



**2018 NET RATE AGREEMENT**  
**CLC ENCANTADA RESORT**

**Company: Ocean Holidays**

**Contact: Simon Hilton**

**Address: 3204 Rolling Oaks Blvd. Kissimmee, Florida**

**Phone: 407-390-6422**

**Fax: 260-454-3058**

**Stop Sales email: [simon.hilton@ocean-holiday.co.uk](mailto:simon.hilton@ocean-holiday.co.uk)**

**General Manager: Brad Boland**

**Email: [brad.boland@clcworld.com](mailto:brad.boland@clcworld.com)**

**Phone: 407 997 1000**

**Director of Sales: Cristina Toro**

**Email: [cristina.toro@clcworld.com](mailto:cristina.toro@clcworld.com)**

**Phone: 321-250-8103**

**Reservation Contact:**

**Email: [USAdirectbooking@clcworld.com](mailto:USAdirectbooking@clcworld.com)**

**Phone: 407 997 9478**

**Fax: 407 997 9552**

**Accounting Leisure Sales: Carlos F. Lopez**

**Email: [carlos.lopez@clcworld.com](mailto:carlos.lopez@clcworld.com)**

**CONDITIONS AND EXCLUSIONS:**

- These rates are **confidential**.
- These rates are for your B2B clients, and can not be displayed on any consumer sites. Nightly rates are only to be displayed on B2B password protected sites. Failure to comply will result in this contract being canceled.
- Contract will commence on **January 09, 2018** ending on **January 08, 2019**.
- These rates are non-commissionable.
- These rates apply to individual reservations only. Group rates can be established through the Group Sales Department.
- Minimum night stay of 2 nights on all Townhomes is required.
- **Resort Fee \$15 per night not exceeding \$105 plus 13.5% tax.**
- Cancellation Policy: Within 48 hours = one night and within 24 hours/no show = 100%
- No pets allow.

**AGENT AND CLIENT AGREEMENT:**

<b><u>Room Rate:</u></b> Agent <input checked="" type="checkbox"/> Guest <input type="checkbox"/>	<b><u>Resort Fee:</u></b> Agent <input type="checkbox"/> Guest <input checked="" type="checkbox"/>
<b><u>Room Tax:</u></b> Agent <input checked="" type="checkbox"/> Guest <input type="checkbox"/>	<b><u>Resort Fee Tax:</u></b> Agent <input type="checkbox"/> Guest <input checked="" type="checkbox"/>

**RESERVATIONS:**

If you would like to book a group of 5 townhomes or more please contact:

**Linda Payette @ [Linda.payette@clcworld.com](mailto:Linda.payette@clcworld.com)**

Group rooms may not always be available at the net rate, please call for availability and room rate quote. Please note that a group contract must be established to secure group availability and rate. During the HOLIDAY SEASON and SPECIAL EVENTS, a minimum stay of 7 nights may be required. This contract only governs the dates and room types specified herein. Any bookings made outside of the contractual agreement will be billed at the prevailing rack rate.

**PAYMENT REQUIREMENTS:**

<b>DIRECT BILL AGENT</b> (resort bills agent) <input checked="" type="checkbox"/>	<b>CREDIT CARD</b> (7 days prior): <input type="checkbox"/>
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- All payments are to be in U.S. funds, drawn on U.S. banks. Fax any questions regarding payments, invoices or other billing discrepancies to the Resort Accounting Department at 407-997-1000 and [carlos.lopez@clcworld.com](mailto:carlos.lopez@clcworld.com) . After review they will be forwarded to the appropriate accounting personnel.
- Client must advise the Resort of the arrival and departure of each guest.
- Client will notify the Resort of any guests concerns as soon as possible so that we may rectify them while enjoying the resort. If any guests relay any concerns or complaints issues after check out, compensation, if any, will only be given through expressed written consent from CLC World Resorts & Hotels.

**Payments for all reservations should be sent to:  
Attn: Laura Sherman**

**Regal Oaks CLC Resort**  
**5780 Golden Hawk Way Kissimmee, FL 34746**

Please make all checks payable to: CLC Resort Management LLC

Address: JP Morgan Chase	ACH Receipts: 267084131
Account No: 704:519988278	ABA Routing No: 021000021

**GUEST ARRIVAL & DEPARTURE TIME:**

Guest check-in time is **4:00 p.m.** and checkout time is **10:00 a.m.** Room assignments prior to that time are on an availability basis. During periods of high occupancy, room may not be available upon arrival. Rooms will be made available for check-in as soon as possible. Luggage storage is not available for early arrivals.

