

Standard Contract

UCPUMW 26-2075

Customizable International Travel Services

This contract, between Satchelle Global LLC, hereinafter called the “Contractor”, and the Commonwealth of Virginia, University of Mary Washington, called the “University” or “UMW”, shall become effective upon full execution of this document by both parties.

WITNESSETH that the Contractor and the University, in consideration of the mutual covenants, promises and agreements contained herein, agree as follows:

PERIOD OF CONTRACT: March 1, 2026 – February 28, 2027 with nine (9) one-year renewal options.

CONTRACT DOCUMENTS: The contract shall consist of the following documents in order of precedence, all of which are incorporated herein by reference, and constitute the “contract documents”:

1. This signed Contract;
2. Any addenda and the original solicitation, RFP # 26-2075, dated January 20, 2026, to include:
 - a. The Statement of Needs
 - b. The General Terms and Conditions
 - c. The Special Terms and Conditions;
3. The Contractor’s proposal dated February 3, 2026 including all attachments;

Any contractual claims shall be submitted in accordance with the contractual dispute procedures set forth in the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors.

SCOPE OF SERVICES: The Contractor agrees to provide the following services:

- A. Customized International Travel Programming
 1. Develop and manage group travel programs for academic, cultural, and service-learning purposes.
 2. Offer tailored itineraries that meet educational goals for faculty and students.
- B. Travel Management Services
 1. Arrange international transportation, lodging, and local transfers for large groups.
 2. Provide access to unique lodging options (e.g., apartments, dormitories, houses).
- C. Program Enhancements
 1. Secure admissions to museums, performances, and cultural attractions at favorable rates.
 2. Organize mini-trips or excursions during international programs.
- D. Support Services
 1. Offer professional trip counseling for faculty directors.
 2. Provide tour guides and interpreters as needed.
 3. Conduct pre-trip seminars and organizational meetings upon request.
- E. Compliance and Documentation
 1. Communicate entry requirements (visas, immunizations) and assist with passport/visa services.
 2. Ensure adherence to all local, state, and federal laws and regulations.

3. If the Contractor collects any traveler data, the Contractor shall disclose what data is collected, how it is stored, and how it is protected. Based on evaluation of proposals, the Hosted Technology Services Addendum may be required as part of any subsequent contract.

F. Emergency and Risk Management

1. Maintain a 24/7 Emergency Operations Plan for faculty, staff, and student travelers.
2. Communicate travel alerts, restrictions, and contingency procedures for pandemics or emergencies.

G. Financial and Administrative Requirements

1. Provide accurate invoicing showing cost per traveler.
2. Offer transparent refund and cancellation policies with maximum flexibility.
3. Issue quotes for budget planning and guarantee pricing when possible.

H. Additional Services

1. Provide meeting space and technology support during travel.
2. Offer travel insurance and refund processing for unused tickets.

PRICING: Pricing information is found in Attachment A.

CONTRACT ADMINISTRATION: The Director of Center for International Education, or designee, shall be identified by the University as the Contract Administrator and shall use all powers under the contract to enforce its faithfulness and performance in conjunction with the University's Procurement Services department.

GENERAL TERMS AND CONDITIONS:

- A. **ANTI-DISCRIMINATION:** By submitting their bids or proposals, bidders or offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 10 of the Rules Governing Procurement, Chapter 2, Exhibit J, Attachment 1, available for review on the UMW Procurement Services website. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (§6 of the Rules Governing Procurement).

In every contract over \$10,000, provisions 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.

- d. If the contractor employs more than five employees, the contractor shall:
 - i. provide annual training on the contractor's sexual harassment policy to all supervisors and employees providing services in the Commonwealth, except such supervisors or employees that are required to complete sexual harassment training provided by the Department of Human Resource Management, and
 - ii. post the contractor's sexual harassment policy in (a) a conspicuous public place in each building located in the Commonwealth that the contractor owns or leases for business purposes and (b) the contractor's employee handbook.
2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- B. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The contractor shall comply with all applicable federal, state and local laws, rules and regulations.
- C. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.
- D. **AUDIT:** The Contractor hereby agrees to retain all books, records, and other documents relative to this contract for at least five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The Agency, its authorized agents, and/or State auditors shall have full access to, and the right to examine any of said materials during said period.
- E. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- F. **DEBARMENT STATUS:** By submitting their bids or proposals, bidders or offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
- G. **ETHICS IN PUBLIC CONTRACTING:** By submitting their bids or proposals, bidders or offerors certify that their bids or proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other bidder or offeror, supplier, manufacturer or subcontractor in connection with their bid or proposal, and that they have not conferred with any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- H. **eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS:** The eVA Internet electronic procurement solution, website portal, streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet eProcurement solution by completing the free eVA Vendor Registration. All bidders or offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the bid/proposal being rejected.

Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

1. Effective July 1, 2014, the Vendor Transaction Fees are:
 - i. DSBSD-certified Small Businesses: 1%, capped at \$500 per order.
 - ii. Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order.

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

- I. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By entering into a written contract with the Commonwealth of Virginia, the Contractor certifies that the Contractor does not, and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- J. **NONDISCRIMINATION OF CONTRACTORS:** A bidder, offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the bidder or offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.
- K. **PRECEDENCE OF TERMS:** These Mandatory General Terms and Conditions and the Commonwealth of Virginia Procurement Manual for Institutions of Higher Education and their Vendors, shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
- L. **PRICE CURRENCY:** Unless stated otherwise in the solicitation, bidders or offerors shall state bid or offer prices in US dollars.

SPECIAL TERMS AND CONDITIONS:

- A. **ANTITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- B. **AUDIT:** The contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.
- C. **COOPERATIVE PROCUREMENT/ADDITIONAL USERS - USE OF AGREEMENT BY THIRD PARTIES:** It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body (to include government/state agencies, political subdivisions, etc.), cooperative purchasing organizations, public or private health or educational institutions, or any University affiliated agency and/or corporation may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the entities indicated above to purchase goods and services in accordance with contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the University. No modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required

by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.

The Contractor will notify the University in writing of any such entities accessing this Contract. The Contractor will provide semi-annual usage reports for all entities accessing the Contract. The Contractor should consider an offer of special tiered pricing or rebates to all entities accessing the contract, based on the results of such reporting. This tiered pricing and/or rebate structure should be included with the Offeror's bid or proposal package. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the Contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity, and will not be considered in default of the Contract no matter the circumstances.

Use of this Agreement does not preclude any participating entity from using other agreements or competitive processes.

- D. **CANCELLATION OF CONTRACT:** The University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- E. **AVAILABILITY OF FUNDS/FISCAL YEAR PROCESSING:** The University of Mary Washington's fiscal year is July 1st through June 30th. Payment cannot be made for multiple fiscal years in advance of services. It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- F. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:
1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
 2. The University may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the University a credit for any savings. Said compensation shall be determined by one of the following methods:
 - i. By mutual agreement between the parties in writing; or
 - ii. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the University's right to audit the contractor's records and/or to determine the correct number of units independently; or
 - iii. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the University with all vouchers and records of expenses incurred and savings realized. The University shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the University within thirty (30) days from the date of receipt of the written order from the University. If the

parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Manual for Institutions of Higher Education and Their Vendors. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the University or with the performance of the contract generally.

- G. **CONTROLLING VERSION:** The PDF version of the solicitation and any addenda issued by University of Mary Washington Procurement Services is the mandatory controlling version of the document. Any modification and/or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by UMW Procurement Services unless accepted in writing by the University. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, UMW reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal. If the modifications or additions are not identified until after the award of the contract, the controlling version of the solicitation document shall still be the official state form (PDF) issued by UMW Procurement Services.
- H. **DEBARMENT STATUS:** By participating in this procurement, the vendor certifies that they are not currently debarred by the Commonwealth of Virginia or any affiliated agency from submitting a response for the type of goods and/or services covered by this solicitation. Vendor further certifies that they are not debarred from filling any order or accepting any resulting order, or that they are an agent of any person or entity that is currently debarred by the Commonwealth of Virginia. If a vendor is created or used for the purpose of circumventing a debarment decision against another vendor, the non-debarred vendor will be debarred for the same time period as the debarred vendor.
- I. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.
- J. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

- K. **EXTRA CHARGES PROHIBITED:** The bid or proposal price shall be complete; and shall include all applicable freight and any other charges; extra charges invoked by the Contractor shall not be honored or paid. These charges, for example, shall include but not be limited to fees invoked by the vendor for the use of the credit card for payment of invoices, or any order-associated eVA fees.

- L. **NON-ACCEPTANCE OF VENDOR TERMS:** The University shall not be bound by any additional or different terms and conditions issued by the Contractor in connection with a specific trip, booking, reservation, invoice, itinerary, online portal, or any other transaction. Any such terms, including but not limited to click-through agreements, booking confirmations, or standard business terms, shall be of no force or effect unless expressly agreed to in a formal written amendment executed by both parties. Performance by the University shall not constitute acceptance of any Contractor-issued terms.
- M. **DIGITAL ACCESSIBILITY REQUIREMENTS:** The Contractor shall ensure that all information technology, digital content, documents, electronic communications, and related materials provided under this Contract comply with the nonvisual access requirements of the Information Technology Access Act, §§ 2.2 3500 through 2.2 3504 of the Code of Virginia, and with Section 508 of the Rehabilitation Act (29 U.S.C. § 794d), as amended.

All Technology provided under this Contract shall:

1. Provide effective, interactive control and use through nonvisual means;
2. Be compatible with assistive technologies used by individuals who are blind or visually impaired;
3. Integrate nonvisual access into any networks used to share information or communication; and
4. Provide equivalent access to telecommunications and network services.

Upon request, the Contractor shall provide documentation demonstrating compliance with these requirements and shall promptly correct any identified accessibility barriers at no additional cost to the University.

- N. **INDEPENDENT CONTRACTOR RELATIONSHIP:** In performing any and all of the services to be provided under this contract, the Contractor shall at all times and for all purposes be and remain an independent contractor. In no case and under no circumstances shall the Contractor or any of its employees, including but not limited to those of its employees actually performing any of the services, have authority to make any representations or commitments on behalf of the University or be considered the agent of the University for any purpose whatsoever. No persons engaged by the Contractor in connection with the provision of Services shall be considered employees of the University. As between the parties, the Contractor shall be responsible for hiring, supervising, training and instructing those individuals performing the services and shall pay any required state and federal taxes on behalf of such persons and provide them with any legally required employee benefits.
- O. **NON-EXCLUSIVE CONTRACT:** Nothing herein is intended nor shall be construed as creating any exclusive arrangement with the Contractor. The contract shall not restrict UMW from acquiring similar, equal or like goods and/or services from other sources.
- P. **NOTICES:** Any official legal notice, demand, request, consent, approval or communication required by this Agreement to be provided in writing by either party, shall be addressed to the University or Contractor at their respective addresses entered below. These notices shall be sent via certified mail, return receipt requested, and shall be considered by the sender received within five (5) days of delivery to the U.S. Postal Service, or via the stamped evidence of delivery, whichever occurs first. Any unofficial notices or communications may be sent via electronic mail.

If to the University:
 Attn: Procurement Services
 1301 College Avenue
 Fredericksburg, VA 22401

If to the Contractor:
 Attn: Satchelle Global LLC
 1530 Key Blvd, Apt 215
 Arlington, VA. 22209

- Q. **PROCUREMENT MANUAL:** This contract is subject to the provisions of the Commonwealth of Virginia Procurement Manual for Institutions of Higher Education and their Vendor’s and any revisions thereto, which are hereby incorporated into this contract in their entirety. The manual may be viewed at the VASCUPP website.

- R. **RECYCLING POLICY:** It shall be the policy of the University of Mary Washington to support and encourage conservation and recycling efforts by vendors, students, faculty and staff, where possible.
- S. **RENEWAL OF CONTRACT:** This contract may be renewed by the University upon written agreement of both parties for (9), one-year renewal periods, under the terms of the current contract, and at a reasonable time (approximately 90 days) prior to the expiration. Only at the time of renewal may prices be negotiated for the upcoming term.
- T. **SEVERABILITY:** If any term or provision of this Agreement is found by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, the same shall not affect the other terms or provisions hereof or the whole of this Agreement, but such term or provision shall be deemed modified to the extent necessary in the court's opinion to render such term or provision enforceable, and the rights and obligations of the parties shall be construed and enforced accordingly, preserving to the fullest permissible extent the intent and agreements of the parties herein set forth.
- U. **TAXES:** Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.
- V. **TITLE IX:** Educational institutions that receive federal financial assistance are covered by Title IX of the Education Amendments of 1972. In compliance with Title IX, the University of Mary Washington prohibits discrimination in employment as well as in all programs and activities on the basis of sex. The University of Mary Washington's Policy on Sexual and Gender Based Harassment and Other Forms of Interpersonal Violence can be found at <http://diversity.umw.edu/title-ix/files/2016/09/Policy-on-Sexual-and-Gender-Based-Harassment-and-Other-Forms-of-Interpersonal-Violence-03.18.pdf>.
- W. **INSURANCE:** The Contractor shall maintain the following insurance coverage during the term of the Contract: For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §25 of the Rules Governing Procurement – Chapter 2, Exhibit J, Attachment 1, and 65.2-800 et seq. of the Code of Virginia. The bidder or Offeror further certifies that the contractor and any subcontractors will maintain these insurance coverages during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.
- X. **MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:**
- i. Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the Code of Virginia during the course of the contract shall be in noncompliance with the contract.
 - ii. Employer's Liability - \$100,000.
 - iii. Commercial General Liability - \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.
 - iv. Automobile Liability - \$1,000,000 combined single limit. Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third-party owner of such motor vehicle).

METHOD OF PAYMENT/PAYMENT TERMS: The contractor shall be paid using one of the following methods for all University initiated procurements:

1. University Charge Card: At the time of verified receipt of goods or services, if the Contractor accepts credit cards in payment, the University will authorize payment by UMW charge card, currently through the Bank of America Visa. Any "Check-out fees" imposed by the contractor must be disclosed prior to the purchase. No check-out fee or surcharge may be greater than 3% of the total sale, effective 4/15/2023. The University expects that these costs, as well as all contractor business expenses will be built into the contractor's quoted price.
2. Virtual Payables through Bank of America: All payments under Virtual Payables will have a net 16 payment term.
3. Check or ACH: Payment will be made 30 days after satisfactory performance of the contract in all provisions thereof and upon receipt of a properly completed invoice, whichever is later; in accordance with Chapter 43, VPPA, Article 4, Code of Virginia.

To be considered eligible for payment, all physical invoices must be received at the address below and should reference the eVA purchase order and UMW contract numbers as applicable. All electronic invoices must be sent to [UMW Account Payable](#). *The University will not be responsible for late payment or nonpayment of invoices not received directly by Accounts Payable at this email address or at the mailing address indicated (below).*

UNIVERSITY OF MARY WASHINGTON
Attn: ACCOUNTS PAYABLE
1301 COLLEGE AVENUE
FREDERICKSBURG, VA 22401

Note: This public body does not discriminate against faith-based organizations in accordance with the *Governing Rules §36* or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any basis prohibited by state law relating to discrimination in employment.

In witness, whereof, the parties have caused this Contract to be duly executed intending to be bound thereby.

Satchelle Global LLC

UNIVERSITY OF MARY WASHINGTON

Signature: *esatchelle*

Signature: _____

Printed Name: *Eduyta Satchell*

Printed Name: Melva A. H. Kishpaugh

Title: *CEO*

Title: Director, Procurement Services

Date: *3/5/2026*

Date: March 9, 2026

Phone: *703 909 1975*

Email: *esatchell@satchelglobal.com*

ATTACHMENT A



Pricing Proposal

Travel and Program Services

Prepared for: University of Mary Washington

Program/project: RFP for Travel and Program Services

Date: 3rd February, 2026

Confidential and proprietary to Satchelle Global LLC and ALACRITY™ Travel & Lifestyle. Shared for evaluation purposes only

Pricing and Description of Satchelle Global LLC Services

Satchelle Global LLC provides **training, education, and consulting services** focused on **traveler health, wellness, duty of care, and risk management**. These services are designed to complement travel booking and logistics by preparing travelers to remain **healthy, focused, energized, and fully engaged** during University-sponsored travel.

Edyta Satchell, founder and CEO is a certified Integrative Nutrition Health Coach and will provide and personally deliver the services listed below to ensure that your travelers have the best of the best health, wellness, safety, security advise possible.

Here are services we will provide:

1. Destination-Specific Traveler Wellbeing Training (Per Trip)

Price: \$47 per person, per trip

Delivery Method:

- Online (live virtual sessions), or
- In-person (when requested by the University)

Session Structure:

- Two (2) live training sessions
- Each session is **90 minutes**
- Delivered prior to travel
- Customized for each destination and itinerary

Content Covered (Destination-Specific):

- Overview of the trip and travel logistics from a wellbeing perspective
- Destination-specific health and safety considerations



- Duty of care awareness and traveler responsibilities
- Jet lag and circadian rhythm management strategies
- Fatigue prevention and energy optimization
- Sleep preparation before and during travel
- Hydration, nutrition, and immune support while traveling
- Managing stress and mental preparedness for international travel
- Cultural considerations impacting health and wellbeing
- Strategies to maintain focus, productivity, and active participation in scheduled activities
- Nutritional tips especially when travelers suffer from food allergies and intolerance
- Pre-travel readiness
- During travel health and wellness strategies and tactics
- Post-travel recovery planning
- Other based

In-Person Delivery Expenses:

When in-person delivery is requested, **travel and related expenses** (airfare/train, lodging, ground transportation) will be billed separately at actual cost and pre-approved by the University.

2. Online Traveler Wellbeing Program (Pre-Recorded)

Price: \$47 per person (one-time payment)

Access Period:

- 12 months of online access, so that travelers can view it multiple times throughout the year

Program Description:

This self-paced online program provides foundational traveler wellbeing education and is **not destination-specific**.

Content Includes:

- General travel health and wellness best practices
- Managing fatigue, stress, and energy while traveling
- Jet lag awareness and mitigation fundamentals
- Nutrition and hydration guidance for travel
- Sleep strategies for frequent or long-haul travel
- Maintaining physical and emotional wellbeing on the road



- Pre-travel readiness
- During travel health and wellness strategies and tactics
- Post-travel recovery planning
- And many more

This program may be used independently or in combination with live destination-specific training.

3. Travel Policy Development with Health and Wellness Integration

Price: \$1,500 – Travel Policy Creation (from scratch) one time

Description:

Satchelle Global LLC will develop a comprehensive travel policy that integrates:

- Travel rules
- Traveler health and wellness
- Duty of care obligations
- Risk mitigation and safety considerations
- Best practices for traveler preparedness and recovery
- Other as per request

This service is **unique to Satchelle Global LLC**, as the firm specializes in embedding traveler wellbeing into formal travel governance frameworks.

4. Travel Policy Optimization and Enhancement

Price: \$1,200 – Policy Optimization, one time

Description:

Review and enhancement of an existing University travel policy to incorporate:

- Traveler wellbeing considerations
- Duty of care standards
- Risk mitigation and safety guidance
- Pre-, during-, and post-travel wellness recommendations
- Supplier contract optimization strategies
- Other as per request



5. Consultation Services – University Leadership and Management

Price: \$60 per hour

Description:

On-demand consultation for University leadership, management, or program directors related to:

- Travel risk management
- Duty of care responsibilities
- Traveler health and wellness
- International travel preparedness
- Policy interpretation and application
- Other as per request

Consultations may be conducted virtually or in person (travel expenses billed separately if applicable).

