



22-Aug-19

Ms.Marwa Emad  
**World Avenues S.A. Travel Services**

**Wholesale Agreement 2019- 2020**

Dear Marwa,

We would like to take this opportunity to thank you for your continued valued support to the Hotel Metropole Geneva.

We are pleased to send you your contracted rates with the terms and conditions for 2020.

**Minimum Selling Rate:**

**We recommend the mark-up of 20% above the net wholesale rate for the sale of rooms. Contracted rates and any additional promotion are not to be sold through B2C, unless rate is equal to Hotel's published rate on [www.metropole.ch](http://www.metropole.ch).**

In order to validate this contract, please sign the documents and return a copy to us no later than xxx 2019.

Contracted rates will take effect upon receipt of the signed copy of the agreement.

We look forward to continuing and strengthening our partnership in the months ahead.

Kind regards,

Irina Otter  
Sales Manager





# HOTEL METROPOLE

GENEVE  
1854

## WHOLESALE RATES AGREEMENT 2019-2020

### Between:

Between:

Company: **World Avenues S.A. Travel Services**

**Hotel Metropole Geneva**

Contact: Ms.Marwa Emad  
Contracting Agent

Irina Otter  
Sales Manager  
Quai du Général Guisan 34  
1204 Geneva, Switzerland

Address: c/o Cofid SA, Route de Frontenex 51 CH-1207  
CP 6169, CH-1211 Geneva 3, Switzerland

Telephone: +4122 906 94 00

+ 41 79 276 3345

e-mail: [contracting2@world-avenues.ch](mailto:contracting2@world-avenues.ch)

[i.otter@metropole.ch](mailto:i.otter@metropole.ch)

Website: [www.world-avenues.com](http://www.world-avenues.com)

<http://www.metropole.ch>

Following referred to as **"Agency"**

Following referred to as **"Hotel"**

The agreement is valid from **1<sup>st</sup> of November 2019 until 31<sup>st</sup> of October 2020**.

The special FIT rates quoted in this agreement are for only use of the tourism professionals such as Wholesalers, Tour Operators and Travel Agencies (B2B or B2B2B sale only).

### 1. STATIC RATES

#### FIT NET RATES FOR 2019-2020

	LOW SEASON		HIGH SEASON		SUMMER SEASON
HOTEL METROPOLE GENEVA	01.11.2019 – 28.02.2020 04.04.2020 – 24.04.2020 16.10.2020 – 31.10.2020		01.03.2020 – 03.04.2020 25.04.2020 – 14.06.2020 16.09.2020 – 15.10.2020		15.06.2020 – 15.09.2020
	WEEK DAYS (MON – THU)	WEEK-ENDS (FRI – SUN)	WEEK DAYS (MON-THU)	WEEK-ENDS (FRI-SUN)	FULL WEEK (MON – SUN)
SUPERIOR CITY SIDE SGL	360	320	460	420	460
SUPERIOR CITY SIDE DBL-TWIN	390	350	490	450	490

HÔTEL MÉTROPOLE GENÈVE \*\*\*\*\*

Quai Général-Guisan 34 • 1204 Genève • Suisse • T +41 22 318 3200 • [hotel@metropole.ch](mailto:hotel@metropole.ch)  
METROPOLE.CH

Marwa Emad  
Contracting Agent  
World Avenues S.A.  
25.08.2019  
14, rue Pezinet, CH-1206 Geneva, Switzerland  
T + 41 22 906 94 00 Fax: + 41 22 906 94 10  
[www.world-avenues.ch](http://www.world-avenues.ch)



PREMIUM LAKESIDE SGL	420	390	520	490	520
PREMIUM LAKESIDE DBL-TWIN	450	420	550	520	550
LIFESTYLE LAKESIDE SGL	420	390	520	490	520
LIFESTYLE LAKESIDE DBL-TWIN	450	420	550	520	550
JUNIOR SUITE LAKE SIDE SGL	710	620	810	720	810
JUNIOR SUITE LAKE SIDE DBL-TWIN	740	650	840	750	840
SHOPPING SUITE CITY SIDE	On request				
DELUXE CORNER SUITE					
LAKE GENEVA SUITE					
SUITE CALVIN					

<b>Weekdays</b>	Monday, Tuesday, Wednesday, Thursday
<b>Weekends</b>	Friday, Saturday, Sunday

- 2.1. All rates in this agreement are quoted in local currency (CHF) per room, per night and are non-commissionable.
- 2.2. FIT Rates are not valid during Close-out dates.
- 2.3. The rates include breakfast-buffet in restaurant La Cantina Del Gusto.
- 2.4. The rates include VAT (3.7%) and service charges. Daily city tax of CHF 4.75 per person is additional.
- 2.5. The rates include a public transportation pass per person, in-room wireless Internet access, and free access to the fitness centre.
- 2.6. The Agency accepts to resell the hotel rooms to their customers with a minimum mark-up of 20%. In order to uphold the policy of rate parity and to protect brand integrity, it is mandatory to add a minimum mark-up to reach a minimum selling rate not lower than the mentioned published rate on metropole.ch of each particular period.

