



GSTAAD PALACE
S W I T Z E R L A N D

Gstaad, January, 2016

TOUR OPERATOR CONTRACT

The present Contract sets forth an agreement between

GSTAAD PALACE
Palacestrasse
3780 Gstaad
SWITZERLAND

Named as "The Hotel" in the contract, and

World Avenues SA
14, Rue Ferrier
1202 Geneva
SWITZERLAND

Named as "The Agent" in the contract.

The validity of the present contract is established for the following periods:

June 19th, 2016 - September 10th, 2016
and
December 16th, 2016 - March 11th, 2017, subject to availability

1. Net Rates Summer & Winter

Please note that all our rates include the following services: daily half board, free Wi-Fi, access the Palace Spa, services and taxes.

Half board means breakfast plus a choice of lunch or dinner either in the room or in the main restaurant, with a food credit of CHF 110 per person. For a dinner in one of our other restaurants, we grant a food credit of CHF 50 per person.



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Summer rates:

The rates below are net, based on a 20% commission off the rack rate.

Season	Orientation	June 19 - July 14, 2016 August 21 - September 10, 2016		July 15 - August 20, 2016	
		Mid-Week	Weekend*	Mid-Week	Weekend*
		CHF	CHF	CHF	CHF
Single Classic Room	N	328.-	352.-	352.-	384.-
Single Superior Room	N	408.-	432.-	432.-	464.-
Single Deluxe Room	S	488.-	512.-	512.-	544.-
Double Small Room	N	520.-	552.-	552.-	600.-
Double Classic Room	N	560.-	592.-	592.-	640.-
Double Small Room	S	600.-	632.-	632.-	680.-
Double Superior Room	N	688.-	720.-	720.-	800.-
Double Superior Room	S	704.-	736.-	736.-	816.-
Double Deluxe Room	S	864.-	896.-	896.-	976.-
Junior Suite Deluxe	S/W/N	1'192.-	1'232.-	1'232.-	1'312.-
Corner Suite	S/W	1'648.-	1'728.-	1'728.-	1'888.-
Deluxe Suite	S/W	1'808.-	1'888.-	1'888.-	2'048.-
Tower Suite (2 bedrooms)	S/W	3'200.-	3'440.-	3'440.-	3'680.-
Penthouse (3 bedrooms)		6'960.-	7'760.-	7'760.-	7'920.-

Weekend days are: Friday and Saturday

There is a minimum stay of 2 nights for stays including Friday and/or Saturday night for following periods:

19.06.2016 - 14.07.2016

21.08.2016 - 10.09.2016

July 31st, 2016:

A minimum stay of 2 nights is requested, which will also be charged in case your client should shorten the stay.



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Winter rates:

The rates below are net, based on a 20% commission off the rack rate.

Season	Orientation	16.12.16 - 22.12.16 03.02.17 - 09.02.17 26.02.17 - 04.03.17		08.01.17 - 02.02.17 05.03.17 - 11.03.17		23.12.16 - 25.12.16 26.12.16 - 02.01.17 Rack Rate, not commissionable	03.01.17 - 07.01.17 10.02.17 - 25.02.17
		Mid-Week	Weekend*	Mid-Week	Weekend*		
		CHF	CHF	CHF	CHF	CHF	CHF
Single Classic Room	N	552.-	600.-	392.-	552.-	750.-	600.-
Single Superior Room	N	632.-	680.-	472.-	632.-	850.-	680.-
Single Deluxe Room	S	712.-	760.-	552.-	712.-	950.-	760.-
Double Small Room	N	832.-	920.-	592.-	832.-	1'150.-	920.-
Double Classic Room	N	920.-	1'008.-	664.-	920.-	1'260.-	1'008.-
Double Small Room	S	1'008.-	1'096.-	728.-	1'008.-	1'370.-	1'096.-
Double Superior Room	N	1'192.-	1'360.-	832.-	1'192.-	1'700.-	1'360.-
Double Superior Room	S	1'208.-	1'376.-	848.-	1'208.-	1'720.-	1'376.-
Double Deluxe Room	S	1'368.-	1'536.-	1'048.-	1'368.-	1'980.-	1'584.-
Junior Suite Deluxe	S/W/N	1'912.-	2'080.-	1'480.-	1'912.-	2'600.-	2'080.-
Corner Suite	S/W	2'360.-	2'608.-	1'920.-	2'360.-	3'600.-	2'880.-
Deluxe Suite	S/W	2'520.-	2'848.-	2'080.-	2'520.-	3'900.-	3'120.-
Tower Suite (2 bedrooms)	S/W	4'680.-	4'928.-	3'800.-	4'680.-	6'700.-	5'360.-

