

CONTRACT TERMS AND CONDITIONS YEAR 19

FIRST PARTY	SECOND PARTY
SIERRA Hotel	MSA University
Savoy Hotels and Resorts international	
REPRESENTED BY	REPRESENTED BY
Name: Hany Makram Ebeid	Name: Mr. Mohamed Youssef
Title: Director Of Sales	Title:
Contract Validity: 26.12.18– 25.12.19	Contract Currency : LE
Contract Market: Local Market (Corporate)	Contract Meal Plan: Soft Premium AI

1. RATES			
Rates /Periods	A	B	C
	26.12.18-09.01.19	10.01.19-24.01.19	25.01.19-08.02.19
	18.04.19-24.04.19	09.02.19-13.02.19	14.02.19-17.04.19
	31.05.19-07.06.19	16.05.19-30.05.19	25.04.19-15.05.19
	10.08.19-17.08.19	29.11.19-25.12.19	08.06.19-09.08.19
			18.08.19-28.11.19
Per person in SGL	LE 1850.00	LE 1250.00	LE 1550.00
Per person in DBL	LE 1150.00	LE 750.00	LE 950.00
Per person in TPL	LE 1075.00	LE 675.00	LE 875.00

2. SUPPLEMENTS-ALL SUPPLEMENTS ARE PER PERSON PER NIGHT	
Pool View	LE 100.00
Deluxe room supplement	LE 150.00
*Connecting room supplement (per room)	LE 100.00
Family/Triple Room	LE 100.00
Suite Supplement	LE 225.00
Hard Premium AI supplement	LE 400.00

3. TERMS & CONDITIONS FOR ABOVE ROOM RATES SUPPLEMENTS
<ul style="list-style-type: none"> Above room rates are quoted per person per night on Soft Premium AI, by the currency stated above on standard garden view room Above Standard room type with windows (neither Balcony nor terrace are available) & basic furniture. Above Deluxe room type are renovated rooms with elegant furniture offering balcony or terrace. Above rates are inclusive of service charge and all applicable taxes.

P.O. Box 79, SOHO Square, Sharm El Sheikh, South Sinai, Egypt

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- Should any of the government taxes increase, the hotel reserves the right to automatically charge the additional tax to the contracted room rates.
- In case the Mid-Year vacation date changed the hotel reserves the right to modify according to the new update.
- All above supplements are per person per night on top of the contract rate.
- Only the connecting room supplement is per room, as it should be reserved two rooms.
- Above Family/Triple room supplement is applied on top of above mentioned contracted rates for three master bed rooms.
- This agreement is only valid for (Egyptian & Foreign residents), any market other than mentioned, will be subject to new rates and negotiations.
- Above contracted rates are not valid for groups and MICE which will be subject to separate quotation.
- The distribution of any net (standalone rate) through bed banks or an internet site or global distribution system is strictly forbidden unless prior approval has been granted in writing by Savoy hotels and resorts Sharm El Sheikh. Otherwise legal action will be taken.
- Second party guarantee and commit that above contracted rates cannot be quoted lower than the above rates otherwise the hotel reserves the right to automatically suspend contract and applying best available rate.
- Check-in time is 14:00 hrs. - Check-out time is 12:00 noon; either early check-in or Late Check-out will be subject to surcharge.
- No pets are allowed
- During Islamic feasts and occasions hard AI is strictly forbidden to be served (as per Egyptian Law) therefore soft AI will be available
- In case any of the above terms might not be respected the hotel reserves the right to reconsider the whole contract.

4. CHILDREN POLICY –SHARING PARENTS' ROOM

First Child / Second Child	<ul style="list-style-type: none"> • First & Second child free on same meal plan reserved for parents from 0 to 05.99 years • First & Second child from 06-11.99 is subject to 50% discount on half twin same meal plan reserved. • Children sharing adults will be charged according to hereafter table
<ul style="list-style-type: none"> • Maximum number of children sharing parents room is 01 child • Maximum number of extra beds in one room is one extra bed. • Triple room capacity 02 adults + 02 children & 03 adults + 01 child • We consider those children whom are from 0 to 11.99 years, children age is calculated upon arrival. • Children original birth certificate must be provided upon Check-in otherwise child will be charged as an Adult 	
• 02 adults +01 child in one room	Charge, one double room
• 02 adults + 02 children in triple room	Charge, one double + 50% of one half twin
• 01 adult + 01 child in one room	Charge, one single room
• 01 adult +02 children in triple room	Charge, one single + 50% of one half twin
• 02 adults + 02 children in two rooms	Charge, two single rooms

5. GALA DINNER SUPPLEMENTS

GALA DINNER	RATE
Xmas – Dec 24 th	LE 1000.00 per person (Optional)
New Year's Eve 31st, Dec	LE 1500.00 per person (Mandatory)
NY Gala Dinner Dress Code	Evening Garment & Tuxedo is Mandatory at New Year Gala Dinner only
<ul style="list-style-type: none"> • Gala dinner supplement is automatically charge to the master bill, even if it is neither mentioned in booking nor in voucher. • Gala dinner supplement charge on top of any meal plan reserved. • Children from 06–11.99 get 50 % from the above rates, sharing parents in Special Family Party. 	

