



January 17, 2017

Simon Hilton  
Ocean Beds  
3204 Rolling Oaks Blvd.  
Kissimmee, FL 34747  
USA

**Re: 2017 Q2 Offer –EURO/UK**

Dear Simon,

We are pleased to present to you our second quarter promotion. The booking window runs from Apr 1 – June 30, 2017 with some very aggressive rate discounts throughout. Kindly ensure that this offer is prominently highlighted in your new promotion and advertising campaigns.

**Please note, due to very high occupancies, we are offering premium rates highlighted in blue over select date periods rather than closeout to allow you to continue to sell to your customers. Contract rates are not applicable over these premium rate dates. Kindly review promotional terms outlined below.**

#### **Q2 2017 PROMOTION**

**Booking Window:** April 1 – June 30, 2017

**Stay Window:** April 4, 2017 – April 30, 2018

**Booking Code:** **Q2EURO – must be noted on reservation requests for refundable rates to be applied.**  
**NOREFQ2 – must be noted on reservation requests for NON-REFUNDABLE rates to be applied.**

**Cutoff:** 3 days

**Closeout Dates:** Please see grid for all current closeout dates. Future closeouts may be applied based on hotel occupancy levels.

- RESORT CLOSEOUT applies to both properties
- SWAN CLOSEOUT applies to Swan only, Dolphin is available.
- DOLPHIN CLOSEOUT applies to Dolphin only, Swan is available.

#### **Non-Refundable Rates**

We are pleased to continue to offer non-refundable rates in order to allow our partners to be competitive with the “Limited Time Non-Refundable Offers” we put forward to the OTA’s.

**If you are able to utilize these rates within your system please note that any reservation being made under these “rate plan code” cannot be cancelled and will be billed back in full in the event your company is on direct billing. If your company is on “prepay” basis no refunds will be allowable.**

#### **Revision on Coupon Book Value**

Please be advised, due to some of our retail outlets closing on property, effective immediately, the value of the WDW Swan and Dolphin coupon book has changed from \$250 to \$115 USD. If you can kindly update your system information as needed that would be greatly appreciated.

**Resort Service Package**

We are pleased to advise that your quarterly promotional rates INCLUDE the \$25 per day Resort Service Package charge which provides the following benefits to your customers:

1. Complimentary in-room high speed internet access
2. Unlimited access to the hotel's Health Clubs
3. Unlimited free local telephone calls, domestic long distance, toll-free and credit card access calls (.10 cents per minute after 60 minutes)
4. 2 complimentary bottles of water daily in room

**Update On Guest Room Renovation Project**

Please find below the current status on the room renovation project taking place at our resort:

- The entire Walt Disney World Swan has been redesigned and offers brand new guests rooms for all of your guests. **This is 100% complete.**
- "Summer of 2016" – (May – September) 800 rooms of the Walt Disney World Dolphin have been redesigned, which is the entire west wing. **This is 100% complete.**
- "Summer of 2017" – The **final phase** of the room redesign located in the East Wing at the Walt Disney World Dolphin **will commence in May 2017 and be completed in late September 2017**. All guests checking in after May 2017 will enjoy brand new accommodations at our resort.
- "Summer of 2017" – The Dolphin lobby area will be fully renovated between May – September 2017. A detailed letter with full timelines and renderings has been sent for this project.
- We request your consideration during these periods as up to 600 rooms will be out of inventory and therefore we will have more closeouts than normal at our resorts.

**Conditions**

The above offer is a standalone offer based on the net rates for the traditional/run of house room type. All room upgrade and rollaway charge rates and conditions apply as noted in the 2017 wholesale contract. No other discounts or promotions can be combined at the same time.

Please acknowledge receipt of this promotion by signing below. In order to participate, the form must be signed and returned **by March 31, 2017** via email to emilee.bryant@swandolphin.com or fax to (407) 934-4880.

Sincerely,



Ravin Berera  
Complex Director, Leisure Sales  
Ravin.Berera@swandolphin.com

Ocean Beds

Simon Hilton

\_\_\_\_\_  
Name

22nd march 2017

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Attached: Q1 promo rate grid**

