request. There is a \$100 per person Agency Cancellation Fee under these guidelines. Also, each supplier will have a Guest Cancellation Schedule or Policy that will appear on the supplier confirmation that will outline their penalty or fee for cancelling.

Our Professional Fee is non-refundable once collected. If you cancel your reservation after deposit, you will **not** receive a refund of the Professional Fee. Satisfaction Guarantee. If you are not 100% satisfied with our services after your travel has completed, we will refund the Professional Fee.

Proper ID: Before booking any international air we require copies of your passports. For domestic air with a return date prior to October 1st, 2021 you can provide your driver's license or state ID; for domestic travel with a return on or after October 1st, 2021, you must provide either your passport or a [REAL ID](#) driver's license.

Full Name: \_\_\_\_\_ Your Agents Name: \_\_\_\_\_

Fee amount you're agreeing to pay for your trip:

\_\_\_\_\_  
By signing and submitting your form, you're agreeing to pay the fees associated with your trip. You can mail, fax, or email as you prefer, a copy of this form.

Signature: \_\_\_\_\_