

## CONTRACT RATES AGREEMENT

Validity : Immediately – 31<sup>st</sup> March 2020

Market : All Market

ROOM CATEGORY	PUBLISHED RATE	CONTRACT RATE	ALLOTMENT
Garden Villa	IDR 1,800,000 ++	IDR 2,178,000 nett	N/A
Pool Villa	IDR 2,400,000 ++	IDR 2,904,000 nett	N/A
Grand Pool Villa	IDR 2,625,000 ++	IDR 3,176,250 nett	N/A
Two Bedroom Pool Villa	IDR 4,125,000 ++	IDR 4,991,250 nett	N/A
Two Bedroom Duplex Pool Villa	IDR 4,125,000 ++	IDR 4,991,250 nett	N/A

**Early Bird:** 10% discount of contract rates is applicable for any advance booking confirmed and non-refundable payment made 30 days prior to allotment cut of date.

### SEASONS CONDITIONS

SEASON	PERIOD	ALLOTMENT CUT OF DATE	SURCHARGE PER ROOM
<b>Normal Season</b>	11 January – 30 June 1 September – 20 December	15 Days	n/a
<b>High Season</b>	1 July – 31 August	30 Days	IDR 350,000 nett
<b>Peak Season</b>	21 December – 10 January	45 Days	IDR 500,000 nett

**Festive Season Condition:** No check out allowed during the date of 31 December of the ongoing year and 1 January of the following year.

### Room Rate Inclusions

- Welcome drink and scented chilled towel upon arrival.
- Complimentary daily breakfast
- Complimentary daily afternoon tea
- Tropical fruits upon arrival.
- Daily turn down service.
- Complimentary Plataran encounter as per Resort's schedule
- Complimentary Wi-Fi within Resort area
- Complimentary bottled mineral water, coffee and tea in the villa
- Complimentary use of bicycle
- Complimentary shuttle service as per Resort's schedule

### Celebration *(Advance request in writing is required)*

Minimum two (2) nights stay, guests will entitle for:

- Couple Celebration: complimentary flower arrangement on bed upon arrival, flower bath petal on the last night of stay and one (1) signature dessert during the dinner if the guest having dinner at Resort's Dining facilities.
- Birthday Celebration: complimentary signature cake for two (2) persons on the second or the last night of stay

#### Sales & Marketing Cluster Office:

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#### Airport Transfer

TYPE OF TRANSPORTATION	RATES
Car with maximum capacity of 3 adults	IDR 350,000 nett per car per way

\* The rate is subject to changes at any time without prior notice depends on Indonesian Government concerning the fuel.

#### Shuttle Service

The additional rate for shuttle service is based on Plataran Encounter prevailing rate. Required advance notice at least 1 day prior to the time which being requested or otherwise subject to availability.

#### Meal Rate

TYPE OF MEAL	SERVING TIME	ADULT	CHILD (< 12 YO)
Breakfast: Choice of American or Continental or Indonesian	07:00 – 10:00	IDR 225,000 nett	IDR 115,000 nett
Lunch: 3-Course Set Menu	12:00 – 15:00	IDR 300,000 nett	IDR 150,000 nett
Dinner: 3-Course Set Menu	18:00 – 23:00	IDR 400,000 nett	IDR 200,000 nett
Candle-lit dinner: 4-Course Set Menu Including a bottle of wine or sparkling juice and signature setup (price per couple)	18:00 – 23:00	IDR 1,750,000 nett	IDR 875,000 nett

#### Festive Season Dinner

EVENT	PERIOD	ADULT	CHILD (< 12 YO)
Christmas Eve	24 December	IDR 750,000 nett	IDR 375,000 nett
New Years Eve	31 December	IDR 1,000,000 nett	IDR 500,000 nett

This contract is subject to Terms & Conditions, which are an integral part of the contract.

#### TERMS & CONDITIONS

##### Contractual Conditions:

- All rates are quoted in Indonesia Rupiah (IDR), based on per room per night, valid for single or double occupancy per room.
- Published rates are subject to 11% prevailing government tax & 10% service charge.
- Contract rates quoted are non-commissionable, inclusive of 11% prevailing government tax & 10% service charge, applicable strictly for the sole use of the Company
- All reservations are subject to room's availability at the time of reservation or as per allotment agreement.
- Contract rates are applicable on your Company's account against the authorized Travel Agent Voucher.
- Should there be an extension of stay on guest's personal account; the best available rates shall apply subject to availability to protect the confidentiality of this agreement.

##### Extra Bed Policy

- Extra bed is available for all room categories at IDR 500,000 nett per night. Rate is inclusive of 11% prevailing government tax & 10% service charge. Limited to a maximum of one extra bed per room.
- Baby cots are available to be provided at no cost to a maximum of one cot per room.

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### Children Policy

- Accommodation is free of charge for children up to 11.99 years of age sharing the same room with parents and using existing bedding or using a complimentary baby cot. Should additional bedding be required, extra bed rates will apply.
- Complimentary all meals at available restaurant for children up to 3 years old when accompanying an adult who is having a full paying meal.
- 50% discount on all contracted meal will apply for children from 3 to 11.99 years old when accompanying an adult who is having a full paying meal.
- Children occupying their own room sold at contracted rates will be charged full contract rate for accommodation and breakfast or other products and services packaged with accommodation.