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25.08.2019

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www.world-avenues.ch



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- 2.7. These rates are for the use of customers travelling on an individual basis for leisure purposes and are not applicable to groups from 8 rooms and more, exhibition delegates and/or business travellers.
- 2.8. The net rates are only to be sold from B2B or B2B2B but not from B2C. In case net room rates are sold by Agency or their affiliates from B2C, under no circumstances the published rate of the Hotel on metropole.ch should be undergone.
- 2.9. Should guests wish to extend their stay beyond the period originally booked and confirmed by the Agency, the Hotel will apply the Best Available Rate for the particular season, unless the accommodation extension request is channelled to the Hotel through the Agency.
- 2.10. The Hotel can raise and lower rates, increase, decrease or close inventory and reduce or increase length of release in line with market demand.

### 1.1. SPECIAL PROMOTIONAL ON FIT RATES

**Early-Bird: book 40 days and more prior to arrival – get 15% OFF**

- Early-Bird offer is not is not cumulative with other rate promotions and special offers.
- Early-Bird cancellation policy: in case of cancellation received less than 40 days prior to arrival, one night will be charged.

### 1.2. EXTRA BED POLICY

#### SUPPLEMENTS FOR EXTRA BED / BABY COT:

- Adult and kids from 12 years old: CHF 100 per night with Buffet Breakfast included.
- Kids below 12 years old and infants: FREE OF CHARGE including Buffet Breakfast

*\*Maximum one extra bed and/or baby cot per room.*

Attention: NO EXTRA BED/BABY COT in SUPERIOR room category.

### 1.3. CANCELLATION AND NO SHOW POLICY STATIC

- **Low season and High season - 72 hours:** in case of cancellation received less than 72 hours prior to arrival, one night will be charged.
- **Summer season - 7 days:** in case of cancellation received less than 7 days prior to arrival, one night will be charged.
- **Early-Bird – 40 days:** in case of cancellation received less than 40 days prior to arrival, one night will be charged.
- In case of a no-show, one night will be charged.
- In case of early departure, an early departure fee equal of one night following the departure day will be charged.
- Cancellations must be advised in writing and proof of acknowledgement by the Hotel should be retained.

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- Different cancellation policies apply to group bookings. Different cancellation policies apply to bookings made during BLACK-OUT dates.

### 1.4. FREE SALE and STOP SALES

Free sale releases:

- 24 hours prior to arrival.

**Free sale is not valid during CLOSE-OUT DATES.**

- If free sale cannot be closed through the channel manager or extranet, **stop sales should be sent to following email address:** \_\_\_\_\_

- Free sales is limited to following number of rooms per night:  
Superior city side rooms : 3  
Premium Lakeside room: 3  
Lifestyle Lakeside rooms: 3  
Junior Suite Lake side: 1

### 1.5. CLOSE-OUT DAYS

- Close-out dates are bookable, on request and upon availability.
- Best available rates and conditions will apply during this period

**Close-out dates 2020:**

▪ MOTORSHOW Press days – from March 1 <sup>st</sup> 2020 to March 4 <sup>th</sup> 2020 (incl.)
▪ SIHH – from April 25 <sup>th</sup> 2020 to April 29 <sup>th</sup> 2020 (incl.)
▪ VITAFOOD – from May 12 <sup>th</sup> 2020 to May 14 <sup>th</sup> 2020 (incl.)
▪ EBACE – from May 26 <sup>th</sup> 2020 to May 28 <sup>th</sup> 2020 (incl.)

### 1.6. ONLINE DISTRIBUTION TO THIRD PARTIES

- Except for B2B partners, Agency may not transfer or assign rates provided through this contract to any Company or Organization.
- All rates in this contract or any promotional rates are not meant for online distribution.
- The Hotel reserves all rights and remedies should the Agency fail to comply with this request.



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## 2. DYNAMIC RATES

<b>Channel Manager:</b> SynXis	<b>Rate Agreement:</b> BAR / BAR BB / NRF
<b>Currency:</b> CHF	<b>Commission Levels:</b> <ul style="list-style-type: none"><li>- <b>BAR : 20% (B2B distribution only)</b></li><li>- <b>BAR BB : 20% (B2B distribution only)</b></li><li>- <b>NRF : 15% (B2B distribution only)</b></li></ul>
<b>Rates Feed:</b> Net	<b>Payment:</b> Contracted Credit facilities or virtual CC

### 2.1 RATE CONDITIONS FOR BREAKFAST

- If room only rate is booked, Buffet breakfast is charged to guest at CHF 42 per person (adults and kids from 13 years)
- Buffet breakfast is complimentary for kids up to 12 years old
- The buffet breakfast is served at La Cantina restaurant from 6:30am to 10:30am (11am on Saturdays and Sundays)
- Any breakfast ordered from room service will be charged to the guest's invoice as per consumption.