Weekend days are: Friday and Saturday

There is a minimum stay of 3 nights for arrival on Friday and 2 nights for arrival on Saturday for following periods:

16.12.2016 - 22.12.2016

08.01.2017 - 02.02.2017

05.03.2017 - 11.03.2017

December 23rd, 2016 - December 25th, 2016:

A minimum stay of 3 nights is requested, which will also be charged in case your client should shorten the stay.

December 26th, 2016 - January 2nd, 2016:

A minimum stay of 8 nights is requested, which will also be charged in case your client should shorten the stay.



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February 3th - February 9th, 2017:

A minimum stay of 5 nights is requested, which will also be charged in case your client should shorten the stay.

February 10th - February 25th, 2017:

A minimum stay of 7 nights is requested, which will also be charged in case your client should shorten the stay.

February 26th - March 2nd, 2017:

A minimum stay of 5 nights is requested, which will also be charged in case your client should shorten the stay.

2. Specials:

7 nights for 5 nights and 5 nights for 4 nights are bookable during the following periods:

19.06.2016 - 11.09.2016

08.01.2017 - 02.02.2017

04.03.2017 - 11.03.2017

(breakfast only for the complimentary night) Subject to availability

All our offers cannot be combined or cumulated.

3. Terms and Conditions

The contract is subject to the Swiss Law. For any discrepancies, the legal court of Saanen/BE applies.

The Hotel agrees to:

Provide the clients of the agent with accommodation and services conform to the description made in the offer sent to the agent, or according to the official documents published by the hotel, such as hotel brochure, flyers or other promotional and advertising items.

Provide the agent with all necessary promotional items, such as pictures, slides, brochures, etc. in order to help the agent in the sales process.

Honour the agent's bookings with a commission. The level of commission mentioned in the contract is also guaranteed to the agent.

The Agent agrees to:

Provide his clients with all relevant information concerning the hotel; conform to the description made in the offer sent by the hotel, and in accordance with the official documents published by the hotel, such as hotel brochure, flyers or other promotional and advertising items.

Place and confirm a booking only after having sent an inquiry to the hotel and await its positive reply in terms of availability and rates, all in accordance with the booking policy mentioned under point 4 of the present contract.

Pay all full prepayments or deposits requested by the hotel in due time, deduction made of the commission due by the hotel to the agent.



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4. Booking procedure

All booking requests have to be made in writing, either by letter, fax or e-mail. All bookings are subject to a written confirmation, either by letter, fax or e-mail and a deposit or a full prepayment is required in order to guarantee the booking by the hotel.

5. Deposit policy

In order to guarantee a reservation, full prepayment of the booked arrangement by the agent is mandatory.

Payment can be made as follows:

1. By Bank Draft: A bank draft, representing the full prepayment for the entire booking. The payment is due by return of booking confirmation, at the latest within 7 working days.
2. By Wire transfer: A wire transfer, representing the full prepayment for the entire booking can be arranged by the agent through his bank, a copy of the bank statement being sent to the hotel by the agent. The payment is due by return of booking confirmation, at the latest within 7 working days.

Royal Hotel Winter & Gstaad Palace AG
CH-3780 Gstaad

Berner Kantonalbank CH-3780 Gstaad
CHE-101.473.212 MWST
Account No.: 16 755.771.1.66
SWIFT: KBBECH22
IBAN: CH 46 0079 0016 7557 7116 6

6. Cancellation policy

Rooms may be cancelled without penalty up to 3 days prior to the date of arrival. A cancellation of less than 3 days prior to the date of arrival is subject to a charge of 80% of the entire stay booked.

Exceptions:

Holiday season I in summer (July 15th, 2016 - July 30th, 2016)

Rooms may be cancelled without penalty up to 21 days prior to the date of arrival. A cancellation of less than 21 days before the date of arrival is subject to a charge of 80% of the entire stay booked.



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Holiday season II in summer (July 31st, 2016)

A minimum stay of 2 nights is requested, which will also be charged in case your client should shorten the stay.

Rooms may be cancelled without penalty up to 21 days prior to the date of arrival. A cancellation of less than 21 days before the date of arrival is subject to a charge of 80% of the entire stay booked.

Holiday season III in summer (August 01st, 2016 - August 20th, 2016)

Rooms may be cancelled without penalty up to 21 days prior to the date of arrival. A cancellation of less than 21 days before the date of arrival is subject to a charge of 80% of the entire stay booked.

Christmas (December 23rd, 2016 - December 25th, 2016)

A minimum stay of 3 nights is requested, which will also be charged in case your client should shorten the stay.

Rooms may be cancelled without penalty until November 15th 2016. A cancellation after November 15th 2016 is subject to a charge of 80% of the entire stay booked.

New Year (December 26th, 2016 - January 2nd, 2017)

A minimum stay of 8 nights is requested, which will also be charged in case your client should shorten the stay.

Rooms may be cancelled without penalty until November 15th, 2016. A cancellation after November 15th, 2016 is subject to a charge of 80% of the entire stay booked.

Holiday season I in winter (January 3rd, 2017 - January 7th, 2017)

Rooms may be cancelled without penalty up to 21 days prior to the date of arrival. A cancellation of less than 21 days before the date of arrival is subject to a charge of 80% of the entire stay booked.

Holiday season II in winter (February 3rd - February 9th, 2017)

A minimum stay of 5 nights is requested, which will also be charged in case your client should shorten the stay.

Rooms may be cancelled without penalty up to 21 days prior to the date of arrival. A cancellation of less than 21 days before the date of arrival is subject to a charge of 80% of the entire stay booked.

Holiday season III in winter (February 10th - February 25th, 2017)

A minimum stay of 7 nights is requested, which will also be charged in case your client should shorten the stay.

Rooms may be cancelled without penalty up to 21 days prior to the date of arrival. A cancellation of less than 21 days before the date of arrival is subject to a charge of 80% of the entire stay booked.



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Holiday season IV in winter (February 26th, - March 2nd, 2017)

A minimum stay of 5 nights is requested, which will also be charged in case your client should shorten the stay.

Rooms may be cancelled without penalty up to 21 days prior to the date of arrival. A cancellation of less than 21 days before the date of arrival is subject to a charge of 80% of the entire stay booked.

Penthouse Suite and/or 2-Bedroom Tower Suite

Rooms may be cancelled without penalty up to 21 days prior to the date of arrival. A cancellation of less than 21 days prior to the date of arrival is subject to a charge of 80% of the entire stay booked.

7. Surcharges

Surcharge for half board per person per day:

For children staying with an extra bed, 0-3 years: free of charge

For children staying with an extra bed, 4-12 years: CHF 88.-

For adults staying with an extra bed, as of 13 years: CHF 168.-

Surcharge for full board per person per day:

For children, 0-3 years: free of charge

For children, 4-12 years: CHF 68.-

For adults, as of 13 years: CHF 68.-

8. Pet Policy

Small pets are permitted in the hotel at a price of CHF 60.- per night. Pets must always be accompanied by their owners or be kept in a kennel. Pets must not be left unattended in the room. Pets are not allowed at the Restaurants.

9. Packages

Please note that the hotel grants 10% commission on a room half board basis on all packages. All other package inclusions and services are strictly non commissionable.

10. Confidentiality

The Hotel and the Agent agree to keep all terms of this agreement confidential, including but not limited to special negotiated rates of the present contract.



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11. Miscellaneous

It is mandatory to supply the hotel with a contact for possible “stop sales” announcements.

12. Contact details:

Contract, rate, