



## 2017 - 2019 F.I.T. WHOLESALE AGREEMENT

<b>Seralago Hotel &amp; Suites</b>	<b>Ocean Holidays / Ocean Beds</b>
5678 W. Irlo Bronson Memorial Hwy Kissimmee FL 34746	3204 rolling oaks Blvd, Kissimmee, florida, 34747
Contact: Nicole Cisco-Placencio	Contact: Simon Hilton
Telephone: 407-997-4340	Telephone: 44 0 2038239825
Email: NCisco@SeralagoHotel.com	Email: Simon.Hilton@ocean-holidays.co.uk

**Split Season Rates will be applicable to stays where rate/date changes occur.**

ROOM TYPE: Standard

<i>Dates</i>	<i>Net Rate</i>	<i>Promo Stay 2 get 15% off</i>	<i>Season</i>	<i>Allotment</i>	<i>Cut-Off</i>	<i>Rack Rate</i>
4/07/17 – 4/20/17	\$50 3ngt MLOS	\$42.50 3ngt MLOS	Holiday	Free Sell	3-Days	\$ 85 / \$100
4/21/17 – 06/15/17	\$35	\$29.75	Low	Free Sell	3-Days	\$ 85 / \$100
6/16/17 – 8/19/17	\$42	\$35.70	High	Free Sell	3-Days	\$115 / \$125
8/20/17 – 12/21/17	\$35	\$29.75	Low	Free Sell	3-Days	\$ 85 / \$100
12/22/17 – 1/2/18	\$ 55 3ngt MLOS	\$46.75 3ngt MLOS	Holiday	Free Sell	14-Days	\$150
1/3/18 – 2/15/18	\$37	\$31.45	Low	Free Sell	3-Days	\$ 85 / \$100
2/16/18 – 3/24/18	\$44	\$37.40	High	Free Sell	3-Days	\$115 / \$125
3/25/18 – 4/08/18	\$52 3ngt MLOS	\$44.20 3ngt MLOS	Holiday	Free Sell	14-Days	\$139
4/09/18 – 06/15/18	\$35	\$29.75	Low	Free Sell	3-Days	\$ 85 / \$100
06/16/18 – 8/12/18	\$42	\$35.70	High	Free Sell	3-Days	\$115 / \$125
08/13/18 – 12/22/18	\$35	\$29.75	Low	Free Sell	3-Days	\$ 85 / \$100
12/23/18 – 1/2/19	\$ 55 3ngt MLOS	\$46.75 3ngt MLOS	Holiday	Free Sell	14-Days	\$150
1/3/19 – 2/13/19	\$35	\$29.75	Low	Free Sell	3-Days	\$ 85 / \$100
2/14/19 – 4/14/19	\$42	\$35.70	High	Free Sell	3-Days	\$115 / \$125
4/15/19 – 4/27/19	\$55 3ngtMLOS	\$46.75 3ngt MLOS	Holiday	Free Sell	14-Days	\$139

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

Standard Pool Room	\$10 Upgrade charge
Kids Suite	\$20 Upgrade Charge
2-Room Suite	\$30 Upgrade Charge

Please carefully review all Terms and Policies indicated on the next page of this contract and show in item 3 whether your voucher will include taxes and/or rollaway bed payment. Your signature below indicates your approval of these terms. No reservations will be accepted until a signed contract is on file. Hand written changes to this contract are acceptable **only** when initialed by both parties. Net rates/Terms of this agreement are to be considered confidential between signature parties and rates may not be offered to the general public as net rates.

Seralago Hotel & Suites

*Nicole Cisco-Placencio*

Nicole Cisco-Placencio

Director of Sales

Title

Head of Product

Title

Email: NCisco@SeralagoHotel.com

Date 11/8/16

Email: simon.hilton@ocean-holidays.co.uk

Date 11th April 2017

## TERMS AND POLICIES

1. Reservations may be made with our Reservations Department by Fax or E-Mail and must be sent prior to your cutoff date. In turn, confirmation numbers will be forwarded to you by Fax or E-Mail. You may also request reservations, based on space availability, any time after your cutoff date.

**Reservations Fax: 407-396-8915**

**Reservations E-Mail: [res@seralagohotel.com](mailto:res@seralagohotel.com)**

**Please provide contact information for inventory Updates and Close Outs:**

**Contact Name:** Vinnie D'Amico **Email:** stopsales@ocean-holidays.co.uk **Fax:** \_\_\_\_\_

2. These rates apply for F.I.T.s only. Group rates (10 or more rooms or special handling requests) are subject to separate booking agreements. Contact Nicole Cisco for information on group rates.

3. Account will provide Hotel with sample voucher. **Please advise whether your voucher will include -**  
**Taxes: Yes:** ☒ **No:** \_\_\_\_\_ **and/or roll-away bed payment: Yes:** \_\_\_\_\_ **No:** ☒.

4. The minimum age for guests to occupy a room alone is 18 years.

5. Check-in time is 4:00 PM. Checkout time is 11:00 AM.

6. Any cancellation must be made a minimum of 48 hours prior to guest arrival to avoid a one-night room revenue + tax penalty. A prepaid reservation cancelled prior to the 48 hour deadline is Refundable in Full.

- 7. A mandatory Resort Amenity Package of \$7.00 + 13.5% tax per day will apply. Payment will be made to Hotel by:**  
**Guest at check-in:** ☒ **Made by Account with Room/tax payment:** \_\_\_\_\_

Amenity Package includes: Shuttle service to Disney, Universal Studios Orlando, SeaWorld, High-speed wireless internet access, car parking, use of the Fitness Center and Business Center, pool (chaise/towels), In-Room Microwave and Mini-Fridge.

8. Payment:

- a. **Account with Approved Direct Bill**, Hotel will guarantee and hold all reservations. Should any portion of the Master Account not be paid within 30 days of direct billing, 1.5% per month of the full balance due will be added to this account and account may be placed on pre-pay status.
- b. **Account without Direct Bill**, Hotel will guarantee and hold all reservations providing prepayment in full of the room charge plus applicable taxes is received by the Resort 72 hours prior to client's arrival date. Prepayment may be made by valid credit card with Authorization on file. Any reservation for which payment has not been received 72 hours prior to the guest arrival will be cancelled. Should any party with a cancelled status reservation arrive at Hotel, every effort will be made to accommodate the guest(s) based on availability. However, the guest will be requested to pay for their own room and taxes based on the Best Available Rate of the day.

9. Hotel and Account hereby agree that all other charges incurred by the individual such as telephone, food, beverage and other incidentals are to be collected by the Hotel from the Client. Account will assist Hotel in collecting any such charges if not paid as specified above.

10. Descriptive copy, pictures, etc. used in advertising, for brochures, the Internet, or any other media must be pre-approved by the Hotel.

11. Hotel and Account hereby agree that this contract may be terminated by either party upon 30 days written notification by Registered Mail. In the event of such termination, all reservations previously accepted by the Hotel will be honored, providing all other terms of this agreement are fulfilled by the Account.

12. Net Rollaway charge is \$10.00 + 13.5% tax per night. Cribs are available at no charge (limited supply).

13. Account will indemnify and hold harmless Hotel and its related Companies from any legal fees/damages as a result of any legal claims arising out of any product/service provided by Account. Account is not required to hold harmless Hotel for damages caused by or resulting from the proven negligence or willful misconduct of Hotel.

14. **Email address to advise Account of blackout dates:** stopsales@ocean-holidays.co.uk

15. **Accounting Contact Name:** Scott Grafton

16. **Accounting Contact Email:** payables@oceanbeds.com **Phone:** 01144 203 816 0971