6. Optional Services

Optional Add-On 1: Annual Traveler Wellbeing Program License

- Flat annual fee for unlimited access to the online traveler wellbeing program for all University staff \$37 per person
- It ensures simplifies administration and budgeting
- It is focused on scalability and cost control

Optional Add-On 2: Faculty/Staff Travel Leader Training

- Fee per training \$2,500 online per group of 15 people, all day + travel and expense if provided in person
- Specialized training for faculty directors and program leaders
- Focus on duty of care, traveler monitoring, fatigue awareness, and early risk identification
- Positions the University as proactive in governance and oversight

Optional Add-On 3: Post-Trip Recovery & Debrief Session

- 90 mins session online \$37 per person
- Virtual session after international travel
- Focused on recovery, reintegration, and lessons learned
- Supports productivity and continuous improvement

Traveler wellbeing program benefits for University of Mary Washington



Benefits to the University of Mary Washington

Implementing the proposed traveler wellbeing, risk management, and duty-of-care services provides the University of Mary Washington with the following institutional benefits:

- **Strengthened Duty of Care Compliance**
Supports the University's legal and ethical responsibility to protect employees, faculty, staff, and students traveling on University business by implementing structured, proactive duty-of-care measures.
- **Reduced Travel-Related Risk Exposure**
Mitigates health, safety, fatigue, and stress-related risks associated with domestic and international travel, including long-haul flights and multi-day programs.
- **Improved Traveler Preparedness and Readiness**
Ensures travelers are physically and mentally prepared prior to departure, reducing preventable disruptions caused by illness, exhaustion, or lack of preparedness.
- **Enhanced Traveler Health, Wellness, and Resilience**
Promotes sustained wellbeing before, during, and after travel, supporting energy levels, immune health, emotional balance, and overall resilience.
- **Increased Productivity and Engagement During Travel**
Helps travelers arrive focused, energized, and capable of actively participating in academic, research, athletic, and program-related activities rather than experiencing travel-related fatigue or cognitive impairment.
- **Improved Continuity of Operations**
Reduces absenteeism, delayed participation, and post-travel productivity loss, supporting consistent program delivery and institutional effectiveness.
- **Clear Governance and Risk Management Framework**
Establishes formal policies, procedures, and education aligned with risk mitigation, emergency preparedness, and travel governance standards.
- **Consistency Across Programs and Departments**
Provides standardized guidance and training for all University-sponsored travel, improving consistency regardless of destination, department, or traveler type.
- **Scalable and Cost-Effective Implementation**
Offers per-person pricing and online access options that allow the University to scale services efficiently while maintaining budget predictability.
- **Enhanced Support for International Travel Programs**
Addresses the heightened health, wellness, and risk considerations associated with international travel, which comprise a significant portion of University-sponsored trips.
- **Improved Traveler Satisfaction and Experience**
Demonstrates institutional commitment to traveler wellbeing, resulting in higher satisfaction, confidence, and trust among faculty, staff, and students.



- **Risk-Aware Decision Making for Leadership**
Provides University leadership with access to expert consultation and guidance to support informed decisions related to travel, safety, and duty of care.
- **Stronger Institutional Reputation and Accountability**
Positions the University as a responsible, forward-thinking institution that prioritizes the safety, wellbeing, and success of its traveling community.

Travel booking services provided by ALACRITY™ Travel & Lifestyle

Scope of work. The proposed engagement includes the following components:

- Discovery & Design: intake, preferences, accessibility needs, risk posture, insurance guidance.
- Itinerary Development: custom routing, accommodations, transportation, experiences, dining.
- Supplier Sourcing & Booking: vetted partners, contracts, deposits, and confirmations.
- Documentation & Compliance: visa/passport guidance (as needed), waivers, traveler info.
- Communications: participant packets, orientation (virtual or on-site), announcements.
- On-Trip Support: 24/7 after-hours support, adjustments, and incident escalation.
- Post-Trip Wrap: feedback, reporting, credit tracking, media delivery (if selected).

Deliverable

- Custom itinerary packet (PDF + mobile/QR link).
- Supplier confirmations and vouchers.
- Parent/guardian communications packet (for student programs).
- Risk and accessibility notes for accommodations, sites, and transport.
- Final travel dossier with contacts and escalation tree.

Proposed timelines

Below is a sample timeline, dates will be finalized upon approval:



Milestone

Week 1

Week 2

Week 3

Week 4

T-14 days

Travel window

Details

Kickoff & discovery; collect traveler details; outline initial scope.

Draft itinerary v1; preliminary pricing & availability check.

Itinerary v2; supplier holds; deposit schedule issued.

Final itinerary v3; confirmations; traveler packets released.

Pre-departure briefing; final documents.

24/7 monitoring and support; daily adjustments as needed.

Pricing & Fees

Core Planning Fees

Service	Unit	Rate	Notes
Custom Leisure Travel Design	Per trip	Domestic: \$100–\$600 International: \$150–\$1,200	Includes consult, up to 3 versions, booking mgmt & concierge support
Group Travel Design & Management	Per traveler	\$25–\$45 (<10) \$45–\$75 (10–25) Custom (25+)	Optional Trip Host: \$500/day + travel
Hourly Consulting	Per hour	\$95 (2-hr min)	Special requests, partial planning, reviews
Change/Rush/Rebuild	Per item/engagement	Rush (≤ 14 days): \$150 Rebuild: \$75–\$150 Rebooking: \$25–\$50	Scope or destination changes may require rebuild fee



Supplemental Services & Program Enhancements

Service	Pricing	Notes
Service/Program Design & Management	10% per traveler per trip (group cap available)	Based on scope and total participants
On-Campus Orientation	Virtual: Included In-person: travel at cost + \$400 session fee	Scheduling and content tailored to program
Admin/Document Handling (Visas/Passports)	\$25 per traveler (if using expeditor)	Pass-through expeditor fees billed separately
Credit Card Processing Fee (if applicable)	3.5%	Applied only if paying by card
Guide/Interpreter Day Rates	Region-specific	TBD
After-Hours Support	Included 24/7	All client travelers covered
Insurance Advisory	Included	Policies optional/add-on (pass-through pricing)
Accessibility Audits	Included	Sites, lodging, and transportation
Parent/Guardian Packets	Included	For student & educational programs
Carbon-Aware Planning	Pass-through + \$20 admin	Offsets are opt-in
Custom Web Portal / QR Packet	Included	Itineraries, contacts, documents
Scholar/Guest Lecturer Honoraria Handling	At cost + \$100 admin	Disbursement coordination
Photo/Video Documentation	Priced by scope	Half-day to multi-day options
Airline Ticketing Fee	Per Traver \$40 domestic \$80 international	Based on scope and total participants

Assumptions & Exclusions

- Pricing reflects planning/design fees and management services; supplier costs (air, hotel, tours, etc.) are billed per vendor terms.
- Availability and pricing are subject to change until deposits are paid and confirmations are issued.



- Client is responsible for reviewing entry/visa requirements, including medical requirements and allowances, and ensuring passport validity (min. 6 months).
- Educational programs may require background checks, waivers, or additional compliance steps depending on the institution's requirements.

Payment Terms

- Planning/design fees are non-refundable and due at project initiation.
- Group deposits and participant payments follow supplier schedules; unpaid balances may result in cancellation per supplier policies.
- Invoices payable via credit card (processing fee if applicable), ACH, or approved payment platforms.
- Changes after approval may incur rebuild or rebooking fees as listed.

Legal & Risk Notes

ALACRITY™ acts as an agent for vetted suppliers. Supplier terms & conditions govern fulfillment, cancellations, and refunds. Travel involves inherent risks; we recommend appropriate travel insurance. Accessibility notes are provided in good faith based on available information and supplier attestations.

Thank you for the opportunity to support your travel and program goals. We look forward to partnering with you.

Edyta Satchell
Founder & CEO
Satchelle Global LLC

SEALED REQUEST FOR PROPOSAL (RFP)

ISSUE DATE: January 20, 2026

RFP NUMBER & TITLE: **RFP 26-2075** - Customizable International Travel Services
Thursday, February 5, 2026 – 2:00 PM EST

PROPOSAL DUE DATE & TIME: **NOTE: Proposals received after the due date and time, as determined by the electronic time stamp generated by the eVA system, cannot be accepted.**

PROPOSAL SUBMISSION: Proposals shall be submitted electronically via the Commonwealth of Virginia’s eVA system in accordance with the instructions provided in this solicitation.
Reference **RFP 26-2075**

WORK LOCATION: All Campuses Fredericksburg Stafford Dahlgren

COMMODITY CODE(S): **95892, 96178**

PRE-PROPOSAL CONFERENCE: Optional Mandatory N/A

CONTRACT OFFICER: JENNIFER BUIST **EMAIL:** jbuist@umw.edu

PERIOD OF CONTRACT: DATE OF AWARD THROUGH ONE YEAR, WITH OPTION FOR NINE (9) 1-YEAR RENEWALS, or as negotiated.

In compliance with this Sealed Request for Proposal (RFP) and to all the conditions imposed therein, and hereby incorporated by reference, the undersigned firm offers and agrees to furnish the goods/services in accordance with attached signed proposal or as mutually agreed upon by subsequent negotiation. The undersigned firm hereby certifies that all information provided in response to this RFP is true, correct and complete.

By signing this proposal, you are certifying that you are an authorized representative of the offering firm and that the firm’s principals or legal counsel have reviewed the Request for Proposal General Terms and Conditions and any Special Terms and Conditions. Any exceptions to the General or Special Terms and Conditions must be clearly identified in your proposal. No exceptions can be made to those General or Special Terms and Conditions that are mandated by law. If no exceptions are identified in your proposal, it is understood that the provisions will become a part of any final agreement.

THIS FORM MUST BE COMPLETED AND RETURNED WITH PROPOSAL

Name of Offering Firm: _____

Address of Offering Firm: _____

[DSBSD](#) Certification No.: _____ Expiration Date: _____

eVA ID: _____ Tax ID: _____

Email: _____ Telephone: _____

Website: _____ Fax: _____

Submitted By (Print Name & Title): _____

Signature (In Ink): _____ **Date:** _____

- I. QUESTIONS/INQUIRIES:** All inquiries for information should be directed via email to the contract officer listed above, referencing the RFP by title and number. No questions will be accepted after Thursday, January 29, 2026, at 2:00 PM EST. Responses will be posted as an addendum on eVA.
- II. PROPOSAL RECEIPT REQUIREMENTS:** Proposals for furnishing the goods/services described herein must be submitted electronically via the Commonwealth of Virginia's eVA Procurement Portal (www.eva.virginia.gov). Physical submissions will not be accepted. **It is the responsibility of the Offeror to ensure that the proposal is submitted through eVA and received on time.**
- A. Late proposals cannot be accepted.
 - B. Offerors should verify successful submission in eVA prior to the deadline.
 - C. *UMW requires the inclusion of a clearly marked redacted proposal to be uploaded in eVA if any portion of the Offeror's proposal contains proprietary information.*
- III. ADDENDA:** Any changes resulting from the University's requirements will be issued in an addendum and will be posted on the eVA website: <http://www.eva.virginia.gov>. It is the sole responsibility of the Offeror to check for all changes to the RFP prior to submission.
- IV. INCLEMENT WEATHER/SUSPENDED SCHEDULE:** Proposal receipt deadline scheduled during a period of suspended state business operations, including school closing due to inclement weather, will be rescheduled for processing at the same time on the next regular business day. It is your responsibility to check UMW's website or call for closing information or call the University's Weather Line at (540) 654-2424. Please visit the [University of Mary Washington Website](#) for current operating status updates.
- V. PUBLIC RELEASE OF INFORMATION:** UMW utilizes a Public Contracts Portal ([Cobblestone](#)) for posting of procurement documents, including winning proposals. Further, if the resulting contract includes cooperative language, the [VASCUPP public portal](#) will be used to house relevant procurement documents, including winning Offeror 's proposal.

TABLE OF CONTENTS

I.	PURPOSE	4
II.	ORGANIZATIONAL OVERVIEW	4
III.	BACKGROUND	4
IV.	CONTRACT PARTICIPATION (COOPERATIVE CONTRACT)	4
V.	SMALL, WOMAN-OWNED, AND MINORITY-OWNED (SWAM) PARTICIPATION	5
VI.	PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS	5
VII.	STATEMENT OF NEEDS	10
VIII.	CONTRACT ADMINISTRATION	10
IX.	EVALUATION AND AWARD CRITERIA	11
X.	GENERAL TERMS AND CONDITIONS	11
XI.	SPECIAL TERMS AND CONDITIONS	11
XII.	PRICING SCHEDULE	17
XIII.	METHOD OF PAYMENT	17
XIV.	ATTACHMENTS (POSTED SEPARATELY IN eVA)	17
	A. PROPOSAL SUBMISSION CHECKLIST (Required)	
	B. SMALL BUSINESS SUBCONTRACTING PLAN (Required)	
	C. SWAM SPEND REPORTING (Informational Only)	
	D. APPROXIMATE FY25 ANNUAL SPEND SHEET (Historical / Informational Only)	
	E. HOSTED TECHNOLOGY SERVICES ADDENDUM (Exhibit)	

Note: This public body does not discriminate against faith-based organizations in accordance with §36 of the Governing Rules or against a bidder or Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

I. PURPOSE:

The intent and purpose of this Request for Proposal (RFP) is to solicit sealed proposals from qualified sources to establish contracts through competitive negotiations to provide customized education abroad and travel programming as outlined herein to the University of Mary Washington ('UMW' or 'the University'), an agency of the Commonwealth of Virginia. It is intended for the resulting contract to include cooperative language for the benefit of all public bodies and other entities referenced herein.

II. ORGANIZATION OVERVIEW:

Founded in 1908, the University of Mary Washington, is a premier, selective, coeducational, public liberal arts institution that offers rigorous academics in small classroom settings, innovative master teachers, a supportive campus community that values honor and integrity, and a civically, socially, and intellectually engaged community. Located within the Commonwealth of Virginia in Fredericksburg, UMW resides within an hour's drive of both the nation's Capital of Washington, D.C. and the State Capital of Richmond, offering students unique opportunities for internships, research excursions, and recreation. The University currently consists of three colleges for Arts and Sciences, Business, and Education, and two additional campuses: one in Stafford, VA and the other in Dahlgren, VA. For more information about the University of Mary Washington, visit [the University About Page](#).

III. BACKGROUND:

The University provides numerous opportunities for customized travel and/or customized education abroad programs for study abroad, foreign language immersion, conservation, volunteerism, service learning, academic research, fine arts performances, athletic competition, or other group travel prospects each year. Participants may include students, alumni, faculty, staff, and approved guests (e.g., family members of faculty) as authorized by CIE.

A. The University currently maintains multiple contracts for customized international travel services on an as-needed basis under the incumbent contract UCPUMW 15-386. The awarded vendors under this contract are:

1. Vacations Consulting dba Destination Partners and Brazil Nuts
2. Vagabond Tours (EduTrips)
3. Fellowship Travel International Inc.
4. Golden Rule Travel, LLC
5. Academic Experiences Abroad (AEA)

B. Approximate annual spend for FY25 is \$187,134.00. Refer to Attachment D for detail. This figure is estimated and is provided for informational purposes. *The University will not guarantee actual contract usage in any amount during any period of the resulting contract, nor will it be held responsible in any way if contract usage exceeds or does not meet this estimate.*

C. The University shall issue Purchase Orders for each arranged travel program. The Purchase Order shall serve as the University's authorization to perform work. *The University shall not be required to sign additional agreements for work performed under this contract.*

IV. CONTRACT PARTICIPATION – COOPERATIVE PURCHASING/USE OF AGREEMENT BY THIRD PARTIES:

A. Under the authority of §6 of the Rules Governing Procurement of Goods, Services, Insurance and Construction by a Public Institution of Higher Education of the Commonwealth of Virginia (copy available on the [VASCUPP website](#)), it is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body (to include government/state agencies, political subdivisions, etc.), cooperative purchasing organizations, public or private health or educational institutions or any University related foundation and affiliated corporations may access any resulting contract if authorized by the contractor.

- B. Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) may be extended to the entities indicated above to purchase goods and services in accordance with the contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the Contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from UMW. No modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.
- C. UMW shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that UMW is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances. Use of this contract(s) does not preclude any participating entity from using other contracts or competitive processes as needed.

V. SMALL, WOMAN-OWNED AND MINORITY-OWNED (SWAM) PARTICIPATION:

It is the policy of the Commonwealth of Virginia to contribute to establishment, preservation, and strengthening of small businesses and businesses owned by women and minorities and to encourage their participation in State procurement activities. The Commonwealth encourages contractors to provide for the participation of Small (includes Micro) and otherwise Diverse Businesses through partnerships, joint ventures, subcontracts, and other contractual opportunities. Information regarding Commonwealth of Virginia SWaM requirements is available on the University of Mary Washington's [SWaM information page](#). Offerors are encouraged to review this information prior to proposal submission.

VI. PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS:

A. GENERAL PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS:

1. Proposal Requirements - The University reserves the right to:
 - accept or reject any and all proposals, in whole or in part, received as a result of this RFP,
 - waive minor informalities,
 - issue a lowered evaluation of the proposal for failure to submit all information requested,
 - negotiate with any or all responsible vendors in any manner necessary to serve the best interests of the University, or accept the best proposal as submitted, without negotiation.

Any proposal submitted without a signature binding the Offeror to the proposal will be considered non-responsive and may be rejected. *This Request for Proposal creates no obligation on the part of the University to award a contract or to compensate vendors for proposal preparation expenses.*

2. Protection of Trade Secrets/Proprietary Information: The Virginia Freedom of Information Act "FOIA" requires release of any procurement documents that are not appropriately marked and protected through the Trade Secrets or Proprietary Information provisions outlined in the paragraphs below.

If the Offeror intends to protect any Trade Secrets or Proprietary Information, they must:

- invoke the protection of the Code of Virginia, § 2.2-4342F, **in writing**, stating the reasons why protection is necessary, and,
- submit, at the same time as the original proposal submission, a separate redacted version of the proposal which contains identical content but blacks out any protected information not appropriate

for public release. *If a redacted proposal is not received at the same time as the original proposal, no part of the document may later be protected by the Offeror and restricted from public review.*

The designating of an entire proposal document, line-item prices and/or total proposal prices as proprietary or as a trade secret is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw the entire proposal designation as proprietary and/or confidential, the proposal will be rejected.

3. Oral Presentations: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the University. If required, presentations may be conducted in person or via video conference (e.g., Zoom or Microsoft Teams). This will provide an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact-finding and explanation session only and does not include negotiation. *Oral presentations are an option of the university and may not be conducted. Therefore, proposals submitted in response to this RFP should not be submitted with the presumption that there will be opportunities to revise the proposal after submission.*
4. Vendors shall submit one (1) complete electronic proposal through eVA by the date and time specified in this solicitation. Paper or physical media submissions will not be accepted. All proposal documents must be uploaded in eVA in a non-corrupted, readable format and must not be password protected, unless the password is provided at the time of submission. If a redacted copy of the proposal is required, the vendor shall submit one (1) separate electronic redacted copy through eVA, clearly labeled "Redacted," in addition to the complete proposal.
5. Proposal Formatting and Content: Proposals should be as detailed as necessary to enable the University of Mary Washington to properly evaluate the Offeror's capabilities to provide the required services. Proposals shall be:
 - Prepared simply and economically, with attention to minimizing unnecessary content and file size.
 - Submitted electronically through eVA in commonly used, readable file formats.
 - Organized in a clear and logical manner.
 - Straightforward and concise, while fully addressing all solicitation requirements.
 - Formatted to facilitate electronic review, including the use of bookmarks, headings, or tables of contents where appropriate.
6. Limited Contact: To ensure timely and adequate consideration of your proposal, Offerors are to limit all contact, whether verbal or written, pertaining to this RFP to the UMW Procurement Office Contract Officer indicated on the face of this document for the duration of this Procurement process. Failure to do so may jeopardize further consideration of an Offeror's Proposal.

SPECIFIC PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS

The Offeror should provide the following information tabbed as follows:

1. Please identify the amount of sales your company has had (if any) during the last twelve months with each public Higher Education Institution within the Commonwealth of Virginia.
2. Provide a comprehensive list of currently serviced destinations and examples of types of travel programming that the offering firm has provided to clients within the last three years.
 - a. Specify the international locations to which your firm has experience in providing travel management services.

- b. Describe the experience that your firm has in providing travel management services for large groups in an academic and higher education setting. Please provide recent examples (references) to support this experience.
 - c. Describe the ability of your firm to provide customized group tours and/or organize group events that meet educational goals for faculty and students while traveling abroad. Provide examples of previously arranged tours.
 - d. Describe the ability of your firm to offer professional trip counseling for faculty directors for complex or unique itineraries.
 - e. Describe your firm's ability to provide tour guides and/or interpreters on an as-needed basis during international travel.
 - f. Describe your firm's ability to arrange for admissions passes to various museums, performances, special exhibits, and other attractions as an enhancement to the international study program at the most favorable rate to the University. Provide suggested attractions as examples in conjunction with various serviced locations.
 - g. Describe the ability of your firm in locating restaurants in the travel area that can accommodate large travel groups, including dietary restrictions (allergies, vegetarian/vegan, gluten-free, halal/kosher) and accessibility needs. Describe the ability of the University to have select group meals be pre-reserved and invoiced as part of the trip. Provide examples of previous arrangements.
 - h. Describe your firm's ability to provide or attend pre-trip seminars and organizational meetings on campus to the groups that will be traveling, if requested by the University. Specify all associated costs in the Pricing Schedule.
 - i. Describe the firm's ability to provide meeting space, classroom facilities, and/or presentation/technology needs during international travel at the University's request. Describe your ability to provide facilities on another university or college campus and specify the locations.
3. If all services described in section IV.A are not provided "in-house" by the offering firm, please provide the list of providers that partner with the firm to supply the services.
- a. Describe the firm's ability to plan mini-trips or excursions for University groups traveling abroad. Describe the firm's ability to schedule either intra-national or international travel to accommodate the mini-trips or excursions. Provide examples of previous experience in providing this service.
 - b. Describe firm's ability to provide charter transportation and the types available by location.
 - c. Describe all travel insurance available at no cost to the University.
 - d. Describe any Common Carrier and Flight Insurance that would be made available to University travelers at no additional cost to the University.
 - e. The contractor shall provide any refunds due as a result of unused tickets and shall identify each refund by the original ticket and invoice number. Refunds shall be credited to the University in the form of the original payment. Describe the firm's refund policy as it pertains to tickets, rentals, and reservations described within this RFP.
 - f. Describe the timeframe for providing the delivery of tickets and/or itineraries to the requesting University faculty travel leader after reservations are confirmed. All tickets and itineraries, unless otherwise requested by the University, should be delivered electronically.

