



HYATT REGENCY®

CLEARWATER BEACH RESORT & SPA

2017/2018 TOUR OPERATOR AGREEMENT

25 April 2016

Mr. Simon Hilton
Director of Product USA
OCEAN FLORIDA Ocean Beds
3204 Rolling Oaks Boulevard
Kissimmee, FL 34747

E-mail: simon.hilton@ocean-holidays.co.uk

Phone: 407.390.6422

Fax: 260.454.3058

CR # 60061

This agreement is applicable to all individual (FIT) reservations made by Ocean Holidays (Tour Operator) with Hyatt Regency Clearwater Beach Resort & Spa (Hotel). It does not apply to group reservations or bookings of more than 9 rooms per night. Rates for reservations of 10 or more rooms per night are on a request basis. The number of rooms available at the special tour operator rate is limited.

I - RATES AND DATES:

DATE RANGE	ROOM TYPE	NET RATE
30 Apr 2017 TO 01 Jun 2017	Premium Guestroom	\$215.00
	Deluxe Guestroom	\$265.00
	Premium 1 Bedroom Suite	\$290.00
	Gulf Front 2 Bedroom Suite	\$465.00
	Deluxe 2 Bedroom Suite	\$465.00
02 Jun 2017 TO 31 Aug 2017	Premium Guestroom	\$225.00
	Deluxe Guestroom	\$275.00
	Premium 1 Bedroom Suite	\$325.00
	Gulf Front 2 Bedroom Suite	\$510.00
	Deluxe 2 Bedroom Suite	\$530.00
01 Sep 2017 TO 22 Dec 2017	Premium Guestroom	\$195.00
	Deluxe Guestroom	\$220.00
	Premium 1 Bedroom Suite	\$245.00
	Gulf Front 2 Bedroom Suite	\$395.00
	Deluxe 2 Bedroom Suite	\$395.00
23 Dec 2017 TO 15 Feb 2018	Premium Guestroom	\$220.00
	Deluxe Guestroom	\$245.00
	Premium 1 Bedroom Suite	\$270.00
	Gulf Front 2 Bedroom Suite	\$445.00
	Deluxe 2 Bedroom Suite	\$445.00
16 Feb 2018 TO 14 Apr 2018	Premium Guestroom	\$310.00
	Deluxe Guestroom	\$420.00
	Premium 1 Bedroom Suite	\$510.00
	Gulf Front 2 Bedroom Suite	\$860.00
	Deluxe 2 Bedroom Suite	\$1,100.00

MANDATORY RESORT SERVICES FEE: A Resort Fee of \$20.00 per night, plus tax, will be charged on all rooms. Please see attached room and resort fee description for amenities included.

PLEASE SELECT ONE OPTION:

_____ Wholesaler/Tour Operator pays Resort Fee ☒ Client pays Resort Fee directly to hotel

BLACKOUT DATES: Currently there are no blackout dates. Any future dates will be notified via e-mail and/or fax and the Tour Operator will have 48 hours to report all reservations made prior to the notice date.

Wholesale/Tour Operator rates are NET (non-commissionable), quoted in U.S. Dollars and subject to availability. **Rates are confidential and must be quoted as part of a package.** Rates are on an *E.P. basis* (no meals) and are subject to applicable taxes (currently 13%). Rates are per room, per night, based on occupancy for each room type (see separate room description) and using existing bedding accommodations. Children age 17 or under stay free when sharing room with parents and using existing bedding configuration. Rate for a rollaway bed is \$25.00 per night, plus tax. **IMPORTANT:** Rooms with two queen beds cannot accommodate a rollaway bed.

FREE NIGHT BONUS:

Hyatt Regency Clearwater Beach Resort & Spa offers the /Tour Operator our special “**Sunshine on Sale**” offer. Guests will receive one free night for every four (4) fully paid nights. It applies for a minimum stay of five (5) consecutive nights. Guest may not apply stays of less than 5 nights to any other future stay. This offer cannot be combined with any other offers or discounted rates, except as noted under special notes and conditions. It applies to individual (FIT) reservations only. It does not apply for groups. **This offer is valid year-round with the exception of February 16, 2018 through April 14, 2018.**

II - BOOKING PROCEDURES:

The Tour Operator may sell the room categories indicated above on a Free Sale / Sell and Report basis until such time when the hotel notifies the company that rooms are no longer available over certain dates. The Tour Operator must report all rooms sold within 24 hours after the reservation is made.

