

Moniker's Budget Guarantee



Our Promise: Accuracy & Accountability

At Moniker, we pride ourselves on delivering exceptional service, creativity, and operational excellence on the retreats and incentive trips that we manage. A big part of this is our company's ability to plan and execute these programs within our clients' budgets, ensuring that they can trust us to deliver their retreat without any unexpected financial surprises or cost overruns.

With our proven track record of consistently coming in under budget, Moniker has introduced a **Budget Guarantee**—a promise to our clients that the final cost of their retreat will match or come in below our estimates, or we will cover the difference.



How The Guarantee Works

If the final cost of your reconciled program exceeds the final budget estimate leading up to it, Moniker will absorb the difference.

This applies to any miscalculations in our budget placeholders and estimates, or operational issues that could impact the financial outcome of the trip.

Some exclusions that are out of our control will apply, outlined below.

Conditions & Exclusions:

ON-SITE ADDITIONS

Any services or items added (and approved by client) on-site during the program would be excluded from the budget guarantee, as they would not be considered reasonably foreseeable expenses (e.g. rain backups, changes to the agenda, adjustments to A/V or Programming, on-site incidentals, and last-minute transfers).

FLIGHTS & ASSOCIATED FEES

Any cancellations or fees associated with re-routing, missed connections, or booking new flights are out of our control, and therefore excluded from the budget guarantee.

ROOM ATTRITION & CANCELLATION FEES

Any penalties or fees incurred as a result of last-minute cancellations or attrition, including no-shows and early departures are excluded from the budget guarantee.

FOREIGN EXCHANGE & CURRENCY FLUCTUATIONS

For the purposes of the Budget Guarantee, when compiling the final reconciliation of the budget, the FX rate used will be the same as the rate from the date of final budget heading into the program. This to allow for an "apples-to-apples" comparison between the two budgets, unaffected by FX fluctuations between the two dates.

ITEMS OUTSIDE OF THE PROGRAM BUDGET

Any items or services that have been managed or incurred outside the scope of the Program Budget that a client wishes to include in the final Reconcile for the purpose of getting a holistic picture of the final accounting of the event. For example, a guest speaker/facilitator that is sourced and brought in by the client with no involvement from Moniker, or swag or travel expenses incurred outside of Moniker's scope of work would not be under our purview, and therefore excluded from the budget guarantee.

The Fine Print:

The Budget Guarantee will be based on the total amount from the final version of the Budget heading into the Program (duplicated and date-stamped within 72 hours of the Program start date); compared against the total amount of the Final Actual Costs presented within the Reconciled Budget (shared within 30 days of completion of the program, subject to suppliers providing the necessary details and information in a timely fashion).

Any budget overruns, not outlined in the exclusions listed above, would be covered by Moniker.

Contingency budgets we include must remain in the Program Budget. Our team intentionally includes placeholders and contingency amounts as separate line items in budgets to account for anticipated, but indeterminate expenses that can not be accurately predicted in advance (such as beverages during meals or evening events, or items based on consumption on-site). If a client wishes to remove them from the budget, it will void the Budget Guarantee.