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6. ALLOTMENT AND RELEASE			
ALLOTMENT PERIODS	A	B	C
Garden View	O/R	O/R	O/R
Pool View	O/R	O/R	O/R
Family/Triple Garden	O/R	O/R	O/R
Family/Triple Pool	O/R	O/R	O/R
Suite	O/R	O/R	O/R
Release Days	14	7	10

7. ALLOCATION & MATERIALIZATION

Savoy Sharm El Sheikh will monitor materialization of allocated rooms every 3 months. Should materialization of granted allotment fall below 60% in a given 3 month period Savoy Sharm El Sheikh reserves the right to review or reduce the allotment accordingly.

8. CANCELLATION AND NO SHOW

Cancellation should be submitted to the hotel in writing. Cancellation fees charge as follows:

- | | |
|-----------------------------|---------------------------|
| • 07 Days before arrival | No charge |
| • 06-04 Days before arrival | 01 Night contracted rate |
| • 03- Arrival Day | 02 Nights contracted rate |
| • No Show | 03 Nights contracted rate |

Bookings stay over a week, cancellation charge will be calculated for each reserved week and fractions.

9. STOP SALE

- The hotel reserves the right to send Stop Sale according to hotel's forecast, it is mandatory by the second party to submit hotels reservation by rooming list within maximum 48 hours including all bookings previously confirmed.
- Once Stop Sale list received any name changed or replaced, initial booking will be automatically cancelled and new names will be considered as new request subject to hotel availability.

10. REFUNDS

- Customer refunds will not be accepted without prior written notification and written approval from Savoy Sharm El Sheikh.
- A copy of the hotel's written authorization must accompany any deduction of payment for the purpose of customer refunds.
- Guest complaints should be addressed to the hotel's management during the stay in order to acknowledge the required compensation or refunds

11. HONEYMOONERS

- Honeymooners will be upgraded from garden to pool view according to availability.
- Special honeymooners in room amenities will be displayed along with one comp. fruit basket, home-made cookies, and chocolate.
- We consider Honeymooners those who recently married within three months, wedding certificate to be presented to our front office staff in order to enjoy above services.
- Above services will not be applied unless hotel been notified in both booking correspondence & TA voucher.

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12. FORCE MAJEURE

In case of one of the Parties asserting a force major case, including outbreak of war in the Area, revolution, act of terrorism, Fires, Floods, changes of management company or any other unforeseen circumstance that may occur to the first party, that Party shall inform within 15 days the other Party in writing and in that case, the concerned Party will be relieved from any obligation of the outlined terms of this contract. Also, in case of abusing the stated commitments, the First Party will reserve the right to cancel the contract without prior notice.

13. BROCHURE FEATURING & ADVERTISING

Against the contract the Second Party undertakes on its own expenses, the exposure of the First Party's hotel to be featured in 1 page in brochure or web site main page. As per below terms:

It is mandatory that the hotel management approves the brochure pages in terms of:

- Layout/Text/Photos and to include: **"PROPER ATTIRE IN ALL HOTEL'S OUTLETS IS A MUST TO ACCESS "**
- To position the Sierra Resort SSH correctly:
- On the right page of the brochure
- Rating 5 stars
- In case Brochure contribution is against room nights; it is mandatory to cover Brochure contribution by complimentary voucher for the agreed room nights
- Marketing the hotel at any of the Internet search engines such as (Google, Yahoo, Bing, etc..) is strictly forbidden , management approval is mandatory; otherwise legal action will be taken.

14. PAYMENT CONDITIONS

- All Payments should be made in US. Dollars or Euros as per the contract currency in accordance to the Egyptian Law and this contract.
- Payments should be made in advance of guests' arrival if the Second Party's payment terms are "Cash Basis".
- If credit terms are granted by the First Party to the Second Party, payment will be done in cash or by valid Cheque within maximum 15 days from receiving invoices & in case of any delay of payment the hotel has the right to stop the credit facilities.
- During high demand period, the hotel management reserves the right to either ask for non-refundable voucher or cash pre- payment for confirmed bookings.
- The hotel management reserves the right to do not accept any deductions from invoices without prior management approval

15. BANK DETAILS

All payments according to the specific agreed payment terms should be settled by bank draft cheques or bank transfers or in cash in favour of:

Bank Name:	HSBC
Account Name:	Savoy Hotel Sharm El Sheikh
Account Number:	009-032111-110 US\$ Currency
	009-032111-111 Euro Currency
	009-032111-001 L.E. Currency
Swift Code:	EBBKEG CX

- Should the Second Party not adhere to payment schedule as outlined and/or any of the contracted terms, the hotel reserves the right to cancel the contract, or amend payment terms as they see fit.
- The Resort must receive company payments against invoices within 15 days of the clients' departure dated from the Resort. In case of delayed payments or exceeding the mutually agreed upon credit line, the outstanding payments will be subject to the National Bank of Egypt prevailing interest rate of 5% as an administration charges on a monthly basis.

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- Both Parties agreed that Cairo courts will be competent to decide on any disputes arising out of this contract or in the connection therewith.
- The contract should be signed from both parties in order to be activated.
- The above contract supersedes any previous contract.
- Looking forward to a successful and fruitful season(s) for both of our establishments, *Awaiting to receive this contract back signed by latest (26/ 01/19) to validate the contract, otherwise contract will be automatically released without any previous notice and Rack rates will be applied.*

FIRST PARTY	SECOND PARTY
Savoy Hotels and Resorts International	MSA University
REPRESENTED BY	REPRESENTED BY
Name: Hany Makram Ebeid	Name: Mr. Mohamed Youssef
Title: Director Of Sales	Title: <i>Total Rewards Specialist</i>
Signature	Signature <i>Mohamed Youssef</i> <i>23/1/2019</i>

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