The cut-off period for Free Sale is 72 hours prior to arrival date. All reservations must be reported to the hotel at least 3 days - but no later than 4 p.m., United States Eastern Time, prior to guests' arrival.

Free Sale applies only to individual (FIT) reservations. Each booking transaction should not exceed 4 rooms per night.

The Wholesaler/Tour Operator must report all reservations directly to the hotel's Reservations Department by e-mail: pierc.reservations@hyatt.com or fax: **727.441.3672**. The return response fax, telephone number and/or e-mail address must be noted clearly on any correspondence.

The booking status, i.e. new reservation, change, cancellation, must be noted clearly on all communications. All requests for specific bed type and/or accommodation are on a request basis only. All reservation requests are subject to availability.

III – CANCELLATION, NO-SHOW AND EARLY DEPARTURE POLICY:

CANCELLATIONS: Cancellation of reservations will be accepted without penalty if received no later than three (3) days prior to arrival. The hotel will charge one (1) night's room and tax for cancellations received after 4.00 p.m. Eastern Time, less than three (3) days prior to arrival.

NO SHOWS: The hotel will charge one (1) night's net room rate for any no-shows.

EARLY DEPARTURES: Guests who depart the hotel earlier than scheduled will be charged a fee of one night rate for the room category reserved. This fee will be assessed to the Tour Operator. Guests who depart two (2) or more nights earlier than scheduled will only be charged the early departure fee on the first night.

NOTE CONCERNING INTERNET ADVERTISING: the Tour Operator may list *Hyatt Regency Clearwater Beach Resort & Spa* on their website, provided that rate displayed is a package price, including hotel accommodations and taxes, plus at least one other package feature, such as car rental, air transportation or similar. Failure to do so may result in the immediate cancellation of this agreement.

IV - PAYMENT POLICY:

In order to utilize the preferred rates, the Tour Operator must remain approved for direct billing. Tour Operator and its customers shall be jointly liable for payment of all charges specified on the voucher/coupon to Hyatt Regency Clearwater Beach Resort & Spa.

V - REFUNDS:

Requests for refunds, rate adjustments or disputes must be submitted in writing no more than 60 days after guest's departure.

VI- CONDITIONS OF ACCEPTANCE:

To utilize these special rates, HYATT REGENCY CLEARWATER BEACH RESORT & SPA must:

- 1.- Be featured in your brochure, tariff book or website.
- 2.- Receive a sample copy of your voucher and brochure, tariff book or website URL address.
- 3.- Receive a minimum of 400 room nights per year.

VII- PRIVACY OF PERSONAL INFORMATION:

Hyatt complies with the privacy policy available at www.hyatt.com (the "Hyatt Privacy Policy").

Tour Operator, with respect to hotel guests who stay at the hotel:

- 1.- Shall make the hotel guests aware of Hyatt's Privacy Policy.
- 2.- Shall obtain from guests their consent to disclose their personal information to Hyatt.
- 3.- Shall, for sales of accommodations directly to individuals, warrant and represent to Hyatt that it is entitled to disclose the hotel guests' personal information to Hyatt and it is authorized to act as agent of each of the hotel guests for this purpose; and
- 4.- Shall require in each of its contracts with clients who are wholesalers or travel agents, that such clients warrant and represent to Hyatt that they are entitled to disclose the hotel guests' personal information to Hyatt, and are authorized to act as agent of each of the hotel guests for this purpose.

FAX AND/OR E-MAIL COMMUNICATIONS: By executing this agreement, the Tour Operator authorizes Hyatt Regency Clearwater Beach Resort & Spa to send pertinent communications via facsimile and/or E-mail. The hotel will not divulge the company's fax or E-mail address to third parties. If the Tour Operator wishes to opt out of this authorization, it may do so by notifying the Sales Department, either via Fax: 727-441-3672, or via E-mail: Melinda.Lancial@Hyatt.com.

Either party may terminate this agreement within sixty (60) days of delivery of written notice. It will not be valid unless a signed copy is returned to the hotel by **20 May 2016**.

We value our relationship and look forward to working with you. If we can be of any assistance, please do not hesitate to contact us.

