

HERMITAGE BAY

ANTIGUA

Net Tour Operator Contract 2019

Hermitage Bay | PO Box 60, St. John's, ANTIGUA

Tel: +1 268 562 5500 or +1 855 596 2747 | Fax: +1 268 562 5505

Reservations: +1 268 562 8080 or +1 268 464 8080 or +1 268 764 5515

Website: www.hermitagebay.com Email: info@hermitagebay.com

THE AGREEMENT

The following agreement outlines the rates, terms and conditions by which the Tour Operator may package and sell suites of Hermitage Bay Hotel Ltd (HBHL). This agreement is applicable to all individual/ FIT reservations made by the Tour Operator. Rates contained herein are NOT valid unless this contractual agreement is signed and returned to the HBHL.

RATES

The rates below form an integral part of this agreement and these rates are guaranteed for the term of this contract, subject to change only when local government tax/service charge levels are amended. All rates and prices are inclusive of 10% Service Charge and 13% Government Tax, are non-commissionable, quoted in, and payable in US\$ (United States Dollars).

Rates reflect a 20% margin when selling at RACK and require a minimum 25% markup. Tour Operator may not sell below HBHL's RACK or promotional rates where applicable.

Fully Inclusive Rates (AI) include the following:

- VIP meet and greet on arrival with priority pass through immigration and customs
- Hermitage Bay employee at exit of customs to assist with transfer to private vehicle
- Cold towels & water on airport departure*
- Fresh fruit on arrival
- Breakfast, lunch, afternoon snack, dinner, freshly mixed cocktails, premium brand drinks, soft drinks, water, poured house wine, a choice of pink or white French Champagne (21 Dec - 31 Mar), prosecco (1 Apr - 20 Dec), evening canapés, petit fours and fully stocked minibar, replenished according to guest's requirements
- Use of water-sports equipment including hobie cat, windsurfing, paddle boards, snorkeling and kayaking – all with tuition
- Complimentary yoga, pilates and meditation on alternate days
- Complimentary fitness suite with a full range of state-of-the-art equipment from Technogym, including Cardio Wave, treadmill, cross-trainer, upright bike, rowing machine, Smith machine and dual adjustable pulley with weights.
- Live entertainment - seven nights per week winter, five nights per week summer.
- Complimentary weekly cooking course/demonstration with the chef
- Complimentary Wi-Fi in all suites and public areas
- Complimentary tours of the hotel's organic kitchen garden and/or main gardens

*AIRPORT transfers are provided on a complimentary basis for stays of 3 nights or more.

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SUPPLEMENTARY CHARGES: (non-commissionable)

- Airport Transfer, for stays less than 3 nights: 120 USD Round Trip, payable locally
- Room Service (available from 7:30am - 9.30pm): 19 USD per delivery, payable locally
- Private dinner on the beach 246 USD, payable locally
- Reserve Wine List - a comprehensive selection of fine wines: price on request
- Deluxe brand beverages: price on request
- Personal trainer: price on request
- Spa Treatments: price on request (downloadable as PDF from web site)

CHILDREN'S POLICY:

Children 14 – 16 years of age are accepted year-round. Children may only stay in a Garden or Beachfront Suite. The max occupancy per suite is 2 Adults and 1 Child. 1 Adult plus 1 Child sharing will be charged as 2 Adults.

SPECIAL OFFERS:

1. Early Booking Offer: **GARDEN SUITE EXCLUSIVE** 15% discount on minimum stays of 7 nights if booking is received by HBHL more than 60 days in advance of arrival for all stays between 01 April to 23 August 2019 (closure date not yet finalized) and 10 October to 20 December 2019. Blackout dates may be included in writing by HBHL at any time. The EBO is not combinable with any other offer or upgrade.
2. Honeymoon Upgrade: Complimentary upgrade from Garden Suite to Beachfront Suite at time of booking, subject to availability, for any stay between 01 April to 23 August and 10 October to 20 December 2019. Additional blackout dates may be included in writing by HBHL at any time. This upgrade is not combinable with any other offer.

Honeymoon/Anniversary Package: Champagne on arrival, plus Champagne breakfast in bed on the morning of guest's choice. This package is combinable with all offers and applies to all room categories, year-round.

