

# Service Level Agreement

This Service Level Agreement (SLA) is made on [Date] between:

**Client:** [Client Name]

**Address:** [Client Address]

**Email:** [Client Email]

**Phone:** [Client Phone]

**Contractor:** [Contractor Name]

**Address:** [Contractor Address]

**Email:** [Contractor Email]

**Phone:** [Contractor Phone]

## 1. Services Provided

The Contractor agrees to provide the following services for the event:

- Event Planning
- Venue Management
- Vendor Coordination
- On-site Support

## 2. Performance Metrics

The performance of the Contractor will be measured based on the following metrics:

- Event Coordination Timeliness
- Client Satisfaction
- Budget Adherence

## 3. Responsibilities

Responsibilities of the Client:

- Provide necessary information and support
- Make timely payments as per the agreement

Responsibilities of the Contractor:

- Deliver services as outlined in the agreement
- Communicate regularly with the Client

## 4. Term and Termination

This SLA shall commence on [Start Date] and shall continue until [End Date], unless terminated earlier by either party with [Notice Period].

## 5. Signatures

By signing below, both parties agree to the terms outlined in this SLA:

**Client Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Contractor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_