**GUEST ACCOMMODATIONS:**

The Resort shall provide **Ocean Holidays** guest's with complete access and use of the Resort's services, amenities and recreational facilities as available to the Resort's regular clientele. All rooms are non-smoking. Cribs are available upon request, subject to availability.

**VOUCHERS:**

Please forward to our offices a sample copy of your company voucher so that front office personnel may keep a copy on record. Extra nights not covered on the voucher will be billed to the guest at the prevailing rack rate. Under no circumstances will the guest be given the opportunity to review the tour operator/wholesaler master account folio. A separate folio will be created recording incidental charges. This separate incidental folio will only be given to the guest. Should no incidental charges accrue during the stay, the guest will not be given any type of documentation or folio at check-out.

**ADDITIONAL PROVISIONS:**

1. This contract does not allow for electronic advertising on any computer service unless otherwise agreed upon in writing by both parties. This agreement requires that the resort be noticed of all brochures and tariffs where the property will be featured. The property also requires that they proof all printed material for all tariffs and brochures. The use of resort photography is restricted solely to the promotion of Encantada and Regal Oaks CLC Resort may not be utilized in any other marketing without written permission. A copy of each brochure/tariff is requested.

Please send all advertising proofs, marketing opportunities and promotional opportunities to:

**Brad Boland**  
**Encantada and Regal Oaks CLC World Resorts**  
**Tel: 407 997 9479 Fax: 407 997 9338**  
**Brad.boland@clcworld.com**

2. The Resort reserves the right to refuse check-in to any party arriving at a resort with more than the maximum number of guests allowed for the specific reserved room type (pax max).
3. The Resort offers other amenities such as BBQ grill Wi-Fi, etc. Should your clients wish to reserve these items, please call in advance. There is a nominal fee for these items that will be collected by the guest directly at time of check-in.
4. This agreement may be terminated by either party for any reason, with or without cause, upon Thirty (30) days written notice to the other party.
5. This agreement as well as any and all claims and disputes arising, directly or indirectly, there from shall be governed by and construed, interpreted and enforced in accordance with the laws of the state of Florida.
6. Guests who are booked into Encantada A CLC World Resort will be entitled to the following amenities and services:
  - Free parking
  - Exclusive discounted attraction tickets (please call ahead of your check in date ) @ 321 250 8094

**2018 Rates- Encantada:**

The Resort agrees to the following Rates for use by your company, subject to the terms and conditions herein.

**All prices exclude 13.5% sales tax.**

<b>Rate Period 2018</b>	<b>2 Bed Townhouse 4+2 pax</b>	<b>Daily Allotment</b>	<b>3 Bed Townhouse 6+2pax</b>	<b>Daily Allotment</b>	<b>Cut Off</b>
1/9/2018 - 2/9/2018	\$90	2	\$111	2	10 days
2/10/2018- 3/26/2018	\$111	2	\$132	2	7 days
* 3/27/2018- 4/9/2018	\$199	2	\$219	2	14 days
4/10/2018- 6/5/2018	\$90	2	\$111	2	7 days
6/6/2018- 8/14/2018	\$111	2	\$132	2	14 days
8/15/2018- 10/5/2018	\$90	2	\$111	2	7 days
10/6/2018- 10/23/2018	\$119	2	\$139	2	7 days
10/24/2018- 12/14/2018	\$111	2	\$132	2	7 days
*12/15/2018- 1/8/2019	\$199	2	\$219	2	21 days

**\*Four (4) night minimum required during these periods: March 27 – April 9, Dec.15, 2018-Jan.8, 2019.**

**Early Booking Discount Special offer: Early Bird Discount 15% off rates above**

Booking window: up to 11/30/17.

Black out dates: March 27-April 9 and December 15 – January 8th 2019.

This contract must be returned by **July 13, 2017** .Should contract not be returned by said date, contract and rates become null and void. Reservations will not be accepted without signed contact.

**Agency:**

\_\_\_\_\_  
Signature

Brad Boland

CLC World Resorts & Hotels

Date

\_\_\_\_\_  
Signature

Simon Hilton  
Head of Product

Ocean Beds  
25th July 2017

Date