All offers / packages MUST be reported at time of booking in order to be honoured. In periods when more than one offer applies they cannot be combined, unless otherwise noted. All Rooming Lists, Vouchers and Client Invoices MUST detail special offer purchased.

GARDEN SUITES (4 suites)

Garden Suites are on the beach level, in the second row, and have partial sea views. All suites have large verandas with double daybeds and outdoor seating. The spacious bedroom has a ceiling fan, is air conditioned, has a king bed, an open plan bathroom and is split level to the sitting area with sofa & coffee table. The bathroom has twin vanity basins, deep bathtub and outdoor, open air shower. The suite measures 1,149 sq. ft. (115 sq. m).

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Min	Max	Period		1 Adult	2 Adults	2 Adults + 1 Child (14-16)
Pax	Pax	From	To			
2	3	21-Dec-18	31-Dec-18	1842	1842	2234
2	3	01-Jan-19	04-Jan-19	1850	1850	2244
2	3	05-Jan-19	31-Mar-19	1535	1535	1929
2	3	01-Apr-19	20-Dec-19	1181	1181	1575

BEACHFRONT SUITES (9 suites)

Beachfront Suites are on the beach level just back from the 1,500 ft white sand beach, and have panoramic views of the beach and bay with views to Nevis/St Kitts. All suites have large verandas with double daybed and two plantation chairs. The spacious bedroom has a ceiling fan, is air-conditioned, has a king bed and is split level to the sitting area with sofa & coffee table. The bathroom is open plan, has twin vanity basins, a deep bathtub and open air shower. The suite measures 1,149 sq. ft. (115 sq. m.)

Min	Max	Period		1 Adult	2 Adults	2 Adults + 1 Child (14-16)
2	3	21-Dec-18	31-Dec-18	2234	2234	2626
2	3	1-Jan-19	4-Jan-19	2244	2244	2638
2	3	05-Jan-19	31-Mar-19	1850	1850	2244
2	3	01-Apr-19	20-Dec-19	1378	1378	1772

HILLSIDE POOL SUITES (17 suites)

Located on the hillside and built to provide complete privacy, with personal plunge pool and sunbathing deck with chaise lounges. Views out across the sea to Montserrat/Nevis on the horizon. The suite has a terraced veranda with daybeds, open air dining and sitting room area. The bedroom has a ceiling fan and is air conditioned with king bed leading into the bathroom with twin vanity basins, deep bath tub and outdoor, open air shower. The suite, including pool deck, measures 1,550sq ft. (155 sq. m)

Min	Max	Period		1 Adult	2 Adults
2	2	21-Dec-18	31-Dec-18	2352	2352
2	2	1-Jan-19	04-Jan-19	2362	2362
2	2	05-Jan-19	31-Mar-19	1968	1968
2	2	01-Apr-19	20-Dec-19	1574	1574

ACCOMMODATION DÉCOR, STYLE & FITTINGS

Each suite is an individual unit enjoying privacy and space. Furnished in a contemporary colonial style of Caribbean influence and ambience, with a modern twist. The rich wooden floors complement the furniture and the soft furnishings are in natural/neutral shades that

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serve to enhance the abundance of colours of the 18 acres of tropical gardens. All furniture & bathroom fittings are to a very high standard, complimented by Italian linens and luxurious towels, bathrobes and hairdryer. Flat screen LCD TV, electronic safe, DVD player, smartphone connections, fully stocked mini bar, tea and coffee making facilities are provided to all suites. Electrical sockets provide 110V and 220V.

WEDDINGS:

Simple weddings in keeping with the natural, peaceful style of Hermitage Bay are catered for on a request basis only. To ensure that each wedding gets the personal attention it deserves and is as special as it possibly can be, only 1 wedding per week will be accepted. Please contact info@hermitagebay.com to request wedding details and to confirm availability of your client's preferred wedding date.

Wedding package available at a NET rate 2,165 USD. Please also note the following:

- Complimentary upgrade from a Garden Suite to a Beachfront Suite or from a Beachfront Suite to a Hillside Pool Suite, subject to availability at time of booking. The wedding package upgrade is not combinable with any other offers.
- For wedding parties, there is a max of 10 guests allowed including the bride and groom.
- For weddings involving stays of 10 days or more the wedding is complimentary.