### Reservation Procedures

- All reservations have to be submitted within 48 hours upon receipt and are subject to availability or allotment agreement. Reservations shall not be binding until written acceptance and confirmation has been received from the Resort.
- A change of name is considered a cancellation and re-booking and is subject to availability at the time of name change.
- In order for us to provide personalized service and ensuring the implementation of personal preference services to all our guests, information on guest profile including phone number and email address is required to be submitted to the Resort for all bookings made.

### Check In and Check Out

- Check In time is 14:00 hours. Check Out time is 12:00 hours.
- Guaranteed late check out can only be confirmed prior to arrival by the payment of one (1) night charge at the contracted rate.
- Late Check Out to 18:00 hours will incur additional charge of 50% based on contracted rate. Check out after 18.00 hours will incur additional one (1) night charge. And subject to availability.

### Split Season

Rates will be identified based on sensational dates above. Should any booking fall over two seasons, a split season rate offering will be permitted.

### Cancellation Policy

SEASON	DAYS PRIOR TO ARRIVAL	PENALTY
<b>Normal Season</b> 11 January – 30 June 1 September – 20 December	15 Days	One night room charge
	8 – 14 Days	50% from total room charge
	1 – 7 Days	100% from total room charge
<b>High Season</b> 1 July – 31 August	30 Days	One night room charge
	16 – 29 Days	50% from total room charge
	1 – 15 Days	100% from total room charge
<b>Peak Season</b> 21 December – 10 January	45 Days	One night room charge
	21 – 44 Days	50% from total room charge
	1 – 20 Days	100% from total room charge

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- Cancellation have to be faxed or emailed and the cancellation date will be on the day we receive the fax or email and will only be valid once you received confirmation of the cancellation from the Resort.
- Early departure will subject to a penalty equal to "a full charge on whole period of stay".
- Group reservation cancellation policy applies dependent on seasonality and specific terms & conditions upon confirmation of group booking.

#### **No Show**

- A reservation is considered "No Show" if arrival does not occur on the date reserved and Resort is not notified of any emergency delays in writing. No show will subject to a penalty equal to "a full charge on whole period of stay".
- No Show must be paid without reliance on billed vouchers since as the guests did not arrived in the Resort, no voucher will be submitted.

#### **Billing Procedures**

Pursuant to Bank Indonesia regulation effective 1 July 2015, all payments shall be made in Rupiah currency and therefore all of our quoted US Dollar amount shall be automatically converted into Rupiah amount using our current bookkeeping rate.

#### **Payment**

- Reservations will only be accepted with full pre-payment for non-credited companies unless credit facilities established with Resort's Financial Controller.
- For Company with approved credit facilities, the Resort will send a statement of account, and settled by the Company in full, without producing consent from guests, received within thirty (30) days after tender of invoice.
- The Resort reserves the right to withdraw credit facilities provided, subject to Company's prevailing credit standing with the Resort, without prejudice to the rest of terms herein.
- Corporate credit cards are accepted for deposit payment or settlement of account.
- All payment of reservations should be sent to the following Bank Account details:

Beneficiary	: PT. PLATARAN INDONESIA
Name of Bank	: Bank Central Asia (BCA)
Bank Address	: KCP Melawai, Jalan Melawai Raya 165 Block C1 - 3, Jakarta 12160
IDR A/C No.	: 070-307-0300
Swift Code	: CENAIJJA

#### **Booking Honour**

In the event the Resort are unable to honour a booking by providing accommodation within the Resort, then the Resort shall provide alternative accommodation in another Resort of the same category. In such a case, the Resort shall be deemed to have fulfilled its obligations and shall be exonerated from any liability for breach of contract.

#### **Closeout Date**

Notwithstanding any other provision of this Agreement, in the event that the Resort is unable to honour its allocations due to incentive, group booking or high demand, the Resort shall email/fax the International wholesalers or the local travel agent, advising the International wholesalers that in respect of a specific period of time, all bookings made after the announcement of the close out dates shall be on request basis only.

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#### **Internet / Website**

- For the avoidance of doubt, the rates offered in this Agreement are not applicable for sale on Resort only (non-packaged) basis via online consumer channels including, but not limited to, the distributor's own, affiliate, partner or onward distributor's websites. It is the contracted distributor's responsibility to enforce this clause.
- Should these contract rates to be used via online consumer channels, the rates must be packaged with air tickets and or other services such as tours, spa and dining; If it stands alone there must be a minimum mark up of 35% to the rates.
- Request to sell via online consumer channels must be received and approved in writing by the Resort.
- The Resort reserves the right to cancel the contract if this condition is breached.

#### **Brochure Copy and Photographs**

- All brochure copy and photographs produced by company depicting the Resort must be approved by the Resort in advance. The Resort will have 14 business days to review and approve the submitted brochure copy and photographs. In the event the Resort does not respond after 14 business days of receipt of the brochure copy and photographs, then such brochure copy and photographs will be deemed approved.
- In event company does not submit brochure copy and photographs and the Resort determines that the brochure copy and/or photographs contain incorrect information and misrepresents the Resort in any manner then all brochure contribution fund for that edition of the brochure will be reimbursed to the Resort.

#### **Impossibility of Performance**

- It is expressly agreed that each party will be relieved of its obligation under this agreement in the event and to the extent that their ability to uphold their stated obligations is hampered or prevented by a cause reasonably beyond their control. This includes, without limitation, acts of God, change of statutes by the Indonesian Government, war, fire, flood or explosion, natural disaster, sale of the Resort, necessary and essential construction, arrest or seizure under legal process, strike or work stoppage.

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