### 2.2. BEST RATE GUARANTEED

- The Hotel will guarantee the best rate to the Agency. In case the rates found on the [www.metropole.ch](http://www.metropole.ch) is equal or less expensive than the contracted rates at the same conditions, the Hotel will apply the Best Available Rate minus 20% commission to the Agency.

## 3. RESERVATIONS

### 3.1 BOOKINGS

- All reservations must be confirmed in writing. Confirmed reservations are guaranteed against late arrival and will be held until 12:00 (noon) of the following day. Bed type and special requests (e.g. smoking/no-smoking rooms) cannot be guaranteed and will be confirmed upon check-in.

HOTEL METROPOLE GENEVE:

TEL. +41 22 318 33 50  
FAX +41 22 318 33 00  
E-MAIL ADDRESS: [reservations@metropole.ch](mailto:reservations@metropole.ch)

- Standard check-in time is from 15.00 hours onwards; check out time is by 12.00 hours. Late check-out can be provided, upon request and subject to availability. Late check-out supplement will apply:

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50% of the room rate (check-out between 12:00 – 18:00)

100% of the room rate (check-out after 18:00)

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#### 4. PAYMENT & CREDIT

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##### 4.1 No credit facilities

All reservations are on prepayment basis. The Hotel shall send Proforma for all booked and agreed services together with confirmation. Full payment should reach the hotel account PRIOR to client's arrival

##### 4.2. **Approved credit facilities**

The Invoice for booked and agreed services will be sent to the Agency after the client's departure. All invoices are payable within 30 days after the receipt. All discrepancies have to be announced within maximum 3 months after the clients' departure. Hotel will not be responsible for any invoice discrepancies announced later than 3 months after clients' departure.

4.3. Delay in payment may result in suspension or withdrawal of credit facilities.

4.4. Vouchers are accepted for room and breakfast only.

The Agency name must be indicated on the voucher. Guests are responsible for payment of their incidentals upon check-out, subject to our normal credit policies.

4.5. The Hotel will be entitled to refuse acceptance of the Agency's vouchers/reservations for both future and existing bookings.

4.6. The currency used in all invoices will be Swiss Francs (CHF)

4.7. Below are the bank details for prepayment via transfer:

<b>Name:</b>	Hôtel Métropole Geneve
<b>Bank:</b>	CREDIT SUISSE, 1211 GENEVE 70
<b>City:</b>	Geneve
<b>Country:</b>	Switzerland
<b>Account number:</b>	423080-31
<b>Clearing:</b>	4835
<b>Swift code:</b>	CRESCHZZ80A
<b>IBAN:</b>	CH02 0483 5042 3080 3100 0

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### 5. GENERAL TERMS

1. The Hotel reserves the right to terminate this agreement at any time, without prejudice to any other rights it may have, in the event that the Agency fails to comply with this agreement.
2. Termination of the agreement shall be effected by the Hotel notifying the Agency in writing of such termination.
3. In order to validate this agreement, we could ask you to return a signed copy to the Hotel within 15 days from the date of issue. All the above has been read, understood and agreed to by the below signed parties.
4. Failure to comply with any of the contract clauses (1-4) will terminate this agreement with a 30 days written notice.

### CONTRACTED ROOM CATEGORIES and OCCUPANCY

Category	Size sq.m	Number of rooms	Twin Queen-King	Maximum occupancy, including extra bed/baby cot
Superior Bath City	18	41	QUEEN /KING	2
Premium Lakeside	28	18	TWIN/KING	3
LifeStyle Lakeside	28	31	TWIN/KING	3
Junior Suite Shopping side	35	2	TWIN/KING	3
Junior Suite Lakeside	35	5	TWIN/KING	3
Shopping Suite	50	4	TWIN /KING	3
Deluxe Corner Suite	65	3	KING	3
Lake Geneva Suite	80	1	KING	3
Suite Calvin	180	1	KING	4

### 6. CONTACT INFORMATION

#### Sales

Mrs Irina Otter  
Sales Manager  
Tel. +41 79 276 3345  
[i.otter@metropole.ch](mailto:i.otter@metropole.ch)

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## Reservations

Thibault Fournier  
Revenue & Reservations Manager  
Tel. +41 22 318 3472  
[t.fournier@metropole.ch](mailto:t.fournier@metropole.ch)

## Accounting

Agnes Linck  
Assistant of Head accountant  
[accounting@metropole.ch](mailto:accounting@metropole.ch)  
Tel. +41 22 318 3448  
[accounting@metropole.ch](mailto:accounting@metropole.ch)

## 7. SIGNATURES

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Date: 22.08.2019

Irina Otter  
Sales Manager

Agency: World Avenues SA  
Name: Marwa Emad  
Position: Contracting Agent