Sincerely,

Melinda Lancial Date
Business | Leisure Travel Sales Manager



Signed and agreed Date
Simon Hilton
Director of Product USA

9th May 2016



HYATT REGENCY®

CLEARWATER BEACH RESORT & SPA

ROOM TYPE DESCRIPTIONS

Premium Guestroom - One King Bed or Two Queen Beds

Approximately 600 Square Feet

Room has a walkout balcony with table and chairs, and partial water-views. Room features a fully equipped kitchen with granite countertops and stainless steel appliances, to include full-size refrigerator, microwave, and counter cooktop. Room has either one king-size or two queen-size Hyatt Grand Beds, 42-inch flat screen television, built-in grooming area, iHome alarm clock radio with iPod docking station, coffee maker and in-room coffee, iron and ironing board and in-room safe. Wired and wireless Internet access is included in the daily resort fee.

Sleeps 2 with King Bed or 4 with Queen Beds.

Deluxe Guestroom - One King Bed or Two Queen Beds, plus Sleeper Sofa

Approximately 900 Square Feet

Room has a walkout balcony with table and chairs, and partial water-views. Room features a fully equipped kitchen with granite countertops and stainless steel appliances, to include full-size refrigerator, microwave, dishwasher, and counter cooktop. Room has either one king-size or two queen-size Hyatt Grand Beds plus a queen-size sleeper sofa. 42-inch flat screen television, built-in grooming area, iHome alarm clock radio with iPod docking station, coffee maker and in-room coffee, iron and ironing board and in-room safe. Wired and wireless Internet access is included in the daily resort fee.

Sleeps 4 with King Bed or 6 with Queen Beds.

Premium One Bedroom Suite - One King Bed or Two Queen Beds, plus Sleeper Sofa

Approximately 900 Square Feet

Suite has a separate bedroom, two full bathrooms – one with stand-alone shower and double sink and living room area. Other features are: walkout balcony with table and chairs and partial water-views, fully equipped kitchen with granite countertops and stainless steel appliances, to include full-size refrigerator, microwave, dishwasher, and counter cooktop. The Suite also has a table and chairs for dining, and a queen-size sleeper sofa. Suite has either one king-size or two queen-size Hyatt Grand Beds, two 42-inch flat screen televisions, built in grooming area, iHome alarm clock radio with iPod docking station, coffee maker and in-room coffee, iron and ironing board and in-room safe. Wired and wireless Internet access is included in the daily resort fee.

Sleeps 4 with King Bed or 6 with Queen Beds.

**Deluxe Two Bedroom Suite - One King Bed and One or Two Queen Beds, plus Sleeper Sofa
Approximately 1,600 Square Feet**

Suite has two separate bedrooms, living room area, two or three bathrooms with stand-alone shower and double sinks. Other features are: furnished walkout balcony with partial water views, fully equipped kitchen with granite countertops and stainless steel appliances, to include full-size refrigerator, microwave, dishwasher and range. It also has a table and chairs for dining and a Queen-size sleeper sofa. Suite has one King-size Hyatt Grand Bed in one bedroom and two Queen-size Hyatt Grand Beds in the other one; three 42- inch flat screen televisions, built-in grooming area, iHome alarm clock radios with iPod docking station, coffee maker and in-room coffee, iron and ironing board and in-room safe. Wired and wireless Internet access is included in the daily resort fee. **Sleeps 8**

**Gulf Front Two Bedroom Suite – One King Bed and One Queen Bed, plus Sleeper Sofa
Approximately 1,200 Square Feet**

Suite has two separate bedrooms, two full bathrooms - one with stand-alone shower and double sink and a living room area. Other features are: furnished walkout balcony with views of the Gulf of Mexico, fully equipped kitchen with granite countertops and stainless steel appliances, to include full-size refrigerator, microwave, dishwasher and range. The suite also has a table and chairs for dining and a queen-size sleeper sofa. Suite has one king-size Hyatt Grand Bed in one bedroom and one queen-size Hyatt Grand Bed in the other one; three 42-inch flat screen televisions, built-in grooming area, iHome alarm clock radios with iPod docking station, coffee maker and in-room coffee, iron and ironing board and in-room safe. Wired and wireless Internet access is included in the daily resort fee. **Sleeps 6**

RESORT SERVICES FEE INFORMATION

RESORT SERVICE FEE:

Amenities included with the Resort Fee are: One welcome drink at check-in per person, two bottles of water in guest room per day, premium internet access, business center and 24 hour Stay Fit access, self-service laundry, nightly special feature in-room movie, poolside activities, daily pool snacks and board games. Additional services at vendor prices such as reduced valet & self-parking, Clearwater Beach cabana or umbrella rentals and reduced fees on Wheel Fun bike rentals are available with charging privileges to your guest room.

Turndown Service is available upon request.