			Swan		Dolphin	
PROMO CODES		Contract	Q2	NOREFQ2	Q2	NOREFQ2
Dates		Swan / Dolphin Contract Rate	Swan Q2 Refundable Rate	Swan Q2 Non-Refundable Rate	Dolphin Q2 Refundable Net Rate	Dolphin Q2 Non-Refundable Net Rate
4/1/17		\$290.00	\$298.00	\$263.00	\$255.00	\$231.00
4/2/17 - 4/4/17		\$290.00	RESORT CLOSEOUT			
4/5/17 - 4/8/17		\$290.00	\$260.00	\$238.00	\$189.00	\$185.00
4/9/17 - 4/11/17		\$290.00	RESORT CLOSEOUT			
4/12/17 - 4/17/17		\$290.00	\$229.00	\$215.00	\$205.00	\$190.00
4/18/17		\$290.00	SWAN CLOSEOUT		\$258.00	\$237.00
4/19/17 - 4/21/17		\$290.00	RESORT CLOSEOUT			
4/22/17		\$290.00	SWAN CLOSEOUT		\$215.00	\$200.00
4/23/17 - 4/24/17		\$290.00	\$209.00	\$195.00	\$189.00	\$175.00
4/25/17		\$290.00	\$209.00	\$195.00	DOLPHIN CLOSEOUT	
4/26/17		\$290.00	\$209.00	\$195.00	\$220.00	\$210.00
4/27/17 - 4/29/17		\$290.00	RESORT CLOSEOUT			
4/30/17 - 5/1/17		\$290.00	\$199.00	\$189.00	\$209.00	\$199.00
5/2/17 - 5/4/17		\$259.00	RESORT CLOSEOUT			
5/5/17 - 5/9/17		\$259.00	\$229.00	\$209.00	\$219.00	\$199.00
5/10/2017		\$259.00	RESORT CLOSEOUT			
5/11/17 - 5/21/17		\$259.00	\$275.00	\$255.00	\$265.00	\$245.00
5/22/17 - 5/23/17		\$259.00	RESORT CLOSEOUT			
5/24/17 - 6/04/17		\$259.00	\$212.00	\$195.00	\$205.00	\$190.00
6/5/17 - 6/6/17		\$258.00	RESORT CLOSEOUT			
6/7/17 - 6/9/17		\$258.00	\$205.00	\$195.00	\$195.00	\$185.00
6/10/2017		\$259.00	\$295.00	\$295.00	\$295.00	\$295.00
6/11/17 - 6/13/17		\$259.00	RESORT CLOSEOUT			
6/14/17 - 6/17/17		\$259.00	\$250.00	\$235.00	\$280.00	\$260.00
6/18/17 - 6/22/17		\$259.00	\$270.00	\$250.00	DOLPHIN CLOSEOUT	
6/23/2017 - 6/24/17		\$259.00	SWAN CLOSEOUT		\$280.00	\$260.00
6/25/17 - 6/27/17		\$259.00	RESORT CLOSEOUT			
6/28/17 - 7/7/17		\$259.00	\$215.00	\$199.00	\$250.00	\$230.00
7/8/17 - 7/9/17		\$259.00	RESORT CLOSEOUT			
7/10/17 - 7/24/17		\$259.00	\$215.00	\$199.00	\$205.00	\$195.00
7/25/2017		\$259.00	SWAN CLOSEOUT		\$259.00	\$245.00
7/26/17 - 7/28/17		\$259.00	RESORT CLOSEOUT			
7/29/17 - 8/1/17		\$259.00	\$219.00	\$199.00	\$199.00	\$189.00
8/2/17 - 8/4/17		\$259.00	\$190.00	\$180.00	DOLPHIN CLOSEOUT	
8/5/17 - 8/12/17		\$259.00	\$232.00	\$232.00	\$205.00	\$195.00
8/13/17 - 8/30/17		\$259.00	\$180.00	\$165.00	\$205.00	\$195.00
8/31/2017 - 9/7/17		\$239.00	\$225.00	\$205.00	\$215.00	\$195.00
9/8/17 - 9/9/17		\$239.00	\$232.00	\$220.00	DOLPHIN CLOSEOUT	
9/10/17 - 9/11/17		\$239.00	\$186.00	\$175.00	\$170.00	\$160.00

Dates		Swan / Dolphin Contract Rate	Swan Q2 Refundable Rate	Swan Q2 Non- Refundable Rate	Dolphin Q2 Refundable Net Rate	Dolphin Q2 Non- Refundable Net Rate
9/12/17 - 9/13/17		<b>\$239.00</b>	\$175.00	\$165.00	<b>DOLPHIN CLOSEOUT</b>	
9/14/17 - 9/30/17		<b>\$239.00</b>	\$190.00	\$180.00	\$180.00	\$170.00
10/1/17 - 10/4/17		<b>\$264.00</b>	<b>\$279.00</b>	<b>\$279.00</b>	<b>\$279.00</b>	<b>\$279.00</b>
10/5/17 - 10/31/17		<b>\$264.00</b>	\$240.00	\$225.00	\$245.00	\$229.00
11/1/17 - 11/5/17		<b>\$264.00</b>	\$219.00	\$199.00	\$209.00	\$189.00
11/6/17 - 11/8/17		<b>\$264.00</b>	\$264.00	\$264.00	\$229.00	\$219.00
11/9/17 - 11/21/187		<b>\$264.00</b>	\$229.00	\$209.00	\$219.00	\$199.00
11/22/17 - 12/09/17		<b>\$264.00</b>	\$239.00	\$209.00	\$219.00	\$199.00
12/10/17 - 12/13/17		<b>\$264.00</b>	\$264.00	\$264.00	\$264.00	\$264.00
12/14/17 - 12/24/18		<b>\$264.00</b>	\$209.00	\$189.00	\$189.00	\$179.00
12/25/17 - 12/31/17		<b>\$375.00</b>	\$315.00	\$300.00	\$289.00	\$269.00
1/1/18 - 1/6/18		\$258.00	\$189.00		\$179.00	
1/7/18 - 1/31/18		\$258.00	\$235.00		\$219.00	
2/1/18 - 2/28/18		\$258.00	\$239.00		\$229.00	
3/1/18 - 3/17/18		\$258.00	\$239.00		\$229.00	
3/18/18 - 3/31/18		\$258.00	\$219.00		\$205.00	
4/1/18 - 4/30/18		\$297.00	\$205.00		\$185.00	

**Please note: Mandatory 12.5% hotel taxes extra on rates noted in above grid.**