



Universitas Pelita Harapan – Corporate Rate Program 03 January – 24 December 2020

A. FIT RATES (SINGLE / DOUBLE OCCUPANCY)

ROOM CATEGORY	CORPORATE RATE (IDR) Single / Double Occupancy	RACK RATE (IDR)
Deluxe Room	1,400,000 Nett	3,025,000 Nett
Premiere Room	1,700,000 Nett	3,327,500 Nett
Executive Room	2,000,000 Nett	3,630,000 Nett
Executive Suite	4,000,000 Nett	6,957,500 Nett

- Room rates quoted in Rupiah per room per night and are inclusive of 21% Service Charge and prevailing Government Tax.
- During the Black-out Dates' period, the corporate rates above are not applied. The rates applied are based on Hotel's policy during the dates.
- Rates are non-commissionable.
- The above rates are not to be loaded into any internet website/ vendor/ wholesales/ distributor without the hotel's written permission.
- The above rates are not to be displayed or sold in any shape or form in the public domain, include your own website.
- All rates are strictly confidential and not to be disclosed to any other party without prior approval from Hotel Tentrem Yogyakarta.

Value Added Benefits

Deluxe & Premier Room

- Buffet Breakfast at Kayumanis Coffee Shop for two (2) adults and two (2) children under 6 years old
- Welcome fruit
- Welcome drink
- **Sweets turn down service**
- **Minibar**
- Cool towel
- Complimentary internet
- Drop off to Malioboro
- Sport & Recreation facilities of swimming pool, Fitness Centre, Tennis Court and Kids Playground.

Executive Room & Suite Room

- Personalised Check – in and Check – out at Executive Lounge, located at 8th Floor
- Continental Buffet Breakfast at Executive Lounge or Buffet Breakfast at Kayumanis Coffee Shop for two (2) adults and two (2) children under 6 years old
- Evening Cocktail at Executive Lounge for two (2) adults and two (2) kids under 6 years old
- All day tea and coffee at Executive Lounge



- Sweets turn down service
- Complimentary Meeting Room at Executive Lounge for two (2) hours (subject to availability)
- Welcome drink
- Welcome fruit
- Minibar
- Cool towel
- Complimentary internet
- Drop off to Malioboro
- 24 hours Butler Service for Tentrem Presidential Suite
- 2 pieces Complimentary pressing (per stay)
- Complimentary shoe shine
- Complimentary using work station e.g. printing, copying, typing, faxing at Executive Lounge
- Complimentary pack / unpack stuff
- Sport & Recreation facilities of swimming pool, Fitness Centre and Kids Playground

ROOM DESCRIPTION

Deluxe Room

Surround yourself with simple elegance in this 40-square meter beautifully appointed Deluxe Room. Equipped with large LED screens and high speed broadband internet access, guests staying in our Deluxe Room will also have access to Gaharu Spa and Fitness. **Smoking or non-smoking rooms are available on request, however will only be confirmed at check-in.**

Premier room

Experience the exclusivity and comfort of our 50-square meter space Premier Room, featuring balcony overlooking to mount Merapi, the city or swimming pool view. Equipped with large LED screens and high speed broadband internet access, guests staying in a Premier Room will also have access to Gaharu Spa and Fitness. All Premier Rooms are located on second floor as **Smoking Floor**.

Executive Room

Our 40-square meter Executive Rooms located at 8th floor offer elegant accommodations and exclusive benefits including daily continental breakfast, daily refreshments, VIP express check-in, and use of the Board Room facility at The Executive Lounge.

DINING AND BARS

- Kayumanis Coffee Shop, wide selection of authentic food, food station, and open kitchen concept.
- Summer Palace Chinese Restaurant, extraordinary dining experience, impeccably delicious dishes offering you 400 varieties of oriental culinary which best meets your taste.
- Eboni Bar and Lounge, a casual, yet cutting-edge atmosphere for your best meeting point.
- Kayumanis Bar, a pool side terrace bar offering selections of snacks and drinks for your recreational moment.
- Warung Kopi & Teh, serve traditional coffee and tea and selection of snack.



