



2017 CONFIDENTIAL WHOLESALE PROGRAM TERMS AND CONDITIONS

Company Name: Ocean Beds	Contact: Ocean Beds
Address: Equitable House, 88-100 South Street	Email: simon.hilton@ocean-holidays.co.uk
City, State & Zip: Romford, Essex, RM1 1RX	Phone: 01144 203 823 9825 Cell: 01144 7464 795 759
Today's Date: June 30, 2016	Website: www.oceanbeds.com

Validity:

The terms of this contract apply to individual reservations. Rates are NET (non-commissionable). In addition to the restrictions listed for the dates below, the hotel reserves the right to include additional blackout dates. Should the hotel issue a "blackout dates" notice it is your responsibility to report within 72 hours all rooms booked for the dates within your allotment (if applicable).

Confidentiality & Lowest Rate Guarantee:

Tour Operators are required to keep Wholesale rates confidential. Wholesale rates may not be disclosed to the hotel guest. Wholesaler may not advertise to have the "lowest prices available" (or make any similar claim) with respect to any Hotel's inventory. Blackouts, restrictions, special event policies, and minimum stays may apply. Any violation of these Terms and Conditions may result in your exclusion from the Wholesale Program.

Wholesalers may not offer, or permit others to offer, rates for unpackaged (room only) bookings through US based online booking channels and/or metasearch sites. (e.g. Kayak, Trivago)

The Hotel reserves the right to cancel this agreement if marked up net rates are displayed through these channels.

Group Reservations – Sales Department:

This contract does not apply to group bookings of 6 or more rooms. Group rates are available upon request through the hotel's Sales Department. Please contact sales@thepalmshotel.com or call 305.908.5476.



WHOLESALE RATES PER ROOM

BREAKFAST BUFFET:

City View		Single	Double	Triple	Release
Dec-27-16	Jan-02-17	\$490	\$510	\$535	14
Jan-03-17	Apr-07-17	\$313	\$333	\$358	14
Apr-08-17	Apr-22-17	\$341	\$361	\$386	14
Apr-23-17	Jun-30-17	\$195	\$215	\$240	3
Jul-1-17	Aug-31-17	\$211	\$231	\$256	3
Sep-1-17	Sep-30-17	\$195	\$215	\$240	3
Oct-01-17	Dec-5-17	\$232	\$252	\$277	3
Dec-6-17	Dec-10-17	\$393	\$413	\$438	7
Dec-11-17	Dec-26-17	\$232	\$252	\$277	3
Dec-27-17	Jan-02-18	\$474	\$494	\$519	14
Ocean Front		Single	Double	Triple	Release
Dec-27-16	Jan-02-17	\$545	\$565	\$590	14
Jan-03-17	Apr-07-17	\$368	\$388	\$413	14
Apr-08-17	Apr-22-17	\$396	\$416	\$441	14
Apr-23-17	Jun-30-17	\$250	\$270	\$295	3
Jul-1-17	Aug-31-17	\$266	\$286	\$311	3
Sep-1-17	Sep-30-17	\$250	\$270	\$295	3
Oct-01-17	Dec-5-17	\$287	\$307	\$332	3
Dec-6-17	Dec-10-17	\$448	\$468	\$493	7
Dec-11-17	Dec-26-17	\$287	\$307	\$332	3
Dec-27-17	Jan-02-18	\$529	\$549	\$574	14

ROOMS ONLY:

City View		Single / Double	Triple	Release
Dec-27-16	Jan-02-17	\$474	\$499	14
Jan-03-17	Apr-07-17	\$304	\$319	14
Apr-08-17	Apr-22-17	\$332	\$347	14
Apr-23-17	Jun-30-17	\$186	\$201	3
Jul-1-17	Aug-31-17	\$201	\$216	3
Sep-1-17	Sep-30-17	\$186	\$201	3
Oct-01-17	Dec-5-17	\$223	\$238	3
Dec-6-17	Dec-10-17	\$384	\$399	7
Dec-11-17	Dec-26-17	\$223	\$238	3
Dec-27-17	Jan-02-18	\$465	\$480	14
Ocean Front		Single / Double	Triple	Release
Dec-27-16	Jan-02-17	\$529	\$554	14
Jan-03-17	Apr-07-17	\$359	\$374	14
Apr-08-17	Apr-22-17	\$387	\$402	14
Apr-23-17	Jun-30-17	\$241	\$256	3
Jul-1-17	Aug-31-17	\$256	\$271	3
Sep-1-17	Sep-30-17	\$241	\$256	3
Oct-01-17	Dec-5-17	\$278	\$293	3
Dec-6-17	Dec-10-17	\$439	\$454	7
Dec-11-17	Dec-26-17	\$278	\$293	3
Dec-27-17	Jan-02-18	\$520	\$535	14

Room Allotment:

Free Sell basis

(See Reservation Procedure and Close Out policy below)

SPECIAL EVENT SURCHARGES ARE INCLUDED IN THE FOLLOWING DATE PERIODS:

From	To	Special Event
Dec-27-16	Jan-2-17	New Year
Apr-8-17	Apr-22-17	Easter Period
Dec-6-17	Dec-10-17	Art Basel Convention
Dec-27-17	Jan-02-18	New Year



Services Included in the rates:

- ✓ **Free** use of lounge chairs at The Palms beach and pool area
- ✓ **Free** use of umbrellas at The Palms beach and pool area
- ✓ **Free** daily newspaper
- ✓ **Free** in-room safe
- ✓ **Free** use of The Palms' fitness room
- ✓ **Free** wireless high-speed Internet access
- ✓ **Free** local phone and toll-free calls up to 15 minutes in duration

The following is ONLY included in the breakfast inclusive rates:

- ✓ **Free** American breakfast buffet (for paying occupants – see child policy below) -

Summer Promotions:

Travel Period: May 1, 2017 through October 31, 2017

Free Night: 5=4 (Stay for five nights, pay for four)

Booking Window: Effective immediately for all new bookings for stays during the above mentioned period.

Spa Credit: June 1, 2017 through September 30, 2017

- **\$50.00 spa credit** on Aveda spa services. Not redeemable for cash
- Based per person and redeemable once during stay. Offer is not transferrable
- Please mention spa offer when booking treatment
- Offer is not combinable with other specials
- Offer is not valid on Hair & Make-Up services
- Service charge is billed on full price of service

Child Policy:

- **Room:** Children 12 years of age or younger stay free with a maximum of (2) two adults per room; maximum of two children per room.
- **Breakfast:** **Based on Breakfast inclusive rates only:** Breakfast for children 12 years of age or younger: \$ 15.00 per child, per day, inclusive of taxes and gratuities. (Charges must be collected by Tour Operator/Wholesaler – Hotel will not be responsible for collecting payment)



Minimum Age Requirement for Check-In:

Minimum age for check-in is 21 years of age.

Maximum Occupancy & Bedding:

Rooms in both city view and oceanfront categories either have one king-size bed (sleeps 2 adults) or two double beds (sleeps 3 adults).

Children over the age of 12 are considered adults and will be counted in the total number of persons occupying the room. Children under the age of 12 are able to stay in the room free, with the existing bedding. Baby cribs are available free of charge.

The Palms Hotel & Spa has a limited amount of rooms with 2 double beds. The Palms will try to accommodate bedding requests, however this is strictly based on the hotel's availability and it is not a guarantee. Rollaway beds are not available.

Taxes:

14% tax will be added to the above room rates (taxes are subject to change without notice).
Vouchers must cover tax in addition to room rates listed.

Special Requests:

Please note that requests such as high or low floors, early check-in or late check-out, etc; are all based upon availability and are not guaranteed.

Honeymoon Package:

For honeymooners, The Palms will upgrade, based upon availability, to an ocean front room and deliver a bottle of champagne and fruit plate to the guest's room. A valid marriage certificate must be faxed to The Palms prior to arrival of the guests. Copy of certificate must be presented upon check in. Minimum stay required is 5 nights.

Reservations Procedure:

Reservations must be made in writing through The Palms Hotel & Spa's reservations department, **via email at FIT@thepalmshotel.com**. **Attention: Reservations Manager. Reservations telephone number 305.908.5479.**

Our Reservations Department will book the reservation. Once booked, a confirmation number will be sent within 24 hours. Reservations received after the release dates are subject to space and rate availability.

To differentiate the ROOM ONLY bookings, please make reference of the following code on each reservation: FITRO

**Close out Notices**

In the event The Palms Hotel & Spa should experience a sold out situation, we will issue advance blackout notices. Within 48 hours, please report all rooms booked to our Reservations department via email at FIT@thepalmshotel.com or fax at 305-908-3366. After the 48 hours, we will not accept any more reservations for these dates.

Cancellations:

Individual reservations may be cancelled up to 72 hours prior to date of arrival free of charge. Cancellations made after 72 hours from arrival date are subject to the charge of one night's room rate plus applicable taxes. Cancellations must be made in writing to The Palms' reservations department.

No-Shows:

Individuals who do not arrive and do not cancel the reservation will be considered a No-Show. A penalty of one night's room rate plus applicable taxes will be charged to the operator, in addition to a \$50.00 administration fee.

Overnight Parking:

Valet parking is available for our guests at the charge of \$ 37.00 per day per car (subject to change without notice).

Check-In / Check Out:

Check -in time is after 4:00 p.m.

Check-out time is before 11:00 a.m.

Payments & Billing:

Unless a credit agreement has been established, reservations must be prepaid in full, 3 days prior to guest's arrival. In case a credit agreement is established, invoices billed to the Tour Operator are due 10 days after receipt. If a credit agreement has not been established and payment has not been received, The Palms will not honor the Tour Operator's voucher and will charge the amount due directly to the guest. Unless otherwise stated on the voucher, the guest will be responsible for all incidental charges.

Any disputes including cancellations must be communicated to the accounting office within 30 days of receipt of the invoice. If such notice is not received wholesaler will be responsible for contracted amount.

Any outstanding invoices not paid after 60 days of receipt of the invoice, wholesaler agrees to pay a 2% monthly finance charge of outstanding balance.



Description & Photo Material:

The Palms requests a brochure draft **prior** to printing or loading online in order to avoid mistakes or misrepresentation. After publication, The Palms requests 2 copies of the brochure, or an electronic version which features The Palms Hotel & Spa. For high and low resolution images of our hotel, please contact the Marketing department at marketing2@thepalmshotel.com or call 305.908.5476.

Acceptance:

This contract must be signed and returned to The Palms Hotel & Spa 2 weeks from date of issue to be valid. An authorized representative of the hotel will countersign and a copy will be promptly forward to you. Upon countersignature of this contract, it will be considered valid. Otherwise this agreement will be null and void. Changes will not be considered definite until the Hotel's representative has countersigned the contract.

Date: 11th July 2016
Operator: Ocean Beds
Authorized Signature: 
Print Name: Simon Hilton
Print Title: Head of Product

Date: _____
The Palms Hotel & Spa
Authorized Signature: _____
Concha Perdomo
Tour and Travel Sales Manager