MINIMUM STAY FOR ALL SUITE CATEGORIES

No min stay except during the festive period of 21 Dec 2018 to 04 Jan 2019, when a minimum stay of 7 or more is required (shorter stays may be available on request).

HOTEL CLOSURE:

The hotel will be closed during the period 24-Aug-19 to 09-Oct-19. The last night available for booking will be August 23, and first night available for booking will be October 10.

SELL AND REPORT:

All tour operators are on a Request basis unless authorisation to be on Sell and Report has been given by HBHL or tour operator has completed a direct connection via Synxis or Siteminder. Once tour operator has received the Sell and Report authorization, all bookings must be reported immediately to HBHL via email to info@hermitagebay.com including all accommodation sold on that day.

CANCELLATION POLICY – PENALTIES AS FOLLOWS:

- 60-36 days before arrival date 50% of total stay
- 35 - 0 days before arrival date 100% of total stay

GROUP BOOKINGS:

Bookings of more than five (5) suites per party on request basis only.

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PAYMENT POLICY - PREPAYMENT:

1. HBHL requires one hundred per cent (100%) prepayment unless other specific credit arrangements have been approved in advance in writing in the form of a contract addendum.
2. Full prepayment must accompany the reservation or be received at least 30 days prior to arrival in order to avoid reservation cancellation. Payment by wire transfer must be received by HBHL at least 30 days prior to the guest arrival date, unless otherwise agreed in writing. If a booking is made within 30 days of the guest arrival date, immediate payment is required. If full payment is not received immediately, the reservation will automatically be cancelled. In case of guest arrival at the hotel where funds for the reservation have not been received in full, any funds due will be collected from the guest upon arrival at the hotel.
- 3 Late Bookings: Prepayment for reservations made within 30 days is due immediately and must be delivered to Hermitage Bay, by way of wire transfer, details overleaf. If payment has not been received by the guest arrival date, the guest will be held responsible for all charges, or the booking will be cancelled.

PAYMENT DETAILS:

- HBHL will only accept payment by wire transfer or SWIFT.
- All payments are due by the date shown on the invoice.
- All invoices are presented and shall be paid in USD only by wire transfer. Payment must cover all bank charges, including any bank charges that may be levied locally.

All payments should be sent in US\$ to:

First Caribbean International Bank
Swift Code: FCIBAGAG
Account Number: 2000192005487
For further Credit to: Hermitage Bay Hotel Limited
Account number: 106445978

CONTACT DETAILS:

Contact numbers to be submitted by Tour Operator – The attached tour operator contact sheet must be completed and submitted by the tour operator together with the signed contract. Any changes to the details submitted must be reported to HBHL. Close-outs and important notices will be sent to the e-mail addresses advised by the tour operator. HBHL cannot be held responsible for any failure in communicating changes.

General Information	
Name of Tour Operator:	

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Direct Contact:	
Address:	
Country:	
Post Code:	
Main Telephone No.	
Main Fax No.:	
Website:	
Contract Manager	
Name:	
Telephone No.	
Fax No.:	
Email Address:	
Accounts Manager	
Name:	
Telephone No.	
Fax No.:	
Email Address:	
Product Manager	
Name:	
Telephone No.	
Mobile No.	
Fax No.:	
Email Address:	
Reservations Manager	
Name:	
Telephone No.	
Fax No.:	
Email Address:	
Stop Sell Contact:	
Stop Sell Email Address:	
Antigua Rep (if applicable) – Local	
Name:	
Title:	
Address:	
Telephone No.	
Fax No.:	
Email Address:	

FOR ENQUIRIES:

Rachel Browne, General Manager | Email: rachel.browne@hermitagebay.com
 Hermitage Bay | P.O. Box 60, St. John's, Antigua

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Tel: +1 268 562-5500 | Fax: +1 268 562-5505

Reservations: +1 268 562 8080, +1 268 764 5515 (cell) or +1 268 464 8080 (cell)

Signed on behalf of (Tour Operator name):

Signatory Name (please print):

Signature:

Title:

Date:

Signed on behalf of: Hermitage Bay Hotel Limited

Signatory Name: Rachel Browne

Signature:

Title: General Manager

Date:
