

Service Level Agreement

Between:

Service Provider: [Provider Name]

Client: [Client Name]

Date: [Date]

1. Purpose

This Service Level Agreement (SLA) sets forth the expectations for the tour operation services provided by [Provider Name] to [Client Name].

2. Scope of Services

The services covered under this SLA include:

- Accommodation arrangements
- Transport services
- Itinerary planning
- Customer support

3. Service Standards

Service Provider agrees to adhere to the following performance metrics:

- Response time for inquiries: within 24 hours
- Customer satisfaction target: 90% or above
- Timeliness of service delivery: 95% adherence to schedule

4. Reporting and Review

Monthly review meetings shall be held to discuss service performance and improvement areas.

5. Termination

Either party may terminate this agreement with a written notice of 30 days.

Signatures:

[Provider Name]

[Client Name]