TRAVEL CODE SERVICE LEVEL AGREEMENT

This Service Level Agreement is incorporated into the Travel Code Master Platform Agreement. It sets out Travel Code's support commitments. Travel Code may update it on thirty (30) days' notice under §14.4 of the Master Agreement, and will not materially reduce the commitments applicable to a paid tier during the then-current Service Order term.

---

1. SUPPORT CHANNELS

Support is available through the Platform and by email at the address published in the Platform. Travel Code responds only to requests originating from email addresses registered on the Platform or added to the Customer's profile.

Where the Card Program applies, Travel Code provides **first-level support** and escalates to the card program manager as described in Schedule C §10.

---

2. PRIORITY LEVELS

Priority	Applies to
P1 — Emergency	Traveller stranded or at risk in transit; cancelled or materially delayed flight requiring immediate rebooking; medical emergency requiring a travel change; lost travel documents in transit; security incident affecting traveller safety; complete unavailability of the Platform
P2 — Priority	Same-day travel changes; urgent documentation assistance; booking issues affecting travel within 48 hours; card unable to authorize where travel is imminent; a core feature unavailable with no workaround
P3 — Standard	New bookings and changes for travel more than 48 hours out; expense and reporting issues; card administration; policy configuration; billing queries
P4 — Low	General account queries, future travel planning, feature requests, training

Travel Code classifies each request in good faith on the information provided. The Customer may request escalation.

---

3. RESPONSE TIMES

Response time means the time from receipt of a request through an authorized channel to Travel Code's first substantive response addressing it.

Priority	Standard tiers	Pro tier
P1	30 minutes, 24/7/365	30 minutes, 24/7/365
P2	2 hours in business hours; 4 hours outside	1 hour, 24/7/365
P3	4 hours in business hours; next business day outside	2 hours in business hours
P4	1 business day	1 business day

Business hours means 09:00 to 18:00 in the Customer's primary time zone, Monday to Friday, excluding public holidays in the Customer's primary location.

Pro tier customers additionally receive a named account contact.

---

4. RESOLUTION

Travel Code will use commercially reasonable efforts to resolve requests promptly. **Resolution times are not committed**, because they depend on the complexity of the issue and on third parties, including travel suppliers, the card program manager, the issuing bank, card networks, and financial institutions.

---

5. EXCLUSIONS

The response times in §3 do not apply where:

(a) a Force Majeure Event is in effect; (b) the Customer has not supplied information reasonably needed to address the request; (c) the issue arises from the Customer's breach of the Agreement, from its own configuration, or from its own systems or connectivity; (d) a widespread travel disruption is affecting a significant proportion of Travel Code's customers, in which case Travel Code will prioritize by traveller safety; (e) the request concerns a third-party system, and the delay is attributable to that third party; or (f) the request relates to Beta features under §4.6 of the Master Agreement.

---

6. AVAILABILITY

Travel Code targets **98% average annual availability** of the Platform and uses commercially reasonable efforts to achieve it. Travel Code provides availability information to the Customer on request.

The following are excluded from the availability calculation:

(a) periods of unavailability caused by events outside Travel Code's reasonable control, including Force Majeure Events, failures of third-party providers, and causes attributable to the Customer or its providers; (b) scheduled maintenance, notified in advance; and (c) emergency maintenance, including maintenance to address a security vulnerability.

Availability of the Platform depends in part on third-party systems, including the card program

manager's platform and travel distribution systems, which Travel Code does not control. The availability target applies to the Travel Code Platform and not to those third-party systems.

This target does not carry service credits or other financial remedies.

---

7. NO OTHER REMEDIES

This SLA describes Travel Code's support commitments. It does not create financial remedies. Failure to meet a response time is not by itself a material breach of the Master Agreement.