- g. Describe the information provided on standard itineraries.
 - h. Describe the firm's ability to communicate entry requirements for a country (such as a visa, letter of invitation), and to communicate any issues that may prevent entry into a country (such as passport stamps to a specific country) and provide guidance on resolution.
 - i. Specify the firm's ability to provide Passport and Visa services. Include all associated costs.
 - j. Trip itineraries for the entire group shall be provided to the University faculty director in charge of the trip and the Center for International Education (CIE), unless otherwise specified.
 - k. Describe how the firm ensures accuracy in booking, invoicing, and itineraries. Specify if original receipts shall be provided to the University.
 - l. Describe the ability of the firm to provide communications to the faculty director when the trip being planned will take the group to locations requiring immunizations. Specify if the firm will be able to provide the faculty director and the Center for International Education (CIE) with details about the immunizations needed and time frame for the traveling group to receive the immunizations.
 - m. Describe the firm's ability to book group lodging for short term and long term stays. Describe any unique lodging situations for which the firm would have booking access, such as apartments, dormitories or houses.
4. Describe business operations.
- a. Provide resumes for key personnel (particularly the single point of contract who will be working with UMW) who would be representing the firm and working with UMW staff to develop travel programming or fulfill travel programming needs.
 - b. Specify how invoicing will demonstrate exactly how the cost per traveler was determined. Provide an invoice example.
 - c. Describe how payment is accepted.
 - d. Describe billing and payment terms. Specify if deposits are required and when full payment is due.
 - e. Specify the firm's cancellation policies and penalties. In the case of program cancellation or individual participant withdrawal, describe how refunds would be processed. Maximum flexibility is preferred.
 - f. Describe the process for providing a quote of travel costs, as requested by the University for Budget planning. Describe how the firm would be able to guarantee quoted price (for up to a year in advance). Specify any and all issues that would impact the quoted price.
 - g. Describe how the firm would ensure that post trip reconciliation charges or surcharges, previously unapproved by the University are not levied.
 - h. Describe the ability of the firm to provide quotes for international travel based on current exchange rates and provide the University with the ability to hedge currency when possible and if in the best interest of the University. Explain the process for issuing credits and charges if exchange rates change after the original quote.
 - i. Describe how the firm obtains the most favorable rates in regard to international travel for large groups.

- j. Describe the firm's ability to advise the University departments of savings opportunities as it pertains to various items of travel as part of an international study program.
 - k. The University shall not be required to sign additional travel agreements or pro forma for individual trips planned by firms awarded a contract as a result of this solicitation. The University will issue a purchase order in accordance with the contract and in accordance with the pro forma, which shall serve as the University's agreement to proceed. Describe the firm's ability to comply with this requirement.
 - l. Describe any data collected from travelers as part of your services, including what data is collected, how it is stored, and how it is protected. Based on evaluation of proposals, the Hosted Technology Services Addendum may be required as part of any subsequent contract.
5. Provide an Emergency Operations Plan to support UMW faculty, staff and student travelers, inclusive of emergency contact information (24/7).
- a. Describe the firm's ability to communicate travel alerts or warnings issued by the U.S. Government and/or destination area including travel restrictions to sanctioned countries.
 - b. Provide details on the process that a University faculty leader would follow if problems occurred during an international trip arranged by the firm. Describe the firm's ability to provide back-up arrangements with short-term notice.
 - c. Include contingency procedures for pandemics, epidemics, public health emergencies, border closures, and other force-majeure events, including quarantine/isolation logistics, rebooking, cancellations, refunds/credits, and emergency communication protocols.
6. Describe how the firm ensures that all local state and federal laws and regulations are followed.
7. Provide at least one sample travel program with itinerary, for purposes of cultural immersion for 10 students and one faculty member, in a specific designation that the firm services, for a program minimum 21 days in length, or if only air transportation is available through the firm, please provide sample group itineraries with pricing.
8. Provide information regarding services not described in the scope of work that the offering firm is currently able to provide to the University, along with associated pricing.
9. TIME LINES AND KEY DATES:
- a. Questions from Offerors accepted only through: Thursday, January 29, 2026 – 2:00 PM EST
 - b. Proposals are Due: Thursday, February 5, 2026 – 2:00 PM EST
 - c. Initial Evaluations complete & Score Sheets due: Friday, February 13, 2026
 - d. Proposal Clarification questions to Procurement Services: Tuesday, February 17, 2026
 - e. Tentative Proposal Clarifications complete and/or presentations: Thursday, February 19, 2026
 - f. Tentative Negotiations to be complete: Friday, February 27, 2026
 - g. Tentative Award(s): Friday, February 27, 2026 – 4:30 PM ET
 - h. Tentative Commencement of Contract(s) (contract signed): Monday, March 2, 2026
10. Complete and return SIGNED RFP cover page. Proposals shall be signed by an authorized representative of the Offeror.
11. Complete and return the following attachments with the proposal:
- a. Attachment A – Proposal Submission Checklist. (Required)
 - b. Attachment B – Small Business Subcontracting Plan. (Required)
12. Submit any exceptions the Offering firm takes to the Terms and Conditions as stated in this RFP.
13. Any other information the Offeror believes will help the University evaluate its proposal.

Please review the Proposal Submission Checklist attached to this RFP prior to submission.

VII. STATEMENT OF NEEDS:

The Contractor shall provide the following services and capabilities:

- A. Customized International Travel Programming
 - 1. Develop and manage group travel programs for academic, cultural, and service-learning purposes.
 - 2. Offer tailored itineraries that meet educational goals for faculty and students.
- B. Travel Management Services
 - 1. Arrange international transportation, lodging, and local transfers for large groups.
 - 2. Provide access to unique lodging options (e.g., apartments, dormitories, houses).
- C. Program Enhancements
 - 1. Secure admissions to museums, performances, and cultural attractions at favorable rates.
 - 2. Organize mini-trips or excursions during international programs.
- D. Support Services
 - 1. Offer professional trip counseling for faculty directors.
 - 2. Provide tour guides and interpreters as needed.
 - 3. Conduct pre-trip seminars and organizational meetings upon request.
- E. Compliance and Documentation
 - 1. Communicate entry requirements (visas, immunizations) and assist with passport/visa services.
 - 2. Ensure adherence to all local, state, and federal laws and regulations.
 - 3. If the Contractor collects any traveler data, the Contractor shall disclose what data is collected, how it is stored, and how it is protected. Based on evaluation of proposals, the Hosted Technology Services Addendum may be required as part of any subsequent contract.
- F. Emergency and Risk Management
 - 1. Maintain a 24/7 Emergency Operations Plan for faculty, staff, and student travelers.
 - 2. Communicate travel alerts, restrictions, and contingency procedures for pandemics or emergencies.
- G. Financial and Administrative Requirements
 - 1. Provide accurate invoicing showing cost per traveler.
 - 2. Offer transparent refund and cancellation policies with maximum flexibility.
 - 3. Issue quotes for budget planning and guarantee pricing when possible.
- H. Additional Services
 - 1. Provide meeting space and technology support during travel.
 - 2. Offer travel insurance and refund processing for unused tickets.

VIII. CONTRACT ADMINISTRATION:

- A. The Director of the Center for International Education, or designee, shall be identified by the University as the Contract Administrator and shall use all powers under the contract to enforce its faithfulness and performance in conjunction with the University's Procurement Services department.
- B. The Contract Administrator shall determine the amount, quantity, acceptability, fitness of all aspects of the services and shall decide all other questions in connection with the services. The Contract Administrator shall not have authority to approve changes in the services which alter the concept or which call for an extension of the contract term. Any modifications made to the contract must be authorized by the University's Procurement Services Department through a written two-party modification to the contract.

IX. EVALUATION AND AWARD CRITERIA

A. Evaluation Criteria - Proposals shall be evaluated by the University of Mary Washington Evaluation Committee using the following criteria:

Criteria	Point Value
Offeror’s capability – Experience based on provided resume(s) of personnel proposed	30
Client recommendations	10
Quality of proposal - offerings; portfolio (examples of prior work); addresses UMW requirements	30
Pricing: Financial Proposal	20
Small Business Subcontracting Plan	10
Total	100

SWaM participation will be considered but weighted modestly due to the nature of this contract. Details regarding award process and multiple awards are located in the Special Terms and Conditions – Award to Multiple Offerors.

X. GENERAL TERMS AND CONDITIONS:

The full set of General Terms and Conditions is a mandatory part of this solicitation and will be incorporated into the resulting contract. Please review the current version on the [UMW Terms & Conditions page](#).

XI. SPECIAL TERMS AND CONDITIONS:

- A. **ANNOUNCEMENT OF AWARD:** Upon the award or the announcement of the decision to award a contract resulting from a competitive solicitation process for any dollar value, or sole source procurement valued at over \$50,000, the University will publicly post such notice on the DGS/DPS eVA VBO (www.eva.virginia.gov) for a minimum of 10 days.
- B. **ANTITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- C. **AUDIT:** The contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.
- D. **PROPOSAL ACCEPTANCE PERIOD:** Any offer in response to this solicitation shall be valid for (120) days. At the end of the (120) days the proposal may be withdrawn at the written request of the Offeror . If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled.
- E. **COOPERATIVE PROCUREMENT/ADDITIONAL USERS - USE OF AGREEMENT BY THIRD PARTIES:** It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body (to include government/state agencies, political subdivisions, etc.), cooperative purchasing organizations, public or private health or educational institutions, or any University affiliated agency and/or corporation may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the entities indicated above to purchase goods and services in accordance with contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the University. No

modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.

The Contractor will notify the University in writing of any such entities accessing this Contract. The Contractor will provide semi-annual usage reports for all entities accessing the Contract. The Contractor should consider an offer of special tiered pricing or rebates to all entities accessing the contract, based on the results of such reporting. This tiered pricing and/or rebate structure should be included with the Bidder/Offeror's bid or proposal package. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the Contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity, and will not be considered in default of the Contract no matter the circumstances.

Use of this Agreement does not preclude any participating entity from using other agreements or competitive processes.

- F. **AWARD TO MULTIPLE OFFERORS:** Selection shall be made of two or more Offeror s deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the Offeror s so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. The University reserves the right to make multiple awards as a result of this solicitation. The University may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (*Code of Virginia, § 2.2-4359D*). Should the University determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror . The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.
- G. **CANCELLATION OF CONTRACT:** The University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- H. **AVAILABILITY OF FUNDS/FISCAL YEAR PROCESSING:** The University of Mary Washington's fiscal year is July 1st through June 30th. Payment cannot be made for multiple fiscal years in advance of services. It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- I. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:
1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
 2. The University may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as

services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the University a credit for any savings. Said compensation shall be determined by one of the following methods:

- a. By mutual agreement between the parties in writing; or
 - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the University's right to audit the contractor's records and/or to determine the correct number of units independently; or
 - c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the University with all vouchers and records of expenses incurred and savings realized. The University shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the University within thirty (30) days from the date of receipt of the written order from the University. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Manual for Institutions of Higher Education and Their Vendors. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the University or with the performance of the contract generally.
- J. **CONTROLLING VERSION:** The PDF version of the solicitation and any addenda issued by University of Mary Washington Procurement Services is the mandatory controlling version of the document. Any modification and/or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by UMW Procurement Services unless accepted in writing by the University. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, UMW reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal. If the modifications or additions are not identified until after the award of the contract, the controlling version of the solicitation document shall still be the official state form (PDF) issued by UMW Procurement Services.
- K. **DEBARMENT STATUS:** By participating in this procurement, the vendor certifies that they are not currently debarred by the Commonwealth of Virginia or any affiliated agency from submitting a response for the type of goods and/or services covered by this solicitation. Vendor further certifies that they are not debarred from filling any order or accepting any resulting order, or that they are an agent of any person or entity that is currently debarred by the Commonwealth of Virginia. If a vendor is created or used for the purpose of circumventing a debarment decision against another vendor, the non-debarred vendor will be debarred for the same time period as the debarred vendor.
- L. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.
- M. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution,

dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

- N. **EXTRA CHARGES PROHIBITED:** The bid or proposal price shall be complete; and shall include all applicable freight and any other charges; extra charges invoked by the Contractor shall not be honored or paid. These charges, for example, shall include but not be limited to fees invoked by the vendor for the use of the credit card for payment of invoices, or any order-associated eVA fees.
- O. **INDEPENDENT CONTRACTOR RELATIONSHIP:** In performing any and all of the services to be provided under this contract, the Contractor shall at all times and for all purposes be and remain an independent contractor. In no case and under no circumstances shall the Contractor or any of its employees, including but not limited to those of its employees actually performing any of the services, have authority to make any representations or commitments on behalf of the University or be considered the agent of the University for any purpose whatsoever. No persons engaged by the Contractor in connection with the provision of Services shall be considered employees of the University. As between the parties, the Contractor shall be responsible for hiring, supervising, training and instructing those individuals performing the services and shall pay any required state and federal taxes on behalf of such persons and provide them with any legally required employee benefits.
- P. **LATE PROPOSALS:** To be considered for selection, proposals must be received at the address listed on Page 1 of the solicitation no later than the designated date and hour. The official time used in the RFP is that time on the automatic time stamp machine in the location listed on Page 1 of the solicitation. Proposals received at this location after the date and hour designated are automatically disqualified and will not be considered. It is the sole responsibility of the Offeror to ensure that its proposal reaches the designated receipt location no later than the assigned date and hour.
- Q. **NON-EXCLUSIVE CONTRACT:** Nothing herein is intended nor shall be construed as creating any exclusive arrangement with the Contractor. The contract shall not restrict UMW from acquiring similar, equal or like goods and/or services from other sources.
- R. **NOTICES:** Any official legal notice, demand, request, consent, approval or communication required by this Agreement to be provided in writing by either party, shall be addressed to the University or Contractor at their respective addresses entered below. These notices shall be sent via certified mail, return receipt requested, and shall be considered by the sender received within five (5) days of delivery to the U.S. Postal Service, or via the stamped evidence of delivery, whichever occurs first. Any unofficial notices or communications may be sent via electronic mail.

If to the University:
Attn: Procurement Services
1301 College Avenue
Fredericksburg, VA 22401

If to the Contractor:
Attn:
ADDRESS LINE 1
ADDRESS LINE 2

- S. **PROCUREMENT MANUAL:** This solicitation and any resulting contract is subject to the provisions of the Commonwealth of Virginia Procurement Manual for Institutions of Higher Education and their Vendor's and any revisions thereto, which are hereby incorporated into this contract in their entirety. The manual may be viewed at the [VASCUPP website](#).
- T. **QUALIFICATION OF OFFERORS:** UMW may make such reasonable investigations as deemed proper and necessary to determine the ability of the Offeror to perform the services and the Offeror shall furnish to UMW all such information and data for this purpose as may be requested. UMW reserves the right to inspect the Offeror's physical facilities prior to award to satisfy questions regarding the Offeror's capabilities. UMW further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such Offeror fails to satisfy UMW that such Offeror is properly qualified to carry out the obligations of the Contract and to provide the services and/or furnish the goods contemplated herein.
- U. **RECYCLING POLICY:** It shall be the policy of the University of Mary Washington to support and encourage conservation and recycling efforts by vendors, students, faculty and staff, where possible.
- V. **RENEWAL OF CONTRACT:** This contract may be renewed by the University upon written agreement of both parties for (9), one-year renewal periods, under the terms of the current contract, and at a reasonable time (approximately 90 days) prior to the expiration. Only at the time of renewal may prices be negotiated for the upcoming term.
- W. **SEVERABILITY:** If any term or provision of this Agreement is found by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, the same shall not affect the other terms or provisions hereof or the whole of this Agreement, but such term or provision shall be deemed modified to the extent necessary in the court's opinion to render such term or provision enforceable, and the rights and obligations of the parties shall be construed and enforced accordingly, preserving to the fullest permissible extent the intent and agreements of the parties herein set forth.
- X. **TAXES:** Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.
- Y. **TITLE IX:** Educational institutions that receive federal financial assistance are covered by Title IX of the Education Amendments of 1972. In compliance with Title IX, the University of Mary Washington prohibits discrimination in employment as well as in all programs and activities on the basis of sex. The University of Mary Washington's Policy on Sexual and Gender Based Harassment and Other Forms of Interpersonal Violence can be found at <http://diversity.umw.edu/title-ix/files/2016/09/Policy-on-Sexual-and-Gender-Based-Harassment-and-Other-Forms-of-Interpersonal-Violence-03.18.pdf>.
- Z. **UNDERSTANDING OF REQUIREMENTS:** Your signature on your bid/proposal submission certifies your understanding of the following:
- a. It is the responsibility of each Offeror to inquire about and clarify any requirements of this solicitation that is not understood. The University will not be bound by oral explanations as to the meaning of specifications or language contained in this solicitation.
 - b. Therefore, all inquiries deemed to be substantive in nature regarding the specifications or other solicitation documents must be in writing and submitted to the responsible Contract Officer, whose name appears on the face of the solicitation, in the Procurement Services Office no later than five business days before the due date. Offerors must ensure that written inquiries reach the Contract Officer by the date stated in RFP. A copy of all queries and the respective response will be provided in the form of an addendum.
 - c. Your signature on your proposal and submission thereof certifies that you fully understand the requirements of this solicitation and have familiarized yourself with all federal, state and local

laws, ordinances, rules, and regulations that may affect the cost, progress, or performance of the work. Failure or omission of any Offeror to receive or examine any form, instrument, addendum or other documents, or to acquaint itself with conditions existing at the site, shall in no way relieve the vendor from any obligations with respect to its proposal submission or to the contract.

AA. AWARD – RFP: Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror (s) which, in its opinion, has offered the best overall combination of quality, price and various elements of required goods/services, as stated in the solicitation, which in total are optimal relative to the agency's need, and shall award the contract to that Offeror (s). The University may cancel this Request for Proposal, reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (Governing Rule §16). Should the University determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, or if in the sole opinion of the University it is in the University's best interest to award to only one, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated. The University, in its sole opinion, reserves the right, if determined to be in the best interest of the University, to make:

- a separate award of each item,
- an award of a group of items,
- an award either in whole or in part,
- a single award, or
- a multiple award

BB. INSURANCE: By signing and submitting a bid or proposal under this solicitation, the bidder or Offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §25 of the Rules Governing Procurement – Chapter 2, Exhibit J, Attachment 1, and 65.2-800 et seq. of the Code of Virginia. The bidder or Offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:

- a. Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the Code of Virginia during the course of the contract shall be in noncompliance with the contract.
- b. Employer's Liability - \$100,000.
- c. Commercial General Liability - \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.

- d. Automobile Liability - \$1,000,000 combined single limit. Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third party owner of such motor vehicle).

XII. **PRICING SCHEDULE:** The contractor shall provide pricing for all products and services included in proposal, including transaction, processing, and service charges. Contractor should specify travel management fees.

XIII. **ATTACHMENTS (POSTED SEPARATELY IN eVA):** The following attachments are part of this Request for Proposals and are posted as separate downloadable files in eVA. Offerors are responsible for reviewing all attachments and submitting all required attachments with their proposal.

- a. Proposal Submission Checklist (Required)
- b. Small Business Subcontracting Plan (Required)
- c. SWAM Spend Reporting (Informational Only)
- d. Approximate FY25 Annual Spend Sheet (Historical / Informational Only)
- e. Hosted Technology Services Addendum (Exhibit)

XIV. **SUPPLIER ONBOARDING and METHOD OF PAYMENT:** *All awarded Contractors must be [registered with the University](#) to receive payment via University-issued check or ACH.* The Contractor shall be paid using one of the following methods for all University initiated procurements:

- a. University Charge Card: At the time of verified receipt of goods or services, and proper invoice, if the Contractor's eVA profile indicates acceptance of credit cards in payment, the University will authorize payment by University charge card, currently through the Bank of America Visa, under the following terms:
 - a. Any "Check-out fees" imposed by the contractor must be disclosed prior to the purchase.
 - b. No check-out fee or surcharge, that was appropriately disclosed in advance of the sale/purchase, shall be greater than 3% of the total sale., effective 4/15/2023. The University expects that these costs, as well as all contractor business expenses will be built into the contractor's quoted price.
- b. Virtual Payables through Bank of America: All payments made under Virtual Payables will have a net 16 payment term. For more information about this payment option, contact UMW's Accounts Payable department via [email](#), or view details on the [Bank of America Virtual Payables Website](#).
- c. UMW Check or ACH: *Payment will be made per the terms of the contract, or 30 days after satisfactory performance of the contract in all provisions thereof and upon receipt of a properly completed invoice, whichever is later; in accordance with Chapter 43, VPPA, Article 4, Code of Virginia.*

NOTE: ACH must be set up in advance prior to submittal of any invoices. For more information about ACH enrollment, please visit the [Department of Accounts Electronic Data Interchange \(EDI\) webpage](#).