RECREATIONAL FACILITIES

- Gaharu Spa and Fitness, a stunning destination for the spa and wellness enthusiast.
- Swimming Pool, aquatic world of pleasure and total relaxation for individual and family.
- Tennis Court, outdoor tennis court is convenience for practicing to your excellent.
- Kids Playground, exciting atmosphere where your little ones can experience the thrill and excitement of various indoor games.
- Sidomuncul Gallery & Art Shop, discover many selected arts and collections of your interest from Indonesian crafts.

B. BOOKING PROCEDURES

- a. Bookings should be channeled to our Reservation Department at least three (3) days prior to arrival. The contact numbers for our Reservation Department are:

Telephone : +62 274 6415555

Facsimile : +62 274 6415588

E-mail : info@hoteltentrem.com

- b. Rooms are subject to availability upon making reservations.

C. GUARANTEE FOR ROOM RESERVATIONS

To facilitate check-in process, we require that all room reservations must be guaranteed. All non-guaranteed reservations will only be held until 4:00pm on the day of expected arrival. Reservation may be guaranteed by any of the following methods:

- Credit Card guarantee. Please provide cardholder's name, card number and expiry date.
- Pre-payment of accommodation charge by cash or credit card.

D. NO SHOW / CANCELLATION POLICY

- a. Any guaranteed reservations with cancellation notice less than **24 hours** will be subject to **A One-Night charge**.
- b. Non-guaranteed reservations will be cancelled on the day at 16:00 hours without prior notice on weekdays and will be cancelled on the day at 14:00 hours without prior notice on weekend.
- c. During high occupancy or fully booked situation, all reservations made should be guaranteed or otherwise, reservations could not be confirmed.
- d. In line with the Hotel's policy, should there be A No-Show on the scheduled date of arrival for all confirmed reservation, **A One-Night No-Show charge** will be levied accordingly at the rate quoted for the confirmed reservation/No-Show guest.
- e. Black Out Dates

This corporate contract rate is not valid for below dates:

Idul Fitri : 18 – 31 May 2020 (5 Days before and After Lebaran)

New Year: 24 Dec 2020 – 03 Jan 2021



E. PAYMENT TERMS

a. PRE PAYMENT / DEPOSIT

- The Hotel must be receipt of total accommodation charge prior to guest's arrival or the reservation will be released. Guest will be responsible for setting all incidental charges upon departure.
- The amount must be received in the form of cash or bank draft in Rupiah (IDR). A valid credit card number with an expiry date written billing authorization is also acceptable for the guestrooms.

The Bank account details are as follows:

Bank : BCA
Branch : KCU Sudirman - Yogyakarta
Account name : PT. Hotel Candi Baru, c/o Hotel Tentrem Yogyakarta
Account No. : 037 324 324 5
Copy of transferred to be sent to Sales & Marketing Department at
+62 274 641 5588

b. CREDIT FACILITIES

- To request for credit facilities, please contact our Accounting Department at +62 274 6415555.
- When credit approval has granted by the Hotel, no deposit is required on Ad-Hoc bookings for groups of 10 rooms per night or less. However, for Ad-Hoc bookings of more than 10 rooms per night, the Hotel may exercise its right to request for a deposit equivalent to one (1) night accommodation charged per room at the confirmed rate from the total number of rooms booked or **80% of the total estimation expenses incurred, whichever greater**, to be received by Hotel no later than 30 days prior to arrival.

F. AMENITIES

These include coffee and tea making facilities, and bathroom amenities.

G. CHECK-IN

Check – in time is after 2:00 p.m. Kindly note that guest are requiring early check-in will be subject to availability.

H. CHECK-OUT

Check-out time is at 12:00 noon. Check-out after 12:00 noon but before 6:00 p.m. is subject to 50% late check-out charge of contract rate of the room category booked. Full day room charge will be applicable for late check-out after 6:00 p.m. Request for late check-out will be subject to rooms availability on the day of departure.

I. EARLY DEPARTURE

Should there is any guest require an early departure from the confirmed booking day and date, one night room charge would be applied from the number of rooms required an early departure with notification before 12:00 noon on the day of departure at the latest. Should the request is after 12:00 noon, cancellation charge will be applied for the rest entire nights.