



2017 TOUR OPERATOR AGREEMENT

between

hotel RAMADA PLAZA MILANO

Via Stamira d'Ancona 27 – MILANO – Italy
&

Company Name: World Avenues Switzerland
Address: 14, Rue Ferrier, CH-1202 Geneva, Switzerland
Zip City: Switzerland
Country: CHE 109 867 307
Vat number:

Contact Person: Mr. Tarek Elbialy
Position: Contracting Manager
Email: contracting@world-avenues.ch
Direct Phone: +41 225481211
Fax: +202 27296771

Email for Stop Sales: stopsales@world-avenues.ch

I. NET RATES AND VALIDITY

VALIDITY: From January 1st to December 31st , 2017

- The following agreement is valid until December 31st , 2017. The events calendar is subject to modification accordingly to fair calendar & events published on the official websites. The ultimately update will be send as soon as available and the rooms price will adjust accordingly but of course not adapt to confirmed reservations if any.
- The Wholesaler Rates are offered based on a materialization forecast of at least 100 room nights over the year. The achievement of these targets will be the ground to negotiate the renewal and amendment of this agreement for next year.
- Promotions applied to Wholesaler rates cannot be combined and are valid with the following restrictions:
 - Not refundable rate with 10% discount applicable on the given rates with release 7 days valid all days.
 - Minimum stay 2 nights with 10% discount applicable on the given rates valid only during week end & flat rate.
 - Minimum stay 3 nights with 15% discount applicable on the given rates valid only during week end & flat rate.



- Wholesaler rates are applicable to Ramada Room categories. Executive and Suites are available on request with a supplement to be calculated over the Ramada Room Rates.

Terms and conditions:

- Rates are per night and inclusive of buffet breakfast, WiFi, Vat and services;
- Access to wellness area & gym and seasonal outdoor pool are included.
- Local City Tax is NOT INCLUDED.
- Rates and conditions are valid only for individual reservations (up to 4 rooms); groups rates are on request;
- Rates are NET and NOT VALID for meetings, incentives and groups;
- Children up to 17 years are free if sharing their parents room;
- In case of tax variations, rates will be changed accordingly;
- Rates are strictly confidential and they MUST NOT be distributed or published stand alone (when not included in a package) in any channel without a minimum mark up of 25%.
- Renewal of this agreement is subject to a minimum production of 100 room nights on an annual basis

II. DISTRIBUTION

- WHOLESALE RATES are meant for B2B (Business to Business) market only and are not to be used nor be sold or resold to online agencies or agencies that supply on-line sales. Failing to comply with such rule could be ground for immediate termination of the contract.

Ramada Plaza Milano will not accept nor check in guest arriving at the hotel with reservations made through online agencies who resold the above mentioned rate through a B2C channel .

A fee of 500,00 (five hundred) euro will be charged for each reservation found sold on an internet distribution website open to consumer.

It is responsibility of your company to ensure that reseller and retailers are informed about this special rule.

III. PAYMENT METHODS

- Extra charges will be settled directly at the hotel at time of departure by the Guest unless otherwise specified. Payment by voucher is accepted when guaranteed by a Corporate credit card number and a credit line has been authorized by the hotel.
Payments will be made to:



Banca Popolare di Bergamo

IBAN: IT 42 C 05428 11200 000000001306 BIC: BEPOIT21 SWIFT: BLOPIT22

- Remote billing is accepted within 30 days of the date of the invoice issue if guaranteed against a valid credit card number and a credit line has been authorized by the hotel. In case of delayed payment Ramada Plaza Milano will apply default interest as per D.Lgs 9.10.2002 n. 231.

IV. CANCELLATIONS

- All bookings must be cancelled before 4 PM of N day prior to day of expected arrival as per enclosed list.
- All cancellations must arrive to the hotel by email or fax.
- For any cancellation received after these limits or in case of no show, the first night of the stay will be charged.

V. ALLOTMENT:

- The rooms assigned in this agreement are on a free sale basis.
- When Free sale is closed additional reservations will be entered on request based on availability at market rates.
- During the following periods no Free sale is assigned and rooms are only on request upon availability of the Hotel:
 - From April 4th 2017 to April 7th 2017 Included
 - From September 8th 2017 to September 13th 2017 included

VI. RELEASE

- Your rooms held in free sale will be released at 16:00 of N days prior day of arrival as per enclosed rate chart.

VII. RESERVATIONS

Reservation requests may be addressed to:

☎ +39 02 288541

☎ +39 02 28854250

✉ reservations@ramadaplazamilano.it

VIII. RESTRICTIONS

- Bookings that can be referred to the same agency or partner for a number over 4 rooms will need to be managed and handled as group hence at different conditions. Over 4 rooms reservation will have different cancellation policies and cannot be used to comply with minimum stay requirement.
- The week end rates are applicable for arrivals on Friday, Saturday and Sunday out of Fair and High Season periods.

IX. MISCELLANEOUS

- All the printed material including logo of the hotel, name and pictures must be approved by the hotel before printing; the hotel can refuse payment of marketing activities if the material has not been approved in advance;
- This agreement can be modified only if both parties agree;
- Event calendar is subject to modification accordingly to fair dates changes.
- The Hotel can terminate this agreement without any previous advise, if conditions are not respected;
- In order to place this agreement into effect, please be kind enough to resend this copy signed and stamped for agreement or e-mail acceptance within 10 days.

CREDIT LINE

Company Name: World Avenues Travel Switzerland
VAT number: CHE 109 867 307
Billing Address: 14, Rue Ferrier, CH-1202 Geneva, Switzerland
Phone: +41 225481211
Fax: +202 27296771

Company Representative

Name Mrs. Gabriella Khalil-Nagy

Financial Accounting Contact

Signature




Name Mr. Samer Yacoub

E-mail accounts@world-avenues.ch

CREDIT CARD: 5582 6530 2062 5027

Credit Card for Guarantee only and not to be charged

Note:

Terms & Conditions

The credit card guarantees that the final settlement will be made within 30 (thirty) days of the date of invoice issue.

THE HOTEL

Date September 1st, 2016

Signature 

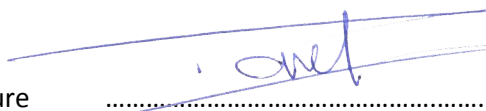
Name Riccardo Roccaforte

Title Revenue Supervisor

Direct Email revenue@ramadaplazamilano.it

THE TOUR OPERATOR

Date 01.09.2016

Signature 

Name Tarek Elbially

Title Contracting Manager

Direct Email contracting@world-avenues.ch