To be considered eligible for payment, all physical invoices must be received at the address below and should reference the eVA purchase order and UMW contract numbers as applicable. All electronic invoices must be sent to invoices@mail.umw.edu. *The University will not be responsible for late payment or nonpayment of invoices not received directly by Accounts Payable at this email address or at the mailing address indicated (below).*

UNIVERSITY OF MARY WASHINGTON
Attn: ACCOUNTS PAYABLE
1301 COLLEGE AVENUE
FREDERICKSBURG, VA 22401

ATTACHMENT A

RFP 26-2075 Proposal Submission Checklist

It is important that the Offeror carefully read through the RFP and provide all required documentation. The proposal **MUST** be submitted and received on time to qualify for a chance at evaluation. Use this checklist as a guideline to ensure the proposal is complete before submission.

IMPORTANT DATES & REMINDERS

- No Questions Accepted after **Thursday, January 29, 2026 – 2:00 PM EST**. All Questions must be directed toward the Procurement Officer for this solicitation: [Jennifer Buist, jbuist@umw.edu](mailto:Jennifer.Buist@umw.edu) , and 540-654-1382.
- Proposal Due Date: **Thursday, February 5, 2026 – 2:00 PM EST** - Proposals submitted after 2:00 PM EST as indicated by the official eVA timestamp will NOT be accepted.
- All proposals must be submitted electronically through the Commonwealth of Virginia’s eVA Procurement Portal by the solicitation due date and time. Offerors are responsible for ensuring successful submission in eVA. Proposals submitted by mail, email, or physical delivery will not be accepted.
- **Read the ENTIRE RFP including terms and conditions and attachments carefully before submitting a proposal.**

REQUIRED DOCUMENT SUBMISSION

Acknowledgement:

The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or as a trade secret is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw an entire classification designation, the proposal will be rejected.

Documents to Submit:

- Completed and signed RFP cover page.
- Any/All signed addenda.
- Electronic proposal uploaded through eVA (including a separate redacted version, if applicable).
- Description of the Offering firm’s history and expertise relevant to the services described in this RFP.
- Pricing Schedule, as required by this RFP.
- Completed Attachment B, Small Business Subcontracting Plan.
- Any exceptions taken to University’s Terms and Conditions.
- Current Certificate of Liability Insurance

ATTACHMENT B - SMALL BUSINESS SUBCONTRACTING PLAN

MUST BE COMPLETED AND RETURNED WITH PROPOSAL PACKAGE

All small businesses must be certified by the Commonwealth of Virginia, Department of Small Business and Supplier Diversity (DSBSD) by the due date of the solicitation to participate in the SWaM program. Certification applications are available through DSBSD online at <http://sbsd.virginia.gov>.

DEFINITIONS:

“Micro Business” means a business that is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees and no more than \$3million in average annual revenue over the three-year period prior to their certification.

"Small business" means a business independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business. *Note: DSBSD-certified women- and minority-owned businesses shall also be considered small businesses when they have received DSBSD small business certification. (Code of Virginia, § 2.2-4310)*

“Woman-owned business” means a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women. *(Code of Virginia, § 2.2-4310)*

“Minority-owned business” means a business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals. *(Code of Virginia, § 2.2-4310)*

Bidder Name: _____

Preparer Name: _____ **Date:** _____

INSTRUCTIONS:

- A. If you are certified by the Department of Small Business and Supplier Diversity (DSBSD) as a small business, complete only Section A of this form. This shall not exclude DSBSD-certified women-owned and minority-owned businesses when they have received DSBSD small business certification.
- B. If you are not a DSBSD-certified small business, complete Section B of this form. For the bid to be considered and the bidder to be declared responsive, the bidder shall identify the portions of the contract that will be subcontracted to DSBSD-certified small business in Section B.

ATTACHMENT B (CONT'D)

Section A

If you are certified by the Department of Small Business and Supplier Diversity (DSBSD), are you certified as a:

Check All That Apply: Micro Business Small Business Woman-Owned Business Minority-Owned Business

DSBSD Certification No.: _____ Expiration Date: _____

Section B

Populate the table below to show your plans for utilization of DSBSD-certified small businesses in the performance of this contract. This shall not exclude DSBSD-certified women-owned and minority-owned businesses that have received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement

Small Business Name, Address & DSBSD Cert No.	Indicate if also: Micro (O), Women (W), or Minority (M) Certified	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract (%)	Planned Contract Dollars During Initial Period of the Contract (\$)
Total Planned Subcontracting Spend (\$)					

ATTACHMENT D - See sheet 2 for breakdown

VHEPC FY25 Custom Travel Services Spend

V_Vendor	GMU	ODU	UMW
Academic Experiences Abroad		\$ 77,175	
Fellowship Travel International Inc	\$ 60,000	\$ 46,499	
GOLDEN RULE TRAVEL			\$ 3,460

SEALED REQUEST FOR PROPOSAL (RFP)

ISSUE DATE: January 20, 2026

RFP NUMBER & TITLE: RFP 26-2075 - Customizable International Travel Services
Thursday, February 5, 2026 – 2:00 PM EST

PROPOSAL DUE DATE & TIME: NOTE: Proposals received after the due date and time, as determined by the electronic time stamp generated by the eVA system, cannot be accepted.

PROPOSAL SUBMISSION: Proposals shall be submitted electronically via the Commonwealth of Virginia's eVA system in accordance with the instructions provided in this solicitation.
Reference RFP 26-2075

WORK LOCATION: All Campuses Fredericksburg Stafford Dahlgren

COMMODITY CODE(S): 95892, 96178

PRE-PROPOSAL CONFERENCE: Optional Mandatory N/A

CONTRACT OFFICER: JENNIFER BUIST **EMAIL:** jbui@umw.edu

PERIOD OF CONTRACT: DATE OF AWARD THROUGH ONE YEAR, WITH OPTION FOR NINE (9) 1-YEAR RENEWALS, or as negotiated.

In compliance with this Sealed Request for Proposal (RFP) and to all the conditions imposed therein, and hereby incorporated by reference, the undersigned firm offers and agrees to furnish the goods/services in accordance with attached signed proposal or as mutually agreed upon by subsequent negotiation. The undersigned firm hereby certifies that all information provided in response to this RFP is true, correct and complete.

By signing this proposal, you are certifying that you are an authorized representative of the offering firm and that the firm's principals or legal counsel have reviewed the Request for Proposal General Terms and Conditions and any Special Terms and Conditions. Any exceptions to the General or Special Terms and Conditions must be clearly identified in your proposal. No exceptions can be made to those General or Special Terms and Conditions that are mandated by law. If no exceptions are identified in your proposal, it is understood that the provisions will become a part of any final agreement.

THIS FORM MUST BE COMPLETED AND RETURNED WITH PROPOSAL

Name of Offering Firm: Satchelle Global LLC

Address of Offering Firm: 1530 Key Blvd #215, Arlington, VA 22209

DSBSD Certification No.: 837752 Expiration Date: 27 June 2030

eVA ID: BPM 083077 RFP 111448-0 Tax ID: 84-2097507

Email: esatchell@satchelleglobal.com Telephone: 7039091975

Website: www.satchelleglobal.com Fax: _____

Submitted By (Print Name & Title): EDYTA SATCHELL, FOUNDER & CEO

Signature (In Ink): [Signature] Date: 3 Feb 2026



Response to RFP – Customizable International Travel Services (BPM083077)

University of Mary Washington

Offeror: Satchelle Global LLC

Primary Contact / Single Point of Contact: Edyta Satchell

Email: esatchell@satchelleglobal.com

Phone: 7039091975

DUNS / UEI / SAM (if applicable): DDVUKW3UE1M5

1. Sales with Virginia Public Higher Education Institutions (Past 12 Months)

Satchelle Global LLC is a wellness consulting, training, and education firm specializing in **traveler health, wellbeing, duty of care, and risk mitigation for business travel**. Satchelle Global LLC (recently certified as a small, micro, women-owned business, hence the reason why we are now uniquely positioned to respond to the RFP) supports organizations that are responsible for the safety, performance, and well-being of their traveling employees and affiliated participants.

The University of Mary Washington operates as a public institution and corporation with a legal and ethical responsibility to provide a duty of care to its employees, faculty, staff, and students while traveling on University business. All University-related travel—including academic, administrative, athletic, and program travel—constitutes **business travel** and therefore requires proactive **risk mitigation, preparedness, and compliance with duty-of-care standards**.

Satchelle Global LLC is uniquely positioned to support the University of Mary Washington by integrating:

- **Travel services** through a qualified and experienced travel partner, and
- **Risk mitigation, duty of care, and traveler wellbeing education** before, during, and after travel.

We are aware that no one else provides these types of services. Therefore, we are kindly asking for your consideration to support your travelers in all areas as provided in the bullet points above and not just partially, i.e., only booking travel services.

Satchelle Global LLC is led by Edyta Satchell, who brings over **20 years of experience in the travel industry**, including prior experience as a travel agent, combined with extensive expertise in traveler wellness, resilience, and performance. This dual background allows Satchelle Global LLC to understand both the **operational realities of travel management** and the **institutional responsibility for traveler safety and well-being**.

Even though Satchelle Global LLC does not have experience supporting higher education organizations in the State of Virginia, through this proposal, Satchelle Global LLC partners with **ALACRITY™ Lifestyles, LLC dba ALACRITY™ Travel & Lifestyle**, who has such experience outside of the State of Virginia, and they



are acting as a subcontractor to Satchelle Global LLC, a boutique travel agency and concierge firm specializing in custom travel programs, group travel logistics, and domestic and international travel planning. ALACRITY™ Travel & Lifestyle has been in continuous operation since January 2007 and is an independent affiliate of **The Travel Society**, its hosting agency.

Value-Added Services: Risk mitigation and duty of care

In addition to travel planning and logistics, Satchelle Global LLC provides **training, education, and consulting services** to help organizations meet and exceed duty-of-care expectations for business travel. These services may include, but are not limited to:

- Pre-travel training on health, safety, stress management, and preparedness.
- Education on minimizing travel-related health risks and fatigue.
- Guidance on maintaining physical, emotional, and mental well-being during travel.
- Post-travel recovery education to support reintegration and performance.
- Consulting support aligned with institutional duty of care and risk mitigation standards.

This proactive approach supports the University's responsibility to:

- Reduce travel-related risk exposure.
- Enhancing traveler preparedness and resilience.
- Support compliance with duty of care expectations.
- Improve traveler experience, safety, and outcomes.

By combining **professional travel services** with **structured wellness and risk mitigation education**, Satchelle Global LLC offers a solution that directly aligns with procurement evaluation criteria related to **risk management, duty of care, and value-added services**.

All the trips provided as examples, organized by the University of Mary Washington, were to international locations, which impacts travelers' health, wellness, productivity, and success.

Here are a few examples and benefits of implementing such services for your travelers:

Pre-travel wellness preparation

- Ordering special meals on the plane that support travelers' dietary restrictions and food allergies, along with religious diets.
- Selecting restaurants that provide a variety of options for travelers with dietary restrictions, food allergies, and diet as required per religious holidays and beliefs.
- Strategies to mitigate **jet lag** and circadian rhythm disruption.
- Guidance on sleep optimization, hydration, nutrition, and immune support
- Stress reduction and mental preparedness techniques.



- Travel-specific health planning based on destination, duration, and itinerary.

This proactive preparation helps ensure travelers arrive **focused, energized, and ready to fully participate**, rather than fatigued or impaired by travel-related stressors.

Wellness support during travel

During travel, Satchelle Global LLC provides education and tools to help travelers maintain performance and wellbeing, including:

- Techniques to manage fatigue, dehydration, and time-zone transitions.
- Practical guidance for maintaining physical and emotional wellbeing while traveling.
- Support strategies to sustain energy, concentration, and resilience during multi-day or long-haul travel.
- Nutrition

These measures directly support **risk mitigation** by reducing the likelihood of illness, exhaustion, and decreased cognitive function while traveling on the University business.

Post-travel recovery and reintegration

Following travel, Satchelle Global LLC offers education focused on:

- Accelerating recovery from jet lag and travel fatigue
- Restoring energy levels, focus, and productivity
- Supporting a smooth transition back into academic or professional responsibilities

Post-travel support helps minimize productivity loss, absenteeism, and prolonged fatigue, ensuring travelers return ready to resume their roles efficiently and safely.

Please note that all before, during, and after travel training and education are prepared for each destination.

In addition, Satchelle Global LLC provides certifications to travel agencies and travel agents to become Certified Traveler Wellbeing Travel Agents, and ALACRITY™ Travel & Lifestyle is also certified, which means that they will provide all services that go above and beyond booking travel to support your travelers to be healthy and well before, during, and after travel.

Together, Satchelle Global LLC and ALACRITY™ Travel & Lifestyle provide the University of Mary Washington with a **comprehensive, value-added travel solution** that extends beyond transactional booking to include **duty-of-care support, risk mitigation strategies, and traveler-readiness education.**

2. Comprehensive List of Currently Serviced Destinations & Travel Programming (Within the Last 3 Years)



ALACRITY™ Travel & Lifestyle provides full-service travel management for leisure, incentive, academic, small-business, group, and special-interest travel worldwide. ALACRITY™ Travel & Lifestyle provides a wide variety of specialized programming, including:

1. Group & Educational Travel

- College Tours
- Cultural immersion programs
- Global studies and historical itinerary development
- Educational excursions with academic themes (history, art, architecture, literature, entrepreneurship)
- Multi-stop European and United States study tours
- Private guided experiences with vetted suppliers

2. Incentive & Organizational Travel

- Corporate retreats and incentive reward trips
- Executive travel concierge services

3. Luxury Leisure Travel

- Custom itinerary design for solo travelers, couples, families, and like-minded private groups
- Flights/car rental/hotels, resorts, bed & breakfasts, villas, clamping
- Rail journeys, and expedition cruise coordination
- Culinary travel and wine-focused programs
- Adventure travel (hiking, trekking, wildlife experiences)
- Wellness
- Celebrations

4. Special Interest Itineraries

- Music, arts, and cultural event travel
- Heritage and Genealogical Exploration
- Food and beverage tours (distilleries, vineyards, cooking classes)
- Outdoor recreation and wellness retreats
- Sports and recreation



2(a). International Locations with Travel Management Experience

ALACRITY™ has coordinated travel experiences across **all seven continents** and over **50 countries**, including but not limited to:

North America

- United States (all major cities, national parks, regional destinations, universities), Canada, Mexico & Riviera Maya, Caribbean Islands: Jamaica, Bahamas, Dominican Republic, St. Lucia, Turks & Caicos, Aruba, Barbados

South America

- Belize, Costa Rica, Colombia, Panama, Peru, Brazil, Argentina, Chile

Europe

- United Kingdom & Ireland, France, Italy, Spain, Portugal, Greece, Switzerland, Austria, Germany, Czech Republic, Hungary, Netherlands, Belgium, Luxembourg, Scandinavia: Norway, Sweden, Denmark, Finland, Croatia, and most recently Ukraine.

Africa

- South Africa, Kenya & Tanzania (safari programming), Morocco, Egypt

Asia

- Lebanon, Japan, Thailand, Vietnam & Cambodia, Singapore, United Arab Emirates (Dubai/Abu Dhabi), Maldives

Oceania

- Australia, New Zealand

Antarctica

- Antarctica

2(b). Experience Managing Large Academic/Higher-Ed Groups (with References)

Overview. ALACRITY™ Travel & Lifestyle manages end-to-end group travel for high school students and their parents, educational institutions, and academic consortia, with services spanning program design, vendor sourcing and contracting, air/rail/hotel blocks, ground logistics, museum and cultural access, health/safety planning, on-the-ground support, and post-trip reconciliation. We apply higher-ed best practices: duty of care, academic alignment, budget transparency, and ADA/accessibility accommodations.

Representative Large-Group Projects (Past 3 Years):



- Northeastern United States University & College Tour for Native American College bound students (30 travelers, 9 days, United States): Ferry and Multi-flights with negotiated fares (Alaska to JFK), Multi-city chartered bus routing (NYC - Boston), Student, counselor, & bus driver hotel rooms, orientation space, cultural activities, heritage workshops, private university tours, current student presentations, prepaid group meals with dietary accommodations, and integrated risk monitoring/alerts.

Reference contact: Renee Culp, Tlingit & Haida, Academic Program Director, rculp@ccthita-nsn.gov

- (In-planning stage) Northeastern United States University & College Tours and Professional Meetings for high school-aged students at International College of Lebanon (30 travelers, 15 days, United States): International flights, meet and greet, University campus visits, private meeting with professionals at strategic companies, hands-on, immersive demonstrations of emerging technologies, private meetings with current students, charter coach with ADA lift (if necessary), hotels with quad bedding for students and single room for companions, tours/cultural activity coordination with travel partners, dinner shows, full days of tour the cities, and package invoicing with air and tour billed separately. prepaid group meals with dietary accommodations, and integrated risk monitoring/alerts and a comprehensive emergency plan, including backup coach provider and alternate lodging holds.

Reference contact: Inar Zein, International College of Lebanon, Education Faculty Lead, izein@ic.edu.lb, +961 (3) 740 107

Other References: Janice Caine, Custom College Visits, Owner/College Consultant, Janice@customcollegevisits.com, +1 925-513-5086

Proprietary/Confidential appendix under Code of Virginia § 2.2-4342F and submitted with a concurrently redacted public copy.

2(c). Customized Group Tours to Meet Educational Goals (with Examples)

We design programs with clear learning outcomes, faculty-guided content, and measurable artifacts (journals, site briefs, capstone presentations). Our academic process:

1. Curriculum Intake: Syllabi, outcomes, assessment strategy.
2. Content Mapping: Align sites/experts to modules.
3. Scholarly Engagements: Guest lecturers, campus exchanges, field researchers, archives/special collections.
4. Pre-Reads & Briefings: Digital packets, local context, risk notes.
5. Reflection & Assessment: Structured reflection time, deliverables, and faculty support coordination.



Examples:

- Roman Civilization (Italy, 18 days): Vatican and Capitoline curator-led sessions; Pompeii/Paestum archaeology days; reserved classroom space at Rome study center; graded site briefs.
- Global Business & Sustainability (Scandinavia, 12 days): Company visits (renewable energy), university lectures, and stakeholder interviews; compare Nordic policy models.
- Modern Literature & Urbanism (UK, 14 days): Bloomsbury and Dickens London walks with scholars; British Library reading room orientation; seminar space booked near Russell Square.

2(d). Professional Trip Counseling for Faculty Directors (Complex/Unique Itineraries)

We provide 1:1 or group counseling for wellness duty of care before, during, and after travel, complex routings, multi-country visas, risk mitigation, and budget steering, including:

- Multi-stop flight optimization and group contract negotiations.
- Visa sequencing (e.g., Schengen + UK), entry constraints, and documentation.
- Seasonal/event calendars affecting crowding & pricing (e.g., festivals, strikes).
- Safety escalations and contingency planning (alternate transport, rerouting).
- “What-if” budget models and scenario planning (e.g., fuel surcharges, FX).

2(e). Tour Guides & Interpreters (International, As-Needed)

We place licensed, local guides and certified interpreters (consecutive/simultaneous) matched subject matter (history, art, business, STEM). Services include:

- Language coverage: major European languages, Japanese, Mandarin, Arabic, plus region-specific dialects upon request.
- Vetting: certifications, background checks (where permitted), insurance confirmation, and prior academic group experience.
- Flexible engagement: half-day, full-day, or program-length.

2(f). Admissions & Cultural Access at Favorable Rates (Examples by Location)

We secure group-rate admissions, educational concessions, and off-peak access when available. We bundle tickets to streamline entry and reduce queue times, and we negotiate academic group rates and/or free faculty leader admissions when permitted.

Sample Attractions We Can Arrange:

- London: British Museum (education bookings), National Gallery study sessions, Shakespeare’s Globe workshops, West End group tickets.



