



Grand Hotel Orlando

7825 Universal Boulevard, Orlando, FL 32819

2017-18 WHOLESALER RATE AGREEMENT

HOTEL SALES	WHOLESALER OPERATOR	CONTACT
Judith Orovets Director of Sales & Marketing Sales@grandhotelorlando.com P: (407) 313-9999; Ext. # 5019 F: (407) 313-0101	Ocean Holidays Equitable House 1 st Floor, 88-100 South St. Romford, Essex UK RM1 1RX	Simon Hilton Head of Product, USA Simon.Hilton@ocean-holidays.co.uk P: +44 (0) 2038 239825 M: +44 (0) 7464 795759

Currency: U.S. DOLLARS

Rates: PER ROOM

ROOM TYPE: **DELUXE**

Dates	Net Rate	Season	Allotment	Cut-Off
1/1/17 - 2/12/17	\$ 39	LOW	Free Sell	2-Days
2/13/17 - 4/10/17	\$ 41	High	Free Sell	2-Days
4/11/17 - 4/22/17	\$ 70	Spring Holiday	Free Sell	14-Days
4/23/17 - 6/30/17	\$ 40	LOW	Free Sell	2-Days
7/1/17 - 8/5/17	\$ 52	High	Free Sell	2-Days
8/6/17 - 12/23/17	\$ 40	LOW	Free Sell	2-Days
12/24/17 - 1/1/18	\$ 88	Winter Holiday	Free Sell	14-Days
1/2/18 - 2/12/18	\$ 40	LOW	Free Sell	2-Days
2/13/18 - 3/22/18	\$ 52	High	Free Sell	2-Days
3/23/18 - 4/7/18	\$ 72	Spring Holiday	Free Sell	14-Days
4/8/18 - 4/30/18	\$ 41	LOW	Free Sell	2-Days

FREE Daily Deluxe Breakfast included in the rates!

Other Room Types are available and may be booked with the following conditions:

Deluxe King Room	Add \$5 upgrade per night	Free Sell	3-Days
-------------------------	---------------------------	-----------	--------

The above rates are net non-commissionable and are quoted exclusive of applicable state, and local taxes. Taxes are currently at 12.5% and are subject to change.



Grand Hotel Orlando

7825 Universal Boulevard, Orlando, FL 32819

HOTEL TAX:	12.5%; Subject to change
EXTRA PAX CHARGE:	None
CRIB CHARGE:	One Crib is complimentary at N/C; On Request
BLACK OUT DATES:	None
CANCELLATION:	<ul style="list-style-type: none">* Cancellation received 3-days or more from the scheduled arrival date will not be penalized.• Cancellations received within 3-days of the scheduled arrival date will be charged a One-Night Penalty
NO SHOWS:	No Shows will be charged a One-Night Penalty (One-Night Room & Tax)

Max Occupancy &	Deluxe Standard	4	Two Queen Beds
Bedding	Deluxe King	2	King Bed

ROOM DESCRIPTIONS:

Deluxe Standard	Deluxe guest room featuring Two Queen Beds, Work Desk and Chair, Comfortable Arm Chair, a 32-inch Flat Screen TV with Cable Access, In-Room Safe, In-Room Mini-Fridge, In-Room Coffee Maker, Alarm Clock Radio, Iron & Ironing Board and Complimentary Wireless Internet Access.
Deluxe King	Deluxe guest room featuring a King Bed, Work Desk and Chair, Comfortable Arm Chair, a 32-inch Flat Screen TV with Cable Access, In-Room Safe, In-Room Mini-Fridge, In-Room Coffee Maker Alarm Clock Radio, Iron & Ironing Board and Complimentary Wireless Internet Access.



Grand Hotel Orlando

7825 Universal Boulevard, Orlando, FL 32819

RESORT FEE: Hotel does have a mandatory \$5 Resort Fee plus tax (\$5.63) charged nightly. The Resort Fee will be waived for all Ocean Holidays Bookings.

Resort Fee Inclusions:

- Scheduled Transportation to Universal Orlando, SeaWorld Orlando and the Walt Disney World Theme Parks
- Use of In-Room Safe
- Use of In-Room Mini-Fridge
- Free Self Parking at Hotel
- Unlimited Local Calls to Orlando
- Wireless Internet Access

Additional Notes:

- Minimum Age to Rent a Room/Unit is 18 Years of Age
- Check-in Time = 4:00 p.m. / Check-out Time = 11:00 a.m.

RESERVATION PROCEDURES: Reservations will be made by the Operator directly with the Hotel Wholesale Reservations Department.

Email: Reservations@GrandHotelOrlando.com

Fax Number: (407) 313-0101

***Please provide contact information for Inventory Updates and Close-outs:**

Close Out Email: stopsales@ocean-holidays.co.uk

Reservation Email: ukres@ocean-holidays.co.uk or usres@ocean-holidays.co.uk

RELOCATION POLICY: In the event a guest needs to be relocated, the Hotel will provide equal or superior accommodations, transportation and a phone call.



Grand Hotel Orlando

7825 Universal Boulevard, Orlando, FL 32819

PROMOTIONS 2017 - 2018:

Three Nt -Length of Stay Discount - 2017 - 2018:

Promotion	10%
Details	Special Promotion for 2017-18 on 3+ night stays
Travel Period	1/1/17 - 4/10/17 & 4/23/17 - 12/23/17 & 1/2/18 - 3/22/18 & 4/8/18 - 4/31/18
Booking Period	11/1/16 - 2/15/18
Restrictions	3-Night Minimum Night Stay; Cannot be combined with 7N-15 Promotion
Coding	3N-10

Seven Nt -Length of Stay Discount - 2017 - 2018:

Promotion	15%
Details	Special Promotion for 2017-18 on 7+ night stays
Travel Period	1/1/17 - 4/10/17 & 4/23/17 - 12/23/17 & 1/2/18 - 3/22/18 & 4/8/18 - 4/31/18
Booking Period	11/1/16 - 2/15/18
Restrictions	7-Night Minimum Night Stay; Cannot be combined with 3N-10 Promotion
Coding	7N-15

PAYMENT INFORMATION: **Direct Bill** ☒ **Pre-Pay** ☐

Wholesaler will be billed at the address indicated above, unless otherwise stated in writing. Wholesaler must make payment to Hotel within thirty-days (30) from receipt of Hotel's invoice. In the event that an invoice is more than thirty-days (30) past due, your account may be subject to be placed on a prepaid program status. Wholesaler will remain on prepaid program status until such time as Hotel has restored your direct billing privileges in writing. Any disputes in



Grand Hotel Orlando

7825 Universal Boulevard, Orlando, FL 32819

billing will be settled between Hotel's Accounting Department and Wholesaler. All undisputed portions of such invoice will be paid immediately and without delay.

MARKETING: Hotel agrees that Wholesaler can use the Hotel name solely in connection with booking reservations and promoting the Hotel pursuant to this Agreement; provided, however, that prior to publication or distribution of any and all advertising or other promotional materials developed, placed or used by Wholesaler to promote the Hotel, all materials displaying in any way will be submitted to Hotel for prior written approval and Wholesaler will have received such written approval. Wholesaler agrees not to use for any purposes other than as provided pursuant to the Agreement. Wholesaler agrees to change the manner in which Wholesaler uses the Hotel name or to cease such use upon receipt of written notice from Hotel that the use of Marks or rendering of the services pursuant to the Agreement do not meet Hotel's standard of quality. Wholesaler acknowledges that all use of the Hotel name by Wholesaler and all goodwill developed there from will inure to the benefit of and be on behalf of Hotel, and that nothing in this Agreement will give Wholesaler any right, title, or interest in the Hotel name. Upon the expiration or termination of this Agreement, Wholesaler agrees immediately to discontinue all use of the Hotel name and any terms confusingly similar thereto.

- a) **Online Visibility:** All written content and picture content for the hotel must be provided and approved by the hotel unless prior arrangements have been made
- b) **Trademark Protection:** Any combination of words including the word Grand Hotel Orlando within them, may not be printed, advertised or purchased in SEO or online/offline marketing campaigns unless written notice has been demonstrated by this hotel and its management staff. Deliberate attempts to undermine the hotel's ranking in SEO by using the hotel's name as a keyword would also constitute trademark infringement.
- c) **Misuse of Net Rates:** Fixed contracted net rates are to be offered via the wholesale distribution channel only. If net rates are given for wholesale rates but found to be offered as room only online/offline, it is in violation of the contract and will result in voiding this contract and loss of room allotments. If affiliates are offering rooms only, they can only do so through an extranet and mark-ups/retail divides need to be established. The net rates on this contract will then no longer be valid.
- d) **See Rate Parity:** All online channels must sell at the same price as what is shown on our website as regular room rate at <http://www.grandhotelorlando.com>




Grand Hotel Orlando

7825 Universal Boulevard, Orlando, FL 32819

Tour Operator and the Hotel have agreed to and have executed this Agreement by their authorized representatives as of the dates indicated below:

ACCEPTED AND AGREED TO BY

<i>Ocean Holidays</i> Name: <u>Simon Hilton</u> Title: <u>Head of Product USA</u> Signature: <u></u> Date: <u>4th November 2016</u>	<i>Grand Hotel Orlando</i> Judith Orovets Director of Sales & Marketing Signature: _____ Date: _____
---	--