



LETTER OF AGREEMENT
Between
Wake Forest University
And
Aladdin Travel & Meeting Planners
For Travel Planning Services

Aladdin Travel & Meeting Planners ("Aladdin" or "we" herein) and **Wake Forest University** ("WFU" or "you" herein) agree that Aladdin will perform the following services, and WFU will make payment therefore, in connection with travel programs planned and executed through 2014 (the "programs"):

1. Destination Research, Site Selection and Land Arrangements

Aladdin builds and maintains relationships with travel suppliers around the world. Through our affiliations with The Signature Travel Network and The Tzell Travel Group, we have a broad and deep network of vetted vendors who we can trust with your money and your people. Using our vast network of resources, Aladdin agrees to provide any, or all, of the following services for WFU:

- Aladdin will research destinations and accommodations to ensure that the property and location are perfectly suited to the needs of WFU.
- Aladdin will review and negotiate hotel contracts for fair slippage/reasonable reductions, cancellation clauses and will monitor these cut-off dates, complimentary or discounted services and upgraded amenities to ensure the highest value to WFU.
- Aladdin, through our partnerships with group air consolidators and individual airlines, will research and negotiate the lowest fares for domestic and international flights. We will monitor all deadlines, fuel/tax surcharge changes and cancellation policies for each flight.
- We will use our relationships with preferred vendors throughout the world to provide any tour or transfer needs; including, but not limited to: trains, coaches, tour guides, English-speaking assistants and city passes.
- Through our partnership with travel insurance vendors, Aladdin can reduce your financial risk and help further protect your students, faculty and staff with reduced group rates.
- Aladdin provides continuous support to travelers before, during and after travel. We will be available 24/7 to help manage changes and emergencies during travel.
- Additional event and program planning services are available at an additional cost. Please contact Aladdin for proposals on more complicated planning requests.
- Requests for proposals and travel assistance should be submitted to Aladdin Travel (485 Shepherd Street Winston-Salem, NC 27103; P: 336-768-1680) or via email. Requests from student groups can be sent to wfustudenttravel@aladdintravel.com or 336-768-1680, ext 3. All other travel requests should be submitted to wfu@aladdintravel.com or an agent can be reached at 336-768-1680, ext 5.



2. Program Service Fees

Aladdin will provide a dedicated team of agents to WFU to book airline tickets. A transaction fee of \$38 for domestic tickets and \$58 for international tickets will be charged for each ticket issued. Handling upgrades, booking frequent flyer tickets, making changes to itineraries or exchanges will each incur an additional \$38/\$58 per ticket fee and be billed directly to WFU or the traveler as appropriate.

Aladdin will negotiate the very lowest possible rates on all land services and accommodations for WFU. Aladdin expects to receive commission on all land arrangements from applicable vendors. Aladdin will charge a 10% service fee on all net/non commissionable rates. If additional service fees apply they will be included in each proposal and subject to WFU approval.

Aladdin will outline all terms, conditions and potential penalties at the time of proposal. Aladdin will not issue any tickets or enter into any non-refundable agreements for WFU without prior written approval (See Section 3).

These discounted service fees will also apply for personal travel requests for faculty, staff and students.

3. Processes and Approval

Student Travel Request:

The requestor must submit prior written approval from their Faculty Advisor to Aladdin.

Faculty\Staff Travel Request*:

The requestor must submit prior written approval from Approving Authority if paying via direct bill.

*No prior internal approval is required if payment is made with a WFU University credit card.

4. Deposits and Cancellation

All additional deposits and cancellation fees will be waived by ATMP except as required by individual travel suppliers. WFU will be financially responsible for all deposits, cancellation fees or attrition fees associated with these programs.



5. Invoices and Payment

Invoices will be emailed to the requestor of services upon confirmation. It is the requestor's responsibility to obtain the appropriate signatures/approval and to submit the invoice to Accounts Payable for payment within 30 days of receipt.

Aladdin will accept payments via University credit card or will invoice the University. When using the University credit card for mode of payment please indicate such at the time of the initial travel request. There are no fees to pay when using the University credit card if the card can be used to process Aladdin's payment to vendor. If Aladdin collects payments on behalf of WFU by credit card and must pay the vendor with a different form of payment then a 4% processing fee will apply. The 4% processing fee will also apply if a University (or other) credit card is used to pay invoice Aladdin has issued to University after all arrangements have been finalized.