- Paris: Louvre timed entry, Musée d'Orsay educator tours, Sainte-Chapelle, day trip to Versailles (group access).
- Rome/Florence: Vatican Museums early entry, Colosseum/Forum with archaeology focus, Uffizi & Accademia study visits.
- Tokyo/Kyoto: Ghibli Museum timed entry, tea ceremony experiences, university labs/guest lectures, Noh performance tickets.
- Athens: Acropolis Museum education tours, Ancient Agora, day trip to Delphi.

2(g). Group Dining with Dietary/Accessibility Needs; Pre-Reserve & Invoice

We maintain a curated roster of restaurants capable of handling 20–50 covers with:

- Dietary protocols: nut/seafood allergies, vegetarian/vegan, gluten-free, halal/kosher (with verified suppliers), cross-contamination controls where available.
- Accessibility: step-free access, seating layout, restroom access, quiet zones for neurodiverse travelers when feasible.

Billing: We can pre-reserve and pre-invoice set menus (multi-course or buffet), inclusive of taxes/service, to simplify AP. Vouchers or direct-bill arrangements are also available.

Examples:

- Paris (Left Bank brasserie): 28 pax, pre-selected three-course menu; 6 vegetarian/gluten-free plates; invoiced net of VAT reclaim eligibility (if applicable).
- Edinburgh (Old Town venue): 24 pax, halal & vegan options, step-free access; direct-bill to program budget.

2(h). Pre-Trip Seminars & On-Campus Meetings (Costs in Pricing Schedule)

We provide virtual or on-campus pre-departure orientations, traveler wellbeing training, education, and a travel program overview; health/safety; cultural norms; packing/tech; money/FX; behavior expectations; health and wellness before, during, and after travel; risk mitigation; safety; and security. We also provide faculty leader toolkits and parent/guardian briefings when requested. Pricing noted in the Pricing Schedule—virtual orientations included on-campus sessions priced at actual travel costs + fixed session fee.

2(i). Meeting/Classroom Facilities & Technology Abroad (Including Campus Access)

We source meeting rooms, classrooms, and lecture spaces with AV (screen/projector, HDMI/USB-C, mic/speakers, reliable Wi-Fi). Where beneficial, we arrange guest use of facilities on partner university campuses (subject to availability/security policy) in cities such as London, Dublin, Florence, Paris, and Tokyo. We also arrange co-working/private training rooms when academic campuses are unavailable.

3. Partner Providers & Extended Services



ALACRITY™ Travel & Lifestyle is the subcontractor to Satchelle Global LLC and advisor to the program manager. We deliver services through a vetted network of global suppliers (airlines, rail, hotels, DMCs, ground transport, guides, insurance brokers, classroom providers, and emergency assistance). We are hosted by The Travel Society, an affiliate Member of Virtuoso, which gives us access to a large number of partner providers and extended services.

3(a). Mini-Trips/Excursions & Intra-/International Scheduling (Examples)

We partner with local tour providers in many destinations globally. Here are just a few examples of local trips in various unique destinations.

- London: Bath & Stonehenge (coach); Paris overnighter by Eurostar with luggage forwarding and other.
- Florence: Siena & San Gimignano (coach); Rome finale via high-speed rail and other
- Tokyo: Kyoto (Shinkansen); Hiroshima/Miyajima extension and other
- Poland: short Baltic Sea cruises, sightseeing tours in all major cities of Poland: Warsaw, Krakow, Gdansk, Wroclaw (including Westerplatte – where World War II started), and others.
- Dubai: Burj Khalifa, Water Zoo, trip to the desert, and others.
- And many other destinations and attractions.

3(b). Charter Transportation by Location

- Europe/UK: Modern motorcoaches (38–55 seats), minibuses (16–24), ADA-equipped units, driver rest compliance.
- Japan: Private coaches with English-speaking assistants; luggage trucks for multi-city moves.
- North America: DOT-compliant motorcoaches, school bus options for campus shuttles (if appropriate).
- Airport Meet & Greet: Private transfers, luggage assistance.

3(c). Travel Insurance Available at No Cost to the University

Included at no additional cost to UMW: 24/7 assistance line, supplier monitoring, re-accommodation support, and basic advisory services. Third-party travel insurance (medical, trip interruption, CFAR) is available for purchase by travelers or embedded in program pricing at UMW's election (not "no-cost" unless explicitly bundled).

3(d). Common Carrier/Flight Insurance at No Additional Cost

Where airline-provided limited common carrier coverage exists, it applies per the airline's conditions. If UMW pays via a procurement card that includes AD&D/common carrier benefits, those may apply at no additional cost to UMW (subject to card policy). Optional top-ups are available for purchase.

3(e). Refund Policy (Unused Tickets/Reservations)



Air: Refundable group tickets—refunds processed per airline rules; credit to original form of payment; identification by original ticket number and invoice; typical timeline 7–20 business days after carrier reimburses. Non-refundable tickets—future travel credit per airline policy; name/penalty fees disclosed.

Rail/Coach/Attractions/Hotels: Follow supplier terms (refundable timelines & penalties disclosed at booking). We pursue maximum recoveries and document all outcomes. All refunds will be itemized and returned via the original payment method.

3(f). Delivery Timeframe for Tickets/Itineraries

Air group contracts: PNR confirmation within 24–72 hours; e-tickets issued at group deadline; final digital travel packs 10–14 days pre-departure. Rail/coach/admissions: Electronic vouchers as booked; consolidated delivery 2 weeks prior, with any late additions issued on a rolling basis. Default delivery: Electronic (PDF/e-docs) unless UMW requests otherwise.

3(g). Information on Standard Itineraries

Daily schedule with timestamps; meeting points & map links; dress/ID needs; accessibility notes; inclusions/exclusions; emergency contacts; vendor confirmation numbers; ticket barcodes; and faculty quick-reference (controls/escalations).

3(h). Entry Requirements Communication (Visas, LOIs, Restrictions)

We monitor entry requirements (passports/visas, letters of invitation, vaccination certificates, sanctions risks). We proactively flag potential issues (e.g., passport stamps that conflict with destination policies) and provide resolution guidance (e.g., alternative routes, additional documentation).

3(i). Passport & Visa Services (Costs)

Advisory & document checklists: Included. Facilitated processing: We coordinate with accredited visa expeditors (standard, rush). Costs: Pass-through fees (government + expeditor) + administrative handling (see Pricing Schedule). Group passport clinics: Virtual guidance at no extra cost.

3(j). Distribution of Itineraries

We will deliver complete group itineraries to the faculty director and the Center for International Education (CIE) unless otherwise directed.

3(k). Accuracy in Booking, Invoicing, Itineraries, and Original Receipts

Controls: Two-person verification; supplier confirmation match; currency/FX cross-check; name/birthdate passport match for air; date/time zone checks. Invoicing: Line-item detail (per-traveler cost, taxes/fees, FX basis), supplier references, and original receipts attached (PDF) when provided by supplier. Change Logs: Versioned itineraries with time stamps.

3(l). Immunizations & Health Advisories

We flag destinations that require or recommend immunizations and provide CDC/WHO-aligned guidance with timelines (e.g., “Yellow fever—10 days before entry”). We will brief the faculty director and CIE and include immunization notes in pre-departure materials.



3(m). Group Lodging (Short/Long Term); Unique Access

Hotels (3–4★ academic-friendly, select 5★ for faculty): Group blocks with twin/double mix, with occasionally quad offerings, breakfast, city-center or campus-adjacent. Long-term/unique options: Serviced apartments, residence halls/dormitories (when available to external groups), monastic guesthouses, and educational residence centers. We secure house rules, deposit/refund terms, and safety checks.

4. Business Operations

4(a). Key Personnel (Resumes in Appendix)

Kirsten Danekind – Principal Travel Advisor & Program Lead (POC): 10+ years custom international itineraries; group air contracting; higher-ed program design; vendor negotiations; crisis management; ADA/dietary coordination.

Kirsten Danekind – Air & Vendor Contracts: Group air discounts, schedule protection, schedule-change mitigation.

Kirsten Dankind – Docs & Billing: Visa coordination, itineraries, invoicing, and receipt management.

4(b). Invoicing & Cost Transparency (Sample in Appendix)

Invoices show per-traveler base cost, taxes/fees, inclusions (lodging, meals, guides, transport), FX rate and date, admin/service fees, and any prepaid attraction costs. Group-level costs are allocated pro rata and clearly labeled. Sample invoice: Appendix B.

4(c). Payment Acceptance

ACH, wire, university purchase order, and credit card (processing fee may apply; see Pricing Schedule). eVA compliance supported.

4(d). Billing & Payment Terms

Deposits: Typically 20–30% upon contract to secure space (supplier dependent). Interim payments: As required by air/hotel/DMC. Final payment: 60–45 days prior to departure (destination dependent). All deposit/final timelines disclosed at contracting.

4(e). Cancellations & Refunds (Maximum Flexibility)

Program cancellation: We negotiate flexible terms and credit options with suppliers; we pass through all recoveries net of any non-recoverable supplier charges. Individual withdrawal: Name changes allowed on group air, where permitted; hotel/DMC penalties apply after cut-off windows; we actively seek substitutions to minimize loss. We provide documented outcomes and process refunds promptly on receipt from suppliers.

4(f). Budgetary Quotes, Validity, and Price Guarantees

We provide formal quotes with assumptions (dates, headcount, FX rate, airline taxes, fuel). We can lock pricing via: early contracting, prepayment in local currency, and supplier rate holds. Guarantee



window: typically 30–90 days, extendable up to 12 months with secured contracts and deposits; variables like FX, taxes, and fuel surcharges may require adjustment unless fixed by the supplier.

4(g). Preventing Unapproved Post-Trip Charges

We require pre-approval for any change orders. Suppliers are instructed to bill only through ALACRITY™. Post-trip reconciliation is reviewed against the PO/quote; any variance requires UMW written approval before invoicing.

4(h). FX Quotes, Hedging & Adjustments

Quotes include USD and other foreign currency totals with FX rate & date. We may hedge by prepaying vendors, securing USD contracts, or using multi-currency accounts. If FX shifts post-quote and is not hedged, we: (1) notify UMW, (2) document the variance, and (3) apply credits/charges transparently on the final invoice.

4(i). Securing Favorable Large-Group Rates

Levers include group air contracts, shoulder-season timing, length-of-stay discounts, multi-property RFPs, academic concessions, and bundling (transport + admissions). We obtain multiple competitive bids and evaluate them based on overall value and our established vetting process.

4(j). Savings Opportunities Advisory

We issue savings memos: alternative dates/routes, rail vs. air, city pass bundles, meal plan optimizations, tax/VAT recovery options (where applicable), and free-study periods vs. paid guided time to balance cost and outcomes.

4(k). No Additional Agreements Required

We will fully comply: UMW's purchase order under the awarded contract, along with the pro forma, will serve as the agreement. No additional agreements will be required for trip-specific engagements. We also provide this service for other clients.

4(l). Data Collected, Storage, and Protection

Data: Traveler names, DOB, gender (if required by carriers), passport details, contact info, medical/dietary disclosures (voluntary, minimal-necessary), itinerary preferences, emergency contacts. Use: Booking, duty of care, emergency support. Storage/Protection: Encrypted at rest and in transit; role-based access; least-privilege; audit logs; retention aligned to program and legal requirements; secure deletion on request/expiry. Compliance: FERPA-aware handling of student data; adherence to applicable privacy laws. We can complete UMW's Hosted Technology Services Addendum.

5. Emergency Operations Plan (24/7 Support)

24/7 Contact: Dedicated emergency line and on-call program manager. Monitoring: Government advisories, local news, aviation and rail alerts, weather/health bulletins. Escalation: Clear triage path— Student → Faculty Director → ALACRITY™ Duty Officer → Local Vendor Lead (guides/DMC) → Alternate Providers.

5(a). Travel Alerts/Warnings & Sanctions



We communicate U.S. State Department advisories, local authority updates, and any OFAC/sanctioned country restrictions. We recommend and will help each traveler to do the STEP enrollment for U.S. citizens traveling internationally. STEP is a Smart Travel Enrollment Program created by the US government for US travelers traveling internationally. When a traveler enters his/her trip information into the STEP system, i.e., hotel info, travel dates, etc, this information will be provided to the local US consular / embassy, and such a traveler will be automatically notified about any threats, security alerts, travel alerts, and travel restrictions issued in a given country. In the event of any issues, the US embassy/consulate officer will know who is visiting a given country at a given time.

<https://travel.state.gov/en/international-travel/travel-advisories/smart-traveler-enrollment-program.html>

5(b). Incident Response & Backup Arrangements

In the event of a travel-related incident, the following response protocol will be followed:

- **ALACRITY™ Travel & Lifestyle** will serve as the primary travel operations contact and will immediately notify the designated **University of Mary Washington faculty director or program lead**.
- **ALACRITY™ Travel & Lifestyle** will verify traveler location, confirm safety status, and coordinate any required welfare checks.
- **ALACRITY™ Travel & Lifestyle** will activate backup travel arrangements as needed, including securing alternative transportation and lodging, and will manage all rebooking and rerouting.
- **Satchelle Global LLC** will provide guidance related to traveler wellbeing, fatigue, stress, and recovery considerations as appropriate, supporting duty of care and risk mitigation objectives.
- **ALACRITY™ Travel & Lifestyle**, will document the incident and notify appropriate University stakeholders, including **Center for International Education (CIE)** and **University of Mary Washington Procurement**, in accordance with University protocols.
- Upon request, **ALACRITY™ Travel & Lifestyle** will assist with travel documentation and provide supporting statements required for insurance or reimbursement claims.

5(c). Public Health & Force-Majeure Contingencies

Satchelle Global LLC, in partnership with **ALACRITY™ Travel & Lifestyle**, maintains a structured, accountable response framework aligned with emergency management best practices, risk governance standards, and institutional duty-of-care **obligations**. This framework is designed to support traveler safety, operational continuity, and transparent decision-making during public health emergencies and force-majeure events.

Public health emergencies (pandemic/epidemic events)

- **Risk Assessment and Health Governance**



- **Satchelle Global LLC** will provide wellness advisories to support institutional risk assessment and traveler decision-making, including guidance related to illness prevention, fatigue management, stress mitigation, and recovery.
- Guidance is intended to support the University's governance responsibilities for safeguarding traveling employees and students.
- **Operational Response and Continuity Support**
- **ALACRITY™ Travel & Lifestyle** will coordinate operational travel response measures, including securing appropriate quarantine or isolation lodging when required, arranging meal delivery, and identifying suitable accommodations to support remote instruction or work continuity when feasible and authorized by the University.

Force-majeure events (border closure, labor strikes, transportation disruptions, etc.)

- **Continuity of Travel Operations**
- **ALACRITY™ Travel & Lifestyle** will manage rerouting, reticketing, and rebooking to minimize disruption and ensure traveler safety.
- When necessary, alternative gateways, carriers, or modes of transportation will be secured to maintain continuity of travel operations.
- **Risk Mitigation and Escalation Management**
- Travel decisions will be escalated to designated University contacts in accordance with established protocols to ensure timely, informed governance decisions.

Cancellations, financial recovery, accountability

- **Financial Risk Mitigation**
- **ALACRITY™ Travel & Lifestyle** will lead supplier negotiations to pursue refunds, credits, or waivers, mitigating financial exposure for the University.
- All outcomes will be documented and communicated in a transparent manner to support fiscal oversight and audit requirements.

Communications, documentation, reporting

- **Multi-Channel Emergency Communications**
- **ALACRITY™ Travel & Lifestyle**, in coordination with **Satchelle Global LLC**, will maintain reliable, multi-channel communications (phone, SMS, WhatsApp, email) with travelers and University stakeholders throughout the event.
- **Situation Reporting and Governance Support**



- During active incidents, **daily situation reports** will be provided to designated University contacts, documenting traveler status, actions taken, outstanding risks, and next steps until resolution.

6. Compliance with Laws & Regulations

Satchelle Global LLC and ALACRITY™ adhere to all local, state, and federal laws, including U.S. DOT/FAA rules for air travel, chartered buses and planes, ADA accessibility guidance (where feasible internationally), and local labor/safety regulations abroad via properly licensed suppliers. We comply with Virginia procurement requirements and FOIA processes for proprietary information (see Section A.2).

7. Sample Travel Program (21 Days) – Cultural Immersion

Destination: United Kingdom (London & Edinburgh) with Day Excursions

Travelers: 10 students + 1 faculty

Academic Focus: History, Literature, and Contemporary Culture

Season Assumption: Late May–June (shoulder season)

Lodging: Centrally located 3–4★ hotels or serviced apartments (quad share for students, single for faculty).

Meals: Daily breakfast + 6 pre-arranged group dinners.

Local Transport: Public transit passes + private coaches for excursions.

Guides: Licensed, subject-matter specialists on academic days.

Classroom Space: 4 half-day sessions in London; 2 in Edinburgh with AV.

Week 1 – London (Days 1–7)

- Day 1: Arrival, meet and greet, private coach transfer, check-in, safety briefing, orientation walk.
- Day 2: British Museum academic tour + seminar room; evening group dinner (dietary-inclusive).
- Day 3: Westminster/Legal London walk; guided Parliament exterior & Churchill War Rooms timed entry.
- Day 4: Classroom session (guest scholar on British literature); Bloomsbury literary walk.
- Day 5: Day trip – Oxford: Bodleian Library intro; colleges visit; return to London.
- Day 6: National Gallery study visit; theatre workshop at Shakespeare’s Globe; evening West End performance (group tickets).
- Day 7: Free study day; optional museum passes; faculty office hours.

Week 2 – London + Rail to Edinburgh (Days 8–14)



- Day 8: Tower of London early entry; City of London history walk; group dinner.
- Day 9: Classroom session; independent research time (British Library reader orientation if pre-approved).
- Day 10: Day trip – Bath & Stonehenge (private coach).
- Day 11: Sustainability & urban planning site visit (Docklands/Greenwich); river boat transfer.
- Day 12: Rail to Edinburgh (reserved group seats); luggage forwarding; orientation walk.
- Day 13: Edinburgh Castle & Old Town academic tour; evening storytelling (literary pub walk, alcohol-free option available).
- Day 14: Classroom session; National Museum of Scotland; group dinner.

Week 3 – Edinburgh & Highlands (Days 15–21)

- Day 15: Day trip – St Andrews & East Neuk (coach); coastal heritage.
- Day 16: Scottish Parliament visit (if in session) or contemporary Scotland seminar.
- Day 17: Day trip – Highlands/Loch Lomond or Glencoe (scenic & cultural focus).
- Day 18: University of Edinburgh guest lecture; afternoon project work.
- Day 19: Free study day; optional museum/workshop (printmaking or music).
- Day 20: Capstone presentations; closing group dinner.
- Day 21: Departures; private coach to airport; staggered flights.

Inclusions: Lodging, breakfasts, listed admissions, 6 group dinners, transit passes, private coaches on excursion days, 6 guided academic tours, 6 classroom sessions with AV, 24/7 support, digital documents.

Exclusions: Airfare (optional group contract), lunches, most dinners, personal expenses, and optional add-ons, such as travel insurance.

Budgetary Estimate (not-to-exceed planning range, per person, land only): \$3,450–\$4,250 (based on 11 travelers, double/quad occupancy, shoulder season, current FX). A detailed quote with fixed components will be provided upon request.

8. Additional Services Available (with Pricing Notes)

- Accessibility audits of sites/transport (Included)
- Parent/guardian communications packets (Included)
- Carbon-aware planning (opt-in offsets; pricing pass-through + \$20 admin fee)
- Custom web portal/QR packet for itineraries and contacts (Included)



- Scholar/guest lecturer honoraria handling (At cost + \$100 admin fee)
- Photo/video documentation addition (Priced by scope)

In addition, as described in section 1, here are value-added services at an additional small cost:

Value-Added Services: Risk mitigation and duty of care.

In addition to travel planning and logistics, Satchelle Global LLC provides **training, education, and consulting services** to help organizations meet and exceed duty-of-care expectations for business travel. These services may include, but are not limited to:

- Pre-travel training on health, safety, stress management, and preparedness
- Education on minimizing travel-related health risks and fatigue.
- Guidance on maintaining physical, emotional, and mental well-being during travel.
- Post-travel recovery education to support reintegration and performance.
- Consulting support aligned with institutional duty of care and risk mitigation standards.

This proactive approach supports the University's responsibility to:

- Reduce travel-related risk exposure.
- Enhancing traveler preparedness and resilience.
- Support compliance with duty of care expectations.
- Improve traveler experience, safety, and outcomes.

By combining **professional travel services** with **structured wellness and risk-mitigation education**, Satchelle Global LLC offers a solution that directly aligns with procurement evaluation criteria for risk management, duty of care, and value-added services.

All the trips provided as examples, organized by the University of Mary Washington, were to international locations that affect travelers' health, wellness, productivity, and success.

Here are a few examples and benefits of implementing such services for your travelers:

Pre-travel wellness preparation

- Ordering special meals on the plane that support travelers' dietary restrictions and food allergies, along with religious diets.
- Selecting restaurants that provide a variety of options for travelers with dietary restrictions, food allergies, and diet as required per religious holidays and beliefs.
- Strategies to mitigate **jet lag** and circadian rhythm disruption.



- Guidance on sleep optimization, hydration, nutrition, and immune support
- Stress reduction and mental preparedness techniques.
- Travel-specific health planning based on destination, duration, and itinerary.

This proactive preparation helps ensure travelers arrive **focused, energized, and ready to fully participate**, rather than fatigued or impaired by travel-related stressors.

Wellness support during travel

During travel, Satchelle Global LLC provides education and tools to help travelers maintain performance and wellbeing, including:

- Techniques to manage fatigue, dehydration, and time-zone transitions.
- Practical guidance for maintaining physical and emotional well-being while traveling.
- Support strategies to sustain energy, concentration, and resilience during multi-day or long-haul travel.
- Nutrition

These measures directly support **risk mitigation** by reducing the likelihood of illness, exhaustion, and decreased cognitive function while traveling on the University business.

Post-travel recovery and reintegration

Following travel, Satchelle Global LLC offers education focused on:

- Accelerating recovery from jet lag and travel fatigue
- Restoring energy levels, focus, and productivity
- Supporting a smooth transition back into academic or professional responsibilities

Post-travel support helps minimize productivity loss, absenteeism, and prolonged fatigue, ensuring travelers return ready to resume their roles efficiently and safely.

12. None

13. Any other information the Offeror believes will help the University evaluate its proposal

Satchelle Global LLC is uniquely positioned to support the University of Mary Washington by offering an integrated solution that combines **professional travel services** with **specialized training, education, and consulting in traveler health, wellness, duty of care, and risk mitigation**.

Unlike traditional travel service providers that focus primarily on booking and logistics, Satchelle Global LLC addresses the full lifecycle of **business travel**—before, during, and after travel—recognizing that University-sponsored travel carries both **operational and institutional responsibility** for the safety, well-being, and performance of traveling employees and students.



Through its partnership with **ALACRITY™ Travel & Lifestyle**, Satchelle Global LLC provides:

- Domestic and international travel planning and booking
- Group travel coordination and logistics
- Transportation, lodging, and activity arrangements
- Rerouting, rebooking, and contingency management

In addition, Satchelle Global LLC delivers **value-added services** that strengthen the University's **duty of care and risk governance framework**, including:

- Pre-travel training and education focused on traveler health, safety, and preparedness.
- Guidance on managing jet lag, fatigue, stress, and travel-related health risks to support productivity and engagement.
- Wellness education is designed to help travelers remain focused, energized, and actively participate in scheduled academic or program activities.
- Post-travel recovery education to support reintegration and sustained performance.

This combined model helps the University of Mary Washington:

- Enhance traveler readiness and resilience
- Reduce preventable travel-related health risks and fatigue
- Support institutional duty of care obligations
- Improve continuity of operations and return on investment for university-funded travel

Satchelle Global LLC welcomes the opportunity to establish a long-term partnership with the University of Mary Washington and to expand its services within the Commonwealth of Virginia by delivering a **risk-aware, wellness-integrated travel solution** aligned with state procurement and evaluation criteria.

A. General Proposal Preparation & Submission Requirements (UMW)

Satchelle Global LLC acknowledges and accepts UMW's submission terms, including rights to accept/reject and negotiate; FOIA/Proprietary protections under Code of Virginia § 2.2-4342F with a simultaneously submitted redacted copy; preparedness for oral presentations; submission via eVA; concise, electronic-review-friendly formatting; and limited contact to the named Contract Officer.

Pricing Schedule (Summary – See Attachment)

LIST OF ATTACHMENTS:



- RFP response cover page Satchelle Global LLC
- RFP response
- ATTACHMENT A | RFP 26-2075 Proposal Submission Checklist
- ATTACHMENT B | SMALL BUSINESS SUBCONTRACTING PLAN
- ATTACHMENT C | Edyta Satchelle Resume
- ATTACHMENT D | Kirsten Danekind Resume
- ATTACHMENT E | Pricing Schedule
- ATTACHMENT F | Sample of Invoice
- ATTACHMENT G | Satchelle Global LLC - Certificate of Liability Insurance
- ATTACHMENT H | Alacrity Lifestyles, LLC - Certificate of Liability Insurance
- ATTACHMENT I | Satchelle Global LLC Small, Micro, Woman-Owned Certification
- ATTACHMENT J | Hosted Technology Services Addendum
- ATTACHMENT K | Description of the Offering firm's history and expertise relevant to the services described in this RFP.
- ATTACHMENT L | Subcontracting agreement between Satchelle Global LLC and Alacrity Lifestyles, LLC dba Alacrity Travel & Lifestyle

Edyta Satchell
Founder & CEO
Satchelle Global LLC



Description of the Offering firm's history and expertise relevant to the services described in this RFP

Satchelle Global LLC was established in 2019 as a health and wellness coaching and consulting firm focused on supporting individuals in improving overall wellbeing, resilience, and performance.

In 2020, in response to the COVID-19 pandemic and the emerging needs of employers, Satchelle Global LLC expanded its services to support corporate clients through employee wellness coaching, training, and education. During this period, the firm developed structured wellness programs designed to help organizations support employee health, stress management, and performance during periods of disruption and uncertainty.

As global travel resumed following the COVID-19 pandemic end, Satchelle Global LLC further evolved its expertise to address the growing impact of travel on employee health, productivity, and risk exposure. The firm began specializing in traveler wellbeing, supporting both organizations and individuals who travel for business, academic, and program-related purposes.

Today, Satchelle Global LLC provides traveler wellbeing coaching, training, education, and consulting focused on health and wellness before, during, and after travel. Services include the development and delivery of:

- Structured traveler wellbeing programs
- Online training and education programs
- Destination-specific wellness preparation resources
- Consulting services aligned with duty of care and risk mitigation expectations

These services are designed to help organizations ensure that travelers remain healthy, focused, energized, and capable of fully participating in scheduled activities, particularly during international travel.

Satchelle Global LLC's expertise is grounded in the leadership of its founder, Edyta Satchell, who brings more than 20 years of experience in the travel industry, including prior experience as a travel agent. This background provides a strong understanding of travel logistics, traveler needs, and the operational realities of group and international travel, combined with professional expertise in health, wellness, and performance.

About ALACRITY™ Travel & Lifestyle

ALACRITY™ was founded in January 2007 with a clear mission: to make life feel more effortless, inspired, and joyful for the people it serves. Originally launched as a full lifestyle concierge, the company supported clients in the day-to-day details that bring ease, balance, and delight to modern living.



Over time, ALACRITY™ evolved to meet its clients' shifting needs. While lifestyle support remained at its core, the business gradually refined its focus toward becoming a boutique travel agency, carrying forward the same concierge-level philosophy that defined its beginnings. Travel became the perfect extension of its purpose by helping people experience more of what makes life meaningful.

For the past eight years, ALACRITY™ has also developed a strong specialization in educational travel, guiding families through customized college tours across the country. These trips are carefully tailored to each student's academic goals, personality, and campus preferences, providing parents with confidence and students with clarity as they navigate one of life's most important decisions. This specialized service has grown into a trusted pillar of the brand.

Building on this expertise, ALACRITY™ has expanded further into group travel, curating enriching journeys that bring people together—whether for education, community, celebration, or shared exploration. From small, curated groups to larger educational or affinity-based experiences, ALACRITY™ brings the same intentionality, care, and personalization to every collective journey.

Today, ALACRITY™ stands as a trusted partner for travelers seeking elevated, meaningful, and effortless experiences. Whether crafting immersive luxury travel, guiding families through educational journeys, or designing memorable group adventures, the company's purpose remains unchanged: to remove stress, add intention, and elevate the way people move through the world beautifully, fully, and with alacrity.

A brand built on enthusiasm, care, and readiness, still driven by the spirit that inspired it in 2007.



Edyta Satchell

Founder & CEO

Satchelle Global LLC



SUBCONTRACTING AGREEMENT

This Agreement dated Feb 3, 2026, is made BETWEEN:

Satchelle Global LLC, a Delaware Corporation whose address is 919 North Market Street, Suite 950, Wilmington, DE 19801, and is registered as a foreign Limited Liability Company in the Commonwealth of Virginia whose address is 1530 Key Blvd #215, Arlington, VA 22209, referred to herein as the "Company"; and ALACRITY™ Lifestyles, LLC dba ALACRITY™ Travel & Lifestyle referred to herein as the "Subcontractor".

The Company owns and operates a business that markets and sells products, programs, training and coaching services in the area of travel, travel management, business management, corporate health and wellness programs and similar. Company desires to enter into a subcontracting agreement with Subcontractor.

Each party represents to the other party that it has the power and authority to enter into this Agreement and that it is not a party to any restrictions.

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, and intending to be legally bound hereby, the parties agree as follows:

1. Engagement & Scope of Services

This Agreement is entered into in support of a proposal submitted by Satchelle Global LLC in response to a **Request for Proposals (RFP)** issued by the **University of Mary Washington ("University")** for travel-related services.

In the event Satchelle Global LLC is awarded a **full or partial contract**, this Agreement governs the subcontracted services to be performed by ALACRITY™ Travel & Lifestyle in support of the University's Statement of Needs.

2. Relationship of the Parties

2.1 Subcontractor is engaged as an **independent contractor**. Nothing in this Agreement creates a partnership, joint venture, or employment relationship.

2.2 Prime Contractor retains **overall contractual responsibility** to the University. Subcontractor is responsible solely for the services expressly assigned under this Agreement.

3. Scope of Subcontracted Services

Subcontractor's responsibility

Subcontractor shall provide travel-related services required by the University's **Statement of Needs**, as outlined below. These services are mandatory and incorporated by reference into this Agreement.

3.1 Customized International Travel Programming

3.1.1 Develop and manage group travel programs for academic, cultural, and service-learning purposes.

3.1.2 3.1.2 Provide tailored itineraries aligned with educational objectives for faculty and students.



3.2 Travel Management Services

- 3.2.1 Arrange international transportation, lodging, and local transfers for individuals and groups.
- 3.2.2 Provide access to lodging options including, but not limited to, hotels, apartments, dormitories, and houses.

3.3 Program Enhancements

- 3.3.1 Secure admissions to museums, performances, and cultural attractions, including group or educational rates where available.
- 3.3.2 Organize optional mini-trips or excursions as part of international programs.

3.4 Support Services

- 3.4.1 Provide professional trip counseling for faculty directors.
- 3.4.2 Arrange qualified tour guides and interpreters when required.
- 3.4.3 Conduct pre-trip seminars and organizational meetings upon request.

3.5 Compliance and Documentation

- 3.5.1 Communicate entry requirements, including visas and immunizations, and assist with passport and visa services as permitted by law.
- 3.5.2 Ensure compliance with all applicable local, state, federal, and international laws and regulations.
- 3.5.3 If traveler data is collected, Subcontractor shall disclose what data is collected, how it is stored, and how it is protected. Subcontractor shall cooperate with any Hosted Technology Services Addendum required by the University.

3.6 Emergency and Risk Management

- 3.6.1 Maintain a **24/7 Emergency Operations Plan** for faculty, staff, and student travelers.
- 3.6.2 Communicate travel alerts, restrictions, and contingency procedures related to pandemics, natural disasters, or other emergencies.

3.7 Financial and Administrative Requirements

- 3.7.1 Provide accurate invoicing reflecting cost per traveler.
- 3.7.2 Offer transparent refund and cancellation policies with maximum flexibility.
- 3.7.3 Issue quotes for budget planning and guarantee pricing when possible.

3.8 Additional Services

- 3.8.1 Arrange meeting space and technology support during travel, when requested.
- 3.8.2 Offer travel insurance options and process refunds for unused tickets where applicable.

4 Scope of Subcontracted Services

Company Responsibilities

Company shall:

- 4.1 Provide **traveler health and wellness training, education, and consulting** before, during, and after travel.

Satchelle

4.2 Deliver education on traveler wellbeing i.e. jet lag management, fatigue mitigation, stress reduction, etc. to support productivity and participation.

4.3 Support the University's **duty of care, risk mitigation, and governance obligations**.

4.4 Serve as the primary contractual liaison with the University.

5. Compensation

5.1 Compensation to Subcontractor shall be defined in a separate written schedule or statement of work agreed upon for each program or engagement.

5.2 Payment to Subcontractor is contingent upon Prime Contractor's receipt of payment from the University, unless otherwise required by Virginia law.

6. Term of Agreement

This Agreement becomes effective upon contract award and continues for the duration of the University contract unless terminated earlier.

Either Party may terminate for cause with written notice and reasonable opportunity to cure.

7. Ownership of Materials

Subcontractor understands and agrees that all materials, concepts, information, training materials, proprietary methodology distributed or presented by Company during or in connection with training and coaching programs or any event, presentation, communication or other activity are the property of Company and are protected by copyright, trade secrets, and other applicable laws. Subcontractor acknowledges that the materials constitute commercially valuable, proprietary, confidential property of Company, the design and development of which required investment of substantial effort and money. All rights are reserved by Company. Subcontractor agrees not to copy, reproduce, or otherwise duplicate and not to distribute, lend or otherwise transfer the materials or any part thereof without the prior written permission of Company. Subcontractor grants Company permission to use Subcontractor's logo and testimonials in Company's marketing activities, website and other materials.

8. Insurance

Each Party shall maintain insurance customary for its industry, including:

- Commercial General Liability
- Professional Liability (Errors & Omissions)
- Workers' Compensation (as required by law)

Certificates of insurance shall be provided upon request.

9. Confidentiality and Non-Disclosure

Each party agrees to receive and maintain all Confidential Information in strictest confidence using, at a minimum, reasonable care and, except as provided herein, shall not use Confidential Information for its own benefit or disclose it to third parties without the prior written consent of the other party.

Satchelle

10. Confidentiality and Data Protection

Each Party shall protect confidential and traveler information and comply with all applicable data privacy and cybersecurity requirements, including those imposed by the University or the Commonwealth of Virginia.

11. Independent Contractor

Company is an independent contractor and shall not be deemed an employee of Subcontractor and vice versa.

12. Flow-down Provisions

Subcontractor agrees to comply with all applicable provisions of the Prime Contract with the University that relate to Subcontractor's scope of work, including compliance, audit, and reporting requirements.

13. Entire Agreement

This Agreement constitutes the entire understanding between the Parties and may be amended only in writing signed by both Parties.

14. Indemnification, Acts or Omissions, and Dispute Resolution

Subcontractor agrees to indemnify, defend and hold Company harmless from and against any liability arising out of or in connection with (i) the negligent or willful acts of Company in the performance of his or her obligations hereunder, or (ii) the breach by Subcontractor of any of her obligations hereunder. Subcontractor agrees that the results may vary based on his/her own performance, accountability, focus, priorities in a given time, reliability, and actions.

Neither party shall be responsible for the acts or omissions of the other party hereto nor the acts or omissions of the employees of the other party hereto, except for acts or omissions of the other party or such other party's employees caused by the grossly negligent or willful acts or omissions of such party.

Neither Party shall be liable for indirect, incidental, consequential, or punitive damages, except where prohibited by law.

The parties agree to use their best effort to resolve all disputes arising from this Agreement. Any unresolved disputes shall be settled by binding arbitration before one arbitrator mutually agreed by both parties or, in the absence of agreement, appointed by the American Arbitration Association (AAA), in Virginia, pursuant to the Commercial Rules of the AAA, each side to bear one-half of the costs of the arbitration. The laws of the Commonwealth of Virginia shall govern this Agreement.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed as of the date first written above.

/s/ *Edyta Satchell*
Edyta Satchell
Founder & CEO
Satchelle Global LLC

/s/ *Kirsten Danekind*
Name: *Kirsten Danekind*
Title: *Owner/Travel Advisor & Lifestyle Concierge*
Client: *Alacrity Lifestyles, LLC dba*
ALACRITY™ Travel & Lifestyle

ATTACHMENT A

RFP 26-2075 Proposal Submission Checklist

It is important that the Offeror carefully read through the RFP and provide all required documentation. The proposal **MUST** be submitted and received on time to qualify for a chance at evaluation. Use this checklist as a guideline to ensure the proposal is complete before submission.

IMPORTANT DATES & REMINDERS

- No Questions Accepted after **Thursday, January 29, 2026 – 2:00 PM EST**. All Questions must be directed toward the Procurement Officer for this solicitation: Jennifer Buist, ibuist@umw.edu, and 540-654-1382.
- Proposal Due Date: **Thursday, February 5, 2026 – 2:00 PM EST** - Proposals submitted after 2:00 PM EST as indicated by the official eVA timestamp will NOT be accepted.
- All proposals must be submitted electronically through the Commonwealth of Virginia's eVA Procurement Portal by the solicitation due date and time. Offerors are responsible for ensuring successful submission in eVA. Proposals submitted by mail, email, or physical delivery will not be accepted.
- **Read the ENTIRE RFP including terms and conditions and attachments carefully before submitting a proposal.**

REQUIRED DOCUMENT SUBMISSION

Acknowledgement:

The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or as a trade secret is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw an entire classification designation, the proposal will be rejected.

Documents to Submit:

- Completed and signed RFP cover page.
- Any/All signed addenda.
- Electronic proposal uploaded through eVA (including a separate redacted version, if applicable).
- Description of the Offering firm's history and expertise relevant to the services described in this RFP.
- Pricing Schedule, as required by this RFP.
- Completed Attachment B, Small Business Subcontracting Plan.
- Any exceptions taken to University's Terms and Conditions. — *No exceptions*
- Current Certificate of Liability Insurance

*Edythe Satchell
Esatchell
3 Feb 2026*

ATTACHMENT B - SMALL BUSINESS SUBCONTRACTING PLAN

MUST BE COMPLETED AND RETURNED WITH PROPOSAL PACKAGE

All small businesses must be certified by the Commonwealth of Virginia, Department of Small Business and Supplier Diversity (DSBSD) by the due date of the solicitation to participate in the SWaM program. Certification applications are available through DSBSD online at <http://sbsd.virginia.gov>.

DEFINITIONS:

"Micro Business" means a business that is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees and no more than \$3million in average annual revenue over the three-year period prior to their certification.

"Small business" means a business independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business. *Note: DSBSD-certified women- and minority-owned businesses shall also be considered small businesses when they have received DSBSD small business certification. (Code of Virginia, § 2.2-4310)*

"Woman-owned business" means a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women. (Code of Virginia, § 2.2-4310)

"Minority-owned business" means a business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals. (Code of Virginia, § 2.2-4310)

Bidder Name: Satchello Global LLC

Preparer Name: Edyta Satchell **Date:** 3 Feb 2026

INSTRUCTIONS:

- A. If you are certified by the Department of Small Business and Supplier Diversity (DSBSD) as a small business, complete only Section A of this form. This shall not exclude DSBSD-certified women-owned and minority-owned businesses when they have received DSBSD small business certification.
- B. If you are not a DSBSD-certified small business, complete Section B of this form. For the bid to be considered and the bidder to be declared responsive, the bidder shall identify the portions of the contract that will be subcontracted to DSBSD-certified small business in Section B.

ATTACHMENT B (CONT'D)

Section A

If you are certified by the Department of Small Business and Supplier Diversity (DSBSD), are you certified as a:

Check All That Apply: Micro Business Small Business Woman-Owned Business Minority-Owned Business

DSBSD Certification No.: 837752 Expiration Date: 27 June 2030

Section B

Populate the table below to show your plans for utilization of DSBSD-certified small businesses in the performance of this contract. This shall not exclude DSBSD-certified women-owned and minority-owned businesses that have received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement

Small Business Name, Address & DSBSD Cert No.	Indicate if also: Micro (O), Women (W), or Minority (M) Certified	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract (%)	Planned Contract Dollars During Initial Period of the Contract (\$)
Alacrity Travel & Lifestyle 900 East Pickett St #101, Fort Collins CO 80524	Not certified business, owned by Kirsten Danekind 100%	Kirsten Danekind 970 2249392 kirsten@alacritytravel.com	travel booking and management services (tours, activities & more)	100%	0
Total Planned Subcontracting Spend (\$)					0

EDYTA SATCHELL

Arlington, VA 22209 - 703.909.1975 – edytasatchell@gmail.com

GLOBAL HEALTH, WELLNESS, PRODUCT MANAGEMENT, MARKETING, OPERATIONS EXECUTIVE

Experience in managing company operations, product management on the international scale. Oversee various lines of business including product management / e-commerce / marketing / advertising / global sales. Hold P&L responsibilities. Knowledge of innovative products in the digital and advertising space. Establish and oversee performance goals. Expert in the Entrepreneurial Operating System. Apply its technics in defining company vision; managing human resources; streamlining processes; monitoring performance; data mining; identifying and solving issues; business traction and frequent monitoring of company financial wellness. Experience in working in cross cultural companies and managing multinational teams.

International experience; worked in the UK, Poland, Germany, USA.

U.S. and European Union passport holder. MBA in Hotel and Tourism Management. Post-MBA leadership studies at Gdansk University, Poland and at Wharton Business School, PA, USA

- **Leadership** – Brought in 70% growth in incremental revenue by defining strategies and launching new products that went beyond the VAX traditional one, i.e. niche, rail, escorted tours, cruises and adventure tours at VAX.
- **Innovation** – Turned around the TLG Supplier Revenue Management department by modernizing the revenue and data management processes, introducing new techniques, data products, dashboards and business intelligence, which improved the client and executive team satisfaction & speed to market by 90%
- **General and Product Management Experience** – Managed operations and met product revenue budgets by deriving product enhancements, pricing, packaging and go-to-market strategies that support the business and client development team's sales efforts.
- **Strategic Business Development and Growth Experience** – Identified and drove new global market opportunities 60% and potential efficiency/cost savings strategies for existing products 20% at ARC, Airlines Reporting Corporation.
- **Industry Expertise** – Pioneered new products and services for more than 15 years in the travel industry.
- **Strategic and Visionary Thinking** – Created product road map and business plans in 3 months for something that did not exist before, with no supervision, at RADIUS.

Areas of Expertise

Business Operations

B2B/B2C/B2B2C

E-Commerce

Global Project Management

Global Product Management

Strategic Planning & Vision

Health & Wellness Coach

Corporate & Leisure Travel

ISO Quality Management/TQM

Product Marketing

Product Positioning

Data Assets Monetization

Supplier Contract Negotiation

Analytics, CRM, SEO, BI, Data

Sales & Global Account Mgt.

GDSs, Air Ancillary Products

Market Segmentation

Measurement & Metrics

Budgeting, P&L

Process Impr. & Optimization

Performance Improvement

Mobile Tech, Apps Developm.

Agile/SCRUM, Waterfall

API Implementation

Foreign languages: English & Polish - Fluent, Russian - Intermediate, French - Intermediate.

*Energetic / Can-Do Attitude / Accountable / Passionate / Innovative / Detail-Oriented / Proactive /
Talented Team Developer & Coach*

PROFESSIONAL EXPERIENCE

Satchelle Global Wellness, Arlington, VA May 2019 - present

Founder / CEO (self-employed)

I create Global Wellness Programs for corporations whose employees are seeking new ways to achieve their health, wellness and business goals with ease, comfort, vitality, peace of mind, energy, productivity and success.

Corporations

Corporations who need tailor-made corporate wellness plans designed to get their most valuable assets fully productive, energized and empowered to close sales and grow their bottom line without sacrificing their wellness, safety, or investing millions of dollars into wellness programs.

Travel Leaders Group (TLG), Alexandria, VA, April 2017 – March 2020

Top 5 travel company in the US, which consists of Altour, Nexion, Tzell, Protravel, Travel Leader Network, Travel Leaders Corporate, international business: Barhead, Collette, CTS Mexico and other.

VP, Product Management

- Set up processes and procedures for newly established product management division
- Created first ever product roadmap for the entire TLG
- Managed relationship and partnership with presidents of all TLG business units

VP, Data Analytics, Revenue Management, and Supplier Performance (over \$7B in revenue)

- Oversaw the revenue management and data analytics team including development team in Uruguay
- For the first time ever, created data analytics for all TLG business units across all product types eliminating data fragmentation and improving data quality by 90% (air, hotels, tours, car rental, rail)
- Partnered with suppliers and TLG executive team on supplier contract negotiations ensuring the best possible financial terms.
- Optimized and created new ways of projecting supplier back-end overrides with 98% accuracy.
- Turned around data management department from poor data quality to state-of-the-art data management and business intelligence.
- Automated 95% of manually created reports.
- Improved speed to market from 6-8 weeks to less than 6 days

Product Management Executive Board, NY, NY, 2015 – 2017

Advisory Board Member

The mission of the Product Management Executive Board (PMEB) is to advance the function of Product Management as managing the end-to-end business life cycle of a product.

Airlines Reporting Corporation (ARC), Arlington, VA, 2013 – 2017

ARC powers the U.S.-based travel network with premier business solutions, travel agency accreditation services, process and financial management tools, and powerful data analytics. Nearly 14,000 travel agencies and 190 airlines use ARC's settlement services, which in 2013 totaled more than \$84 billion.

Director, Product and Product Marketing Management

Drive strategies for a portfolio of corporate and leisure travel products that include top profitable products at ARC; Credit Card Merchant Program, ARC MarketPlace, Data & BI products and other. Lead team of product managers and business analysts. Hold P&L multimillion-dollar product development budget.

- Oversaw the largest portfolio of products with \$1.5B in sales
- Oversaw ARC's first Travel Agency Consortium Program, Helix
- Launched ARC's first product for credit card chargebacks monitoring and BI, Chargeback Analyzer
- Launched ARC's first product geared towards corporate travel buyers, FareSight
- Launched ARC's first mobile app product with Air Canada ancillary products, Better My Trip
- Launched various data and BI products
- Launched ARC's first automated travel agent commission processing and payment tool

- Launched new lines of revenue streams through advertising and strategic partnerships with 3rd parties, generating over \$20M in revenue, 50% growth YOY
- Global multi-million supplier management
- Increased net revenue by 20% in first year for a product that has been well established & known in the industry for almost 20 years; now generating the greatest revenue among all ARC products
- Introduced new opportunities for monetization of ARC's data assets that converted into 20% revenue growth

VAX VacationAccess/ La Macchia Enterprises/ The Mark Travel Corporation, Milwaukee, WI, 2010–2013

Provider of travel agent tools used to research, market and sell leisure travel, allowing agents to earn more revenue, attract and retain customers and increase productivity.

Director, E-commerce, Product Management and Business Development

Oversee the entire e-commerce business of VAXvacationaccess.com. Drive product and sales strategies for new products. Define long term and short term product and operations roadmap. Improved and streamlined internal and external processes using principles of the Entrepreneurial Operating System and Strategic Coach Program. Lead teams of sales, product managers, project managers, web designers, web producers and web analysts in managing day to day business operation and enhancing company product portfolio. Hold P&L multimillion-dollar product development budget responsibility with 30+ reports.

- Spearhead project plans to enhance company products in order to bring millions in advertising sales in-house from suppliers.
- Renewed contract with business partners, raising new revenue by 50%.
- Increased product performance and revenue from sales by 50% by implementing learning's from market and competitive analysis.
- Generated 30% more new business by leveraging industry relationships in non-primary role.
 - Managing multi million \$ GDS and other 3rd party partnerships.

RADIUS – the global travel company, Bethesda, MD, 2007–2010

World-class corporate travel management company (TMC) serving multinational corporations with regional or global travel programs.

Director, Global Product Management, 2009-2010

Defined functionality and scope for in-house products and enhancements. Provided recommendations to senior management for third-party product implementation. Conducted market research and worked with agency members to analyze demand. Worked with Operations and IT to ensure efficient/effective functionality and execution of product modifications and implementation. Managed project developers. Prepared \$50 million product development budget. 10+ direct reports.

- Negotiated large \$100 million product management deals.
- Contributed to a 10-14% rise in win rate with increasingly compelling product offerings to multinational clients.
- Enhanced company credibility and market presence by meeting with decision-makers at large corporations during final RFP stage.

Director, Global Sales Planning and Analysis, RADIUS, 2008–2009 (concurrent positions)

Director, Multinational Corporate Sales, NORAM, 2007–2008

Lead global sales for NORAM. Cooperated with 90 RADIUS agencies across 80 countries to effectively cross sell and price commercial offerings. Established commercial benchmarking to ensure consistent pricing for each opportunity. Served as conduit for all Travelocity for Business opportunities, providing

sales support at RFQ final presentations to prospects, sales strategy, co-branding support and positioning.

- Exceeded sales goals 25% YOY by using Strategic Centric Selling Program.
- Negotiated global contracts for travel management services in the range of \$1B with travel agency partners including Travelocity for Business.
- Created and executed global sales program for travel agent partners, leading to 60% sales growth in 2007 and 2008.

Worldspan/Travelport London, UK; Frankfurt, Germany and Washington, D.C., USA 2003–2007

Leader in Web-based travel e-commerce and a provider of the most relevant and cost-efficient technologies and services available to participants throughout the global travel distribution chain.

Product Manager & Strategist, EMEAA & NORAM, Worldspan & Travelport US, Washington, D.C. Drove strategy for product portfolio encompassing rail, cruise, ferry, and tours in EMEA and U.S. Participated in planning and prioritizing strategic projects. Created and delivered marketing plans, prepared competitive analysis, drove product awareness, conducted training and represented Worldspan at global industry events. Oversaw international EMEAA, NORAM and U.S. product / project management. Held P&L responsibility. Managed 2 direct reports.

- Turned around product portfolio that had become obsolete. Created product strategy and implementation of new products.
- Pioneered and launched innovative products that are still in use, including Worldspan Rail Booking Tool and third-party rail, cruise and tour products that were developed to be more competitive.
- Supported contract negotiations with clients and suppliers / vendors.

Previous positions held:

Baltona Foreign Trade Company

Logistics and Operations Manager, Poland, 1996–2003 (concurrent positions)

Cooperated with the Polish Armed Forces including the Polish Navy HQ in Gdynia, Poland, the General Staff and Ministry of Defense in Warsaw and various NATO offices. 4 direct reports.

- Provided logistical support for Polish Armed Forces, including organizing conferences and NATO exercises: STRONG RESOLVE 2002, BALTOPS 2002, NATO AIRMEET 2003 and EMPA 2003.
- Managed business travel team.

ISO Quality Manager, 2000–2003

Using international standards, oversaw product quality and managed the internal QC program for Baltona. Appointed internal auditors and cooperated with external auditors. Led the ISO quality team. Oversaw quality control review meetings and presented quality control reports to the Board. 4 directs.

- Led Baltona to receiving the ISO Quality Certificates 9001:2000 & APAQ

Strong computer skills in MS Office: Excel, PowerPoint and Word. Omniture. Scrum. Waterfall, basic SQL, etc.

EDUCATION

Maritime Academy, Gdynia, Poland, 2001

Master of Business Administration Degree (MBA) in Hotel and Tourism Management, 2001

Bachelor of Engineering Degree in Hotel and Tourism Management, 2000

Post-MBA Studies in Business Management, University of Gdansk, Institute of Organization and Management, Poland, 2002

CONTINUING EDUCATION

Certified Health Coach, Institute of Integrative Nutrition 2020

Product Management for Executives, Sequent Learning Networks, New York, NY, 2013-2016

Strategic Coach Program and Customer-Centric Selling, Milwaukee, WI, 2010–2012

Global Leadership Program, Wharton School of Business, Philadelphia, PA, 2009–2010

Tourism Destination Management, George Washington University, Washington, DC, 2006–2007

Course for the Board of Directors' representatives to comply with the requirements of ISO 9001:2000 and AQAP, Warsaw, Poland, 2003

ISO Quality training: "ISO Quality in Business", Warsaw, Poland, 2003

"NATO Quality Assurance Requirements," Institute of Quality and Management System, Warsaw, 2002

Quality Manager Course, ISO 9001:2000, Polish Center for Testing and Certification, Warsaw 2001



Kirsten Danekind

*Founder • Group Travel Specialist • Luxury Travel Advisor
& Lifestyle Concierge*

Professional Summary

Luxury Group Travel Specialist and Founder with expertise in designing, managing, and executing high-touch group travel, including incentive programs, cruises, retreats, and multigenerational journeys.

Core Competencies

Group Travel Planning | Multi-Destination Logistics | Supplier Negotiation | Incentive Travel | Retreat Coordination

Cruise Group Coordination | Room Blocks & Contracts | Luxury Itinerary Design | Guest Support | Crisis Management

Group Travel Expertise

Manage group trips of 10–100+ travelers with precision.

Coordinate room blocks, manifests, private tours, transportation, dining, and event scheduling.

Specializing in culinary, cultural, music-based, incentive, wellness, adventure, and family group travel.

Plan and manage group cruises, including ocean, river, and themed sailings, as well as private shore experiences.

Provide branded digital itineraries and clear pre-departure communication.

Serve as liaison with hotels, DMCs, cruise lines, transportation partners, and group leaders.

Professional Experience

Alacrity Travel & Lifestyle | Founder • Luxury Travel Advisor & Group Travel Specialist — Fort Collins, CO

Design luxury group itineraries tailored to unique themes and interests.

Manage rooming lists, upgrades, payments, timelines, and manifests.

Partner with hotels, cruise lines, DMCs, and tour operators to secure VIP perks.

Deliver concierge-level support from planning to post-travel.

Resolve unexpected issues quickly with polished, guest-centered solutions.

Selected Group Travel Projects

London & Scotland (12 travelers): concerts, culture, cuisine, private guides, and hiking.

Music-themed groups: concert itineraries with exclusive experiences.

Culinary & wine journeys: chef tastings, markets, vineyards, distilleries.

Family groups (15–30): balanced pacing, private guides, coordinated meals.

Incentive travel programs: reward-based luxury experiences.

Group cruises: coordinated sailings, themed events, and private shore excursions.

Skills

GDS | CRM | Luxury Hotel Network | Cruise Coordination | Research | Budgeting | Communication | Event Planning

Education & Certifications

ASTA Verified Travel Advisor; Luxury hotel brand trainings; Destination Specialist certifications.

Professional Affiliations

Independent Affiliate of The Travel Society, a Virtuoso® Member

American Society of Travel Advisors (ASTA)



SATCGLO-01

LKLIENSTUBER

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

2/4/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER License # 1009544 Lawley Shoff Darby 361 Delaware Avenue Buffalo, NY 14202	CONTACT NAME: Stephanie Vazquez PHONE (A/C, No, Ext): (203) 445-2128 FAX (A/C, No): (203) 354-6480 E-MAIL ADDRESS: SVazquez@lawleyinsurance.com
INSURER(S) AFFORDING COVERAGE	
INSURER A : US Liability Insurance Co	
NAIC #	
25895	
INSURED	
Satchelle Global Llc 1530 Key Blvd Apt 215 Arlington, VA 22209	
INSURER B :	
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y / N N / A If yes, describe under DESCRIPTION OF OPERATIONS below						PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Profession Liability			SP1574157E	10/19/2025	10/19/2026	Liability limit 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

University of Mary Washington 1301 College Ave Fredericksburg, VA 22401	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

Invoice

INV-VEHZ4SDOM



FROM

Alacrity Travel & Lifestyle

900 East Pitkin Street, #101, Fort Collins, CO 80524
+1 970-224-9392
Team@AlacrityTravel.com

TO

Traveler Sample 1

+1 970 224 9392
team@alacritytravel.com


BALANCE

\$400.00 due 06 February 2026


	Total	Paid	Unpaid
Payments USD	\$63,900.00	\$63,500.00	\$400.00
Combined Total USD	\$63,900.00	\$63,500.00	\$400.00


[CLICK HERE TO PAY INVOICE](#)

Payments to Agency

 Payment to Agency			\$400.00
Subject	Status	Paid	Unpaid
Trip Planning Fee	Due 06 Feb 2026	\$0.00	\$400.00

Payments to Supplier

 Conrad Dublin			\$5,500.00 10 Mar - 21 Mar 2026
Subject	Status	Paid	Unpaid
Full	Paid	\$5,500.00	\$0.00

 Ei Travel Group			\$58,000.00 10 Mar - 21 Mar 2026
---	--	--	-------------------------------------

Subject

Status

Paid

Unpaid

Full

Paid

\$58,000.00

\$0.00

Terms & Conditions

IMPORTANT ADDITIONAL INFORMATION REGARDING YOUR SERVICE REQUESTS

Alacrity Lifestyles, LLC, is a limited liability company doing business as Alacrity Travel & Lifestyle. Alacrity Travel & Lifestyle includes its parent company, subsidiaries, brands, DBA, "doing business as", affiliates, officers, consultants, employees, independent advisors, representatives, independent contractors, and insurers, collectively referred to as "Alacrity Travel & Lifestyle," "Alacrity," "us," "we," or "our." Alacrity Travel & Lifestyle's company headquarters is 900 E Pitkin Street, #101, Fort Collins, Colorado 80524. Phone: +1 970-224-9392

You are referred to as "Client," "the client," or "you."

Alacrity Travel & Lifestyle and Client are sometimes collectively referred to as the "Parties."

Before accepting any service, you must understand, agree to, and sign an agreement of service with the following terms and conditions. These terms and conditions will apply to all requests you make and others you list for assistance. If you add a person to your request, you agree that they are automatically included in the terms and conditions.

SERVICES

Alacrity Travel & Lifestyle offers various services, including travel design and reservations, planning celebrations for life's special moments, and lifestyle concierge services.

Alacrity Travel & Lifestyle provides services and acts upon clients' instructions received verbally, via email, or electronic communication.

Travel Designs and Arrangements

Alacrity Travel & Lifestyle makes travel arrangements on the Client's behalf. As such, Alacrity Travel & Lifestyle acts solely as an agent for the airlines, hotels, transportation, and tour companies, including but not limited to bus, rail, and other ground or air operators, cruise lines, car rental agencies, tour operators providing any accommodations, transportation, excursions, or other services and service providers including insurance protection, visa, and passport services.

Lifestyle Management Services

Alacrity Travel & Lifestyle provides lifestyle concierge services, including arranging entertainment, education, wellness, and customized experiences for the Client. As such, Alacrity Travel & Lifestyle utilizes ticket brokers, restaurants, and specialty stores and contracts with or makes referrals to outside service professionals such as college consultants, massage therapists, language teachers, interior designers, organizers, bookkeepers, CPAs, handypeople, plumbers, electricians, movers, etc.

Planning Celebrations for Life's Special Moments

Alacrity Travel & Lifestyle provides celebration event management, planning, and coordination services. As such,

Alacrity Travel & Lifestyle acts solely as an agent for the venues, catering, florists, musicians, photographers, and videographers, as well as accommodations and other services and service providers.

Limits on Services Provided

Alacrity Travel & Lifestyle will not perform any illegal or questionable service, which is unethical, poses an unnecessary danger to any person, animal, or property, or is not covered by our insurance. Alacrity Travel & Lifestyle further reserves the right to decline any request at its sole discretion.

We always try to provide all services promptly; however, we have several requests at once and must postpone or decline service requests.

EMERGENCY 24/7 SUPPORT

Alacrity Travel & Lifestyle provides 24/7 Emergency Support services for emergencies within 24 hours of or while traveling or during your experience.

First, please refer to your travel documents for local emergency help.

Then, please call or WhatsApp: +1-970-224-9392

COMPENSATION & FEES

The client agrees to pay Alacrity Travel & Lifestyle non-refundable professional fees, as determined for individuals, packages, or membership services.

Alacrity Travel & Lifestyle fees depend on the request's scope and will be determined after a complimentary consultation.

Fees paid to Alacrity Travel & Lifestyle by the Client are exclusively to rely on Alacrity Travel & Lifestyle's experience and expertise to help them develop plans and fulfill requests subject to the Client's approval.

Alacrity Travel & Lifestyle will consult with the Client before authorizing any services and reservations.

The client will be directly billed for specific service or product expenses. All Alacrity Travel & Lifestyle payments will be made in cash, by check, ACH, or by credit card.

Alacrity Travel & Lifestyle's fee amounts shall not be disclosed to anyone, as they are confidential and set for each client's specific requests.

Additional Fees

Additional fees may also be associated with reservations, ticketing, special services, amenities, concierge services, document preparation and delivery, administrative charges, changes, cancellations, and reissues.

These will be explained before booking or making any changes, cancellations, or reissues.

Alacrity Travel & Lifestyle's professional fees do not include costs, charges, or incidental fees for additional services, products, or other costs. These costs will be pre-paid/guaranteed or required to be paid directly to the vendors or service/product suppliers before services.

Alacrity Travel & Lifestyle will consult with the Client before authorizing services, reservations, and purchases.

Alacrity Travel & Lifestyle shall not secure services and products until the Client makes a payment or guarantees payment with a credit card.

In some circumstances, Alacrity Travel & Lifestyle may pay the vendor/supplier directly and bill the Client for these reimbursements plus a handling fee.

PAYMENT TERMS

Accounts 30 days past due will incur finance charges of 1.75% per month from the invoice's date.

Non-Sufficient Funds

Non-sufficient funds or returns will be charged a \$45 processing fee for the first return and a \$100 processing fee for subsequent returns to cover the costs associated with collecting funds.

Foreign Funds

Alacrity Travel & Lifestyle is a company based in the United States. Funds received in foreign currencies are subject to an exchange fee in addition to any bank fees that may occur.

CANCELLATIONS & CHANGES

Changes or cancellations after confirming a booking for a reservation, event, or service may incur an additional change fee or charge. The client agrees to pay Alacrity Travel & Lifestyle's change and/or cancellation fees.

PROVIDER OF SERVICES

Alacrity Travel & Lifestyle does provide some of the services, but is not the source or supplier of all requested services and acts solely as an agent for the actual suppliers.

The Client will be advised that the suppliers whose names appear in the information supplied to the Client are responsible for providing the services the Client has purchased.

The client consents to and requests the use of those suppliers and agrees not to hold Alacrity Travel & Lifestyle responsible should any of these suppliers: 1) fail to provide the services that have been purchased; 2) fail to comply with any applicable law; or 3) engage in any negligent act or omission that causes any injury, damage, delay or inconvenience.

The client will receive a summary of charges for services/products and agrees that Alacrity Travel & Lifestyle's obligation is limited to remitting such charges to the Vendors/Suppliers identified in the itinerary, service request, or to a third party that shall make such remittance. Upon remittance of fees to the Vendors/Suppliers per the itinerary, proposal, work order, and persons listed, the Client agrees that Alacrity Travel & Lifestyle has met all its obligations under an Agreement. As a precondition to this obligation, the Client agrees to pay Alacrity Travel & Lifestyle before the stated deadline dates for payment.

Service Provider Fees – Cancellations/Changes

The client acknowledges and accepts all supplier fees and cancellation penalties; all or part of a trip, service, and product may be non-refundable. These charges can be up to 100% of the cost, regardless of whether travel or service has commenced.

Where we incur any liability for a cancellation fee or charge for any booking that you cancel, you agree to indemnify us for the amount of that fee or charge.

The client understands that discounted fares typically involve restrictions and that changing any aspect of the travel arrangements may result in additional payment.

Supplier's Financial Status

The client has been advised to use a credit card, as this may offer the opportunity to dispute the charge should a vendor cease operating.

The client has been advised that some airlines and suppliers operate under Chapter 11 bankruptcy protection.

SUPPLEMENTAL PRICE INCREASES

The client understands that the airline tickets, air tours, or other products the Client is purchasing are subject to supplemental price increases that may be imposed after the date of purchase. Post-purchase price increases may be applied due to additional costs imposed by a supplier or the government.

The client acknowledges that the supplier or Alacrity Travel & Lifestyle may charge additional sums to offset increased fees, fuel surcharges, taxes, fluctuations in foreign exchange markets, or any combination thereof.

The client hereby consents to any post-purchase price increases and authorizes Alacrity Travel & Lifestyle to charge the Client's credit card for such additional amounts.

CREDIT CARD

The Client agrees to supply Alacrity Travel & Lifestyle with their credit card information and understands that it will be kept on file.

The client's credit card will be provided to suppliers, processed, and charged for services and products requested and approved, including down payments and final payments, on the date due unless Alacrity Travel & Lifestyle is contacted in writing with another form of payment.

The client understands it is responsible for contacting Alacrity Travel & Lifestyle with alternative payment information if their credit card is no longer in use, compromised, or expired.

Alacrity Travel & Lifestyle will not be held responsible for missed final payments due to unusable credit card information.

Charges may be reflected as Alacrity Travel & Lifestyle, Alacrity Lifestyles, LLC, The Travel Society, LLC, or the services supplier.

Please note: Some reservations with a credit card are placed on hold. If the credit card becomes unavailable for use, the service supplier may cancel the reservations.

The client hereby authorizes Alacrity Travel & Lifestyle to charge the credit card account any expenses arising from arrangements made by Alacrity Travel & Lifestyle for me (us) and any person designated by me (us), including, but not limited to services and products that may include, but not limited to, planning fees, airline tickets, train tickets, cruises, hotel reservations, car rentals, transfers and other private transportation, tours, or other land arrangements, entertainment, excursions, shipping, shopping, deliveries, household management, pet care & services, catering, venues, and other requests.

The client hereby authorizes Alacrity Travel & Lifestyle to provide suppliers with the credit card account information to process and charge for services and products requested and approved, including full payments, non-refundable payments, down payments, and final-payments on the due date. Alacrity Travel & Lifestyle will not be held responsible for missed final payments due to unusable credit card information

The client understands and agrees that their electronic or fax signature is legally binding.

CHARGEBACKS

Alacrity Travel & Lifestyle professional fees are non-refundable.

You agree that you will not charge back any fees other than in the case of fraud.

For any reason, any service provider cannot provide the services you have contracted; your remedy lies against the provider and not against Alacrity Travel & Lifestyle. If payment has been made to Alacrity Travel & Lifestyle by credit card, you agree that you will not seek to charge back your amount to Alacrity Travel & Lifestyle. If Alacrity Travel & Lifestyle incurs any costs caused by you for any reason, including but not limited to attorneys' fees, to recover any payments charged back by your credit card company, you agree to be liable for these costs. If the credit card is declined, you will guarantee that you will settle any amounts due to Alacrity Travel & Lifestyle immediately via money order or cash.

CLIENT ADDITIONAL RESPONSIBILITIES

The client will effectively communicate their needs with Alacrity Travel & Lifestyle.

The client agrees to provide Alacrity Travel & Lifestyle's employees and contractors with access to all information, properties, facilities, and equipment deemed necessary or advisable by Alacrity Travel & Lifestyle to provide services.

The client agrees that it is solely responsible for providing accurate information for the Services. This includes but is not limited to names, passport numbers, dates of travel or events, departure and arrival location, security alarm codes, personal and pet medical conditions, special instructions, and any other information requested to provide the best possible service by Alacrity Travel & Lifestyle. Any inaccurate information the Client provides, or a failure to provide information, and the consequences of doing so are the Client's sole responsibility and not Alacrity Travel & Lifestyle's obligation or liability.

If Client fails to provide accurate information regarding any document, contract, or confirmations, or needs to make changes to the Service after approval of the same, Client agrees it will be charged additional Fee(s) for those corrections. Suppliers may also have an extra change fee of their own.

If Alacrity Travel & Lifestyle employees or providers cannot gain access to the client's information, property, or place of business as required for service, the client will be charged the full cost of Alacrity Travel & Lifestyle service plus any incurred by the supplier.

Further, the Client agrees that any changes required that result in additional fees, penalties, or cancellation of any part or all of the Service by any Suppliers are the Client's sole responsibility. Client releases Alacrity Travel & Lifestyle from any such liability.

Document Review

The client agrees to review all documents for accuracy upon receipt and understands they should contact Alacrity Travel & Lifestyle if they have any questions. Upon accepting any itinerary, service, or product, the Client agrees that Alacrity Travel & Lifestyle has no liability for errors not reported to Alacrity Travel & Lifestyle in writing within 24 hours after it is sent to them. The client understands that some items and services are non-refundable immediately upon purchase.

TRAVEL INFORMATION

Travel Notices

The client understands that discounted fares typically involve restrictions and that changing any aspect of their travel arrangements may result in additional payment.

Transportation Security Administration (TSA)

The client understands that the Transportation Security Administration (TSA) requires travelers to carry a government-issued identification card to board a flight. The client understands that the name, date of birth, and gender on the identification card must match the same data listed on a traveler's airline ticket and in their booking records. The client acknowledges that their failure to comply with these requirements strictly may hinder boarding or cause an undue delay at an airport security checkpoint, causing them to miss their flight. The client further acknowledges that beginning on October 1, 2021, the Client must present a driver's license or another form of identification that complies with the Federal Real ID Act (see www.dhs.gov/real-id for more information).

International Travel – Passport/Visa

The client understands that if traveling internationally, they must have a valid passport and may need to obtain one or more visas depending on their destination and nationality.

Note to Client: Passport and visa information may be obtained by contacting the Travel Advisory Section of the U.S. State Department at 202.647.5225 or visiting the State Department's Website: <https://travel.state.gov/content/travel.html>. Non-U.S. passport holders should contact the embassies of their destination and transit countries to obtain the entrance requirements. To obtain medical information, contact the Centers for Disease Control at 404.332.4559 or visit the CDC's website at gov.

A visa and/or passport service may also be used to obtain visas and/or passports. Alacrity Travel & Lifestyle would happily refer you to a service provider.

Travel Warnings

The client understands and acknowledges that travel to many parts of the world may involve the risk of various hazards to their health and/or safety, including but not limited to disease, crime, terrorism, and warfare.

Because each traveler's risk tolerance is different, Alacrity Travel & Lifestyle cannot advise Clients on whether to travel to any particular place at any specific time. Instead, to assist in making an informed decision, the Client should refer to objective third-party sources of travel information, such as that maintained by the U.S. Department

of State <https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html>.

The client is responsible for making themselves aware of the travel warnings, travel restrictions, and rules and understands the risks, accepting of these, and holds Alacrity Travel & Lifestyle harmless for any known or unknown travel restrictions, death, illness, cancellations by suppliers, hotels, airlines, cruise lines, tour agencies or any other travel provider, financial loss, quarantining rules or measures put in place at airports or destinations you are traveling to and through.

The client further agrees to hold Alacrity Travel & Lifestyle harmless for any financial penalties or fees imposed by the suppliers, hotels, airlines, cruise lines, tour agencies, or any other travel provider due to cancellations or postponements due to COVID-19 and agrees not to institute a credit card dispute or "charge back" to Alacrity Travel & Lifestyle or any suppliers for services for said penalties or fees.

The client is responsible for making themselves aware that additional screening procedures and restrictions may occur at airports and in public areas. The client has been advised that these restrictions may include mandatory face coverings and/or temperature checks in airports, hotels, cruise ships, trains, or other means of transport.

The client is responsible for being aware that immigration, testing, quarantine, or other procedures and restrictions may be put in place before or during their travels that may impede their ability to enter or exit their destination as planned.

The client is aware that it is their personal decision to travel and, in doing so, takes full responsibility for their actions.

Travel Insurance

Alacrity Travel & Lifestyle strongly encourages the purchase of travel insurance. The client understands they may purchase travel insurance to cover certain risks inherent in travel, such as supplier bankruptcy and the inability to travel due to a medical or personal emergency. The client can request travel insurance quotes, is allowed to purchase insurance, and has the opportunity to read and understand the Terms and Conditions of the protection plans.

Regarding travel insurance:

Many countries and travel companies require mandatory travel insurance. The insurance must cover personal injury and emergency medical expenses.

Travel insurance protects you from unforeseen events, as most health insurance policies will not cover you in a foreign country. If you don't think travel insurance suits you, please look at your passport. The U.S. State Department recommends reviewing your health insurance before leaving the country because most policies (including Medicare) won't cover you abroad. This means you will be responsible if you get sick or injured during your trip.

The client is aware that pre-existing conditions are ONLY waived if payment for the policy is received within a certain number of days of the initial deposit. This time frame is specific to the plan being purchased.

Alacrity Travel & Lifestyle will NOT be responsible if you do not purchase insurance and/or miss the deadline to buy insurance with the waiver of pre-existing conditions.

Privacy Policy

Alacrity Travel & Lifestyle Privacy Policy

Warranties and Disclaimers

Alacrity Travel & Lifestyle makes no representations or warranties hereunder except that it has the competency and skill necessary to perform the services and shall utilize professional skill, diligence, and care to ensure that all services are scheduled and completed to the satisfaction of the Client and that all services provided under an Agreement shall be performed with due diligence and in a good and professional manner, per recognized industry standards. Alacrity Travel & Lifestyle makes no representation or warranties, express, implied, or otherwise, concerning the results of the services provided hereunder. Alacrity Travel & Lifestyle specifically disclaims any responsibility for, and Client waives explicitly any claims related to losses that Client may suffer because of services provided or Alacrity Travel & Lifestyle's personnel in providing such services (except those directly caused by the gross negligence or willful misconduct of Alacrity Travel & Lifestyle).

Alacrity Travel & Lifestyle services include independent suppliers and subcontracted services. Before referring or subcontracting the services to such businesses and professionals, Alacrity Travel & Lifestyle conducts relevant diligence and background checks. No subcontract shall relieve Alacrity Travel & Lifestyle of its obligations under an Agreement. Each of Alacrity Travel & Lifestyle's employees and all its agents and subcontractors shall be insured, bonded, and carry workers' compensation, if necessary, for the services' performance. Alacrity Travel & Lifestyle may receive commissions or other benefits from subcontractors, providers, and suppliers. The client understands and agrees that they are independent providers and do not act on behalf of Alacrity Travel & Lifestyle. They are not servants, agents, or Alacrity Travel & Lifestyle employees and are not in a joint venture or an affiliate of Alacrity Travel & Lifestyle. The client acknowledges and agrees that Alacrity Travel & Lifestyle does not own, operate, or in any manner exercise any control or influence over third-party suppliers or vendors and, therefore, Alacrity Travel & Lifestyle shall not be responsible for the acts or omissions of such suppliers or vendors.

Client agrees that Alacrity Travel & Lifestyle is not responsible for, nor will Client attempt to hold it liable for, any injury, damage, or loss Client may suffer because of any conditions, actions, omissions, or data breach beyond its reasonable control.

Alacrity Travel & Lifestyle shall, in carrying out the services, comply with all applicable laws, statutes, regulations, rules, codes, and standards relevant to the services, including, without limitation, all personal information and privacy laws and regulations. Alacrity Travel & Lifestyle acknowledges that certain confidential information of the Client and its respective family members, employees, and travelers has been or will be made available in connection with an Agreement to provide requested services. Alacrity Travel & Lifestyle hereby agrees that it will not, either during an Agreement or at any time thereafter, disclose any confidential information, in whole or in part, to any person or entity, for any reason or purpose whatsoever, unless authorized verbally or in writing to do so by Client or its respective family members, employees, and/or travelers. Alacrity Travel & Lifestyle further agrees that it shall not use any confidential information for Alacrity Travel & Lifestyle's own purposes or the benefit of any other person or entity, except Client, whether such use consists of duplication, removal, oral use or disclosure, the transfer of any confidential information in any manner, or any other unauthorized use unless Client has given its consent to such use. This does not apply to publicly available information or information that the recipient already properly knew, developed, or received independently. All confidential documents shall be returned or destroyed at the Client's option or that of its respective family members, employees, and/or travelers as applicable.

Fees paid by Clients for planning and booking do not oblige Alacrity Travel & Lifestyle to guarantee the quality or timing of the services or events, including delays or cancellation of such services or events in whole or in part.

Alacrity Travel & Lifestyle advises the Client to use a credit card, as this may allow them to dispute a charge should a vendor or supplier cease operating. Alacrity Travel & Lifestyle advises that some airlines operate under Chapter 11 bankruptcy protection.

Indemnity by Client

Client agrees to release, indemnify, defend and hold harmless Alacrity Travel & Lifestyle and its parent company, officers, agents, shareholders, employees and directors from and against any and all losses, penalties, fines, costs, expenses (including reasonable attorneys' and consultants' fees), claims, damages, liabilities, and judgments arising (directly or indirectly) out of or resulting from: (i) the services to be provided by Alacrity Travel & Lifestyle under an Agreement, including, without limitation, the acts or omissions (negligent or otherwise) of the officers, agents or employees of Alacrity Travel & Lifestyle, which have not directly resulted from their gross negligence or willful misconduct, (ii) the acts or omissions (negligent or otherwise) of Client, its employees or its agents or (iii) Clients' breach of any representation, warranty, covenant or agreement contained in an Agreement or any contract, arrangement or agreement made on behalf of Client by Alacrity Travel & Lifestyle. This provision shall survive the expiration or termination of an Agreement. In the unlikely event that the Client has a dispute with Alacrity Travel & Lifestyle, the Client hereby agrees that the dispute shall be settled by arbitration through an arbitrator in Larimer County, Colorado.

Limitation of Liability

Neither Alacrity Travel & Lifestyle nor any personnel provided by Alacrity Travel & Lifestyle shall be liable for any incidental, special, or consequential damages resulting from or related to an Agreement or the services provided hereunder. The client hereby acknowledges and agrees that its recourse against Alacrity Travel & Lifestyle for a breach of the agreement shall consist solely of the right to demand a refund of any amounts paid by the Client to Alacrity Travel & Lifestyle. The total liability of Alacrity Travel & Lifestyle (and all employees, agents, or personnel provided by Alacrity Travel & Lifestyle) to Client resulting from or relating to an Agreement or the services provided hereunder shall in no event exceed in the aggregate the amount paid by Client to Alacrity Travel & Lifestyle under an Agreement. The parties acknowledge that there are no third-party beneficiaries to the Agreement.

Termination

Notwithstanding anything herein contained to the contrary, the parties shall have the right to terminate an agreement at any time as follows: (a) Alacrity Travel & Lifestyle shall have the right to terminate an agreement if Client fails to pay any amount due hereunder within fifteen (15) days after such amount becomes due; (b) either party shall have the right to terminate an agreement if the other party is in default hereunder, and the defaulting party fails to cure the default within thirty (30) days after written notice is given by the non-defaulting party; and (c) Alacrity Travel & Lifestyle shall have the right to terminate an agreement with respect to Client or an authorized recipient of Services if the Alacrity Travel & Lifestyle determines, in its reasonable discretion, that Client or such recipient is abusing or overusing the Services, and Client shall be entitled to a refund of the unused portion of the fees paid hereunder with respect to such recipient of the Services; (d) Client disagrees with any changes to the Alacrity Travel & Lifestyle's Notices and Privacy Policy, Client will be refunded any unused portion of pre-paid hours. (e) Either party determines that services are no longer needed, or all fees are paid in full, and the services have been fulfilled. (f) The client disagrees with purchasing additional Services. Termination of an agreement shall not affect any liability of the Parties accruing before such termination.

Miscellaneous

(a) except for the payment of the fees due here-under, performance here-under shall be extended for a period of time equal to the delay caused by or resulting from acts of God, war, civil disruption, casualty, telephone or electric service interruptions or malfunctions, labor difficulties, shortages of energy, labor, materials or equipment, government regulations, delays caused by either party to the other, or causes beyond the control of such party; (b) Client may not, by operation of law or otherwise, assign an agreement, nor any rights or interests here-under, without the prior written consent of Alacrity Travel & Lifestyle; (c) an Agreement shall be governed by and construed

in accordance with the laws of the state of Colorado, notwithstanding the principles of conflicts of law; (d) an Agreement, together with all exhibits and schedules attached hereto, constitutes the entire agreement between the parties hereto with respect to the subject matter hereof, and an Agreement may not be modified except by a writing executed by the parties hereto; (e) an Agreement may be executed simultaneously in two or more counterparts, each of which shall be deemed an original but all of which together shall constitute one and the same instrument, binding on all parties to an Agreement, notwithstanding that all parties may not have executed all counterparts or the exact counterpart; and (f) the individual consenting to the services on behalf of Client has the full right, power and authority to consent to an Agreement and to bind Client to the terms hereof.

Relationship of the Parties

Nothing herein contained shall be deemed or construed to create a partnership or joint venture between the parties. Alacrity Travel & Lifestyle shall provide all Services hereunder as an independent contractor.

Edyta Satchell

From: Virginia Department of Small Business and Supplier Diversity
<noreply@sbsd.virginia.gov>
Sent: Friday, June 27, 2025 7:15 PM
To: Edyta Satchell
Cc: sylvia.thomas@sbsd.virginia.gov
Subject: Application Decision Letter - Certification #: 837752 SWaM Certification



COMMONWEALTH of VIRGINIA
Department of Small Business and Supplier Diversity

Company Name: Satchelle Global LLC
Certification Number: 837752
Small Certification Start Date: Jun 27, 2025
Micro Certification Start Date: Jun 27, 2025
Women Owned Certification Start Date: Jun 27, 2025
SWaM Certification Expiration Date: Jun 27, 2030

Dear Applicant,

We are pleased to inform you that your request for certification has been approved. Your company has been approved for the following designations:

Small, Micro, Women Owned

Your SWaM certification is valid for a term of five years from the date of your approval; re-certification is required at the end of that term.

You may log into your account to download a copy of your company's SWaM certificate as well as the SWaM-certified logo to use on marketing materials.

You will see your company listed as a certified vendor in our directory at <https://www.sbsd.virginia.gov/directory/>

It is very important that you keep your contact information up to date. Submit your changes electronically by logging into your account and updating the necessary information.

To do business with the Commonwealth of Virginia, you need to register your company with the eVA system, the state's online procurement system at <https://eva.virginia.gov> . All state solicitations are conducted on this site.

To check Procurement and Business Opportunities with state agencies, local governments, and others, please visit: <https://mvendor.cgieva.com/Vendor/public/AllOpportunities>

If you need assistance to operate your business, please visit this site: <https://bos.sbsd.virginia.gov/>

Sincerely,

Virginia Department of Small Business and Supplier Diversity
Certification Team

101 N. 14th Street, 11th Floor . Richmond, VA 23219 . Phone: 804-786-6585 . Fax: 804-786-9736