



2019/2020 NEGOTIATED RATE AGREEMENT

_____, DD MM YYYY

Dear _____,

It is a pleasure to welcome SPHM Hotel to our rate program 2019/2020. The preferred rates that will apply from **April 01, 2019 – March 31, 2020** are as follows:

1. RATES

Room Type	Published Rates		Your Preferred Rates		Rates include
	Single IDR	Double IDR	Single IDR	Double IDR	
Deluxe	1,350,000	1,350,000	500,000	500,000	<ul style="list-style-type: none">• Daily International Breakfast Buffet• Admission to the Water Park for 2 persons per day• Tea & Coffee Making Facilities in the Room
Deluxe Elite	1,450,000	1,450,000	550,000	550,000	
Executive Suites	2,870,150	2,870,150	1,580,000	1,580,000	
Ambassador Suites	3,957,550	3,957,550	1,780,000	1,780,000	
Diplomatic Suites	6,377,550	6,377,550	2,980,000	2,980,000	
President Suites	11,295,000	11,295,000	5,780,000	5,780,000	

- Rates are quoted in IDR.

- Rates are include 10 % Service Charge and 11 % Government Tax (Nett).
- Rates are non-commissionable.
- Extra bed surcharge is IDR 250,000 Nett (include 10 % Service Charge and 11 % Government Tax).
- Children under the age of 12 stay complimentary when sharing the room with their parents and utilizing the existing bedding.
- Rates are not applicable to groups (10 rooms and more).
- Rates are subject to availability and may be periodically closed or increased for yield management purposes based upon occupancy levels at the discretion of the hotel management.
- Rates cannot be published or promoted electronically without prior consent of the hotel and any violation of this rule will be seen as breach of contract.
- Negotiated corporate rates are strictly confidential and based on the client's anticipated production volume.

Description	Published Rates		Your Preferred Rates		Explanation
	Week Day IDR	Weekend IDR	Week Day IDR	Weekend IDR	
Golf	830,000	930,000	710,000	810,000	<ul style="list-style-type: none"> • Daily International Breakfast Buffet
Deluxe	1,350,000	1,350,000	500,000	550,000	<ul style="list-style-type: none"> • Admission to the Water Park for 2 persons per day
Grand Suites	1,450,000	1,450,000	550,000	600,000	<ul style="list-style-type: none"> • Tea & Coffee Making Facilities in the Room

2. RESERVATIONS

Individual reservations can be made by calling the hotel's reservations office at +62 821 4586 2051. For group reservations (10 rooms and more), contact the hotel's sales department at + 62 812 9444 1224 or per e-mail at reservation@sphmhospitality.com

3. PAYMENT

Each individual guest is responsible for all charges to be paid upon departure. To guarantee these charges, we require a valid credit card or cash deposit at the time of check-in. If a credit card is used, an authorization in the amount of full room, tax and \$ 50.00 per day for incidentals will be assessed. If leaving cash deposit, the amount of full room, tax and \$ 50.00 per day for incidentals will be required. Hotel will strictly deny check-in if sufficient payment-guarantee is not provided upon arrival. Please inform your guests of their payment and guarantee responsibilities prior to their arrival at the hotel.

If you wish to arrange direct billing or provide payment-guarantee for the guests, please contact our sales department at least 14 days prior to guests' arrival. If payment for room and tax is guaranteed by you or if direct billing is established, individual guests will only be responsible for incidental charges.



Payment deposit is required for groups if direct billing is not established. Details are to be discussed and agreed upon with the hotel's sales representative in writing in a separate group agreement.

You are responsible for all no-shows. Hotel reserves the right to deny any future bookings if no-show charges are not being paid in a timely manner (within 30 days after the no-show has occurred).

4. ARRIVAL AND DEPARTURE

- Check In time is 2pm onwards. Early Check Ins at the hotel's discretion.
- Check Out time is 12pm noon. Late Check Outs at the hotel's discretion.
- In order to honor an early Check In request before 9am and guarantee the room (subject to availability), the full amount of the room rate for the night before will be charged.
- Late Check Outs until 6pm will be charged half the amount of the room rate, while late check-outs from 6pm onwards will be charged the full amount of the room rate.
- Hotel will honor a complimentary late Check Out until 2pm only if occupancy allows. This is to be understood as a courtesy and not a guarantee, and hotel reserves the right to charge the full amount of the room rate as stated above. For late Check Out arrangements it is crucial to consult the Manager on Duty at least 24 hours prior to departure. Hotel reserves the right to deny any late Check Out requests.
- The hotel's Manager on Duty must be informed about an Early Check Out i.e. departure that occurs prior to the originally scheduled Check Out date, at least 24 hours in advance – otherwise a non-refundable full amount of one (1) room night will be charged for Early Check Out.

5. GROUPS (10 ROOMS AND MORE)

Negotiated corporate rates are not applicable to groups. Each group enquiry is subject to separate negotiation and a group agreement signed by both parties. Rates are subject to availability.

6. CANCELLATION

- Cancellations must be received by the hotel no later than 6pm local (Vietnamese) time one (1) day prior to arrival, otherwise a non-refundable full amount of one (1) room night will be charged.
- Any no-show is subject to a non-refundable penalty fee of the full amount of one (1) room night.

7. BANK INFORMATION

For any bank payments please see details below:



8. ANTICIPATED PRODUCTION VOLUME

As preferred rates are based on the anticipated production volume, the hotel expects a minimum production of 200 room nights throughout the effective term of this agreement. This is not to be understood as a production commitment but as a production target. The production will be reviewed by the hotel on a monthly basis, and if the hotel sees a trend that clearly indicates that the production target may not be realized, it reserves the right to terminate this agreement with a 30-day written notice and without any further liability for either party. A termination of this agreement will have no impact on any of your in-house guests, neither on any pending reservations, which will be honored as long as payment guarantee is provided as per standard hotel policy.

9. CONCLUSION

It is mutually agreed and understood that the performance of this agreement is subject to government regulations, natural disaster, civil disorder, curtailment of transportation facilities and other events beyond the control of either party. Any one or more of the foregoing reasons may substantiate grounds for termination of the agreement.

Both parties have agreed to and have executed this agreement by their authorized representatives as of the dates indicated below.

Date: _____

Date: _____

Date: _____

Sales Manager

Senior General Manager

Position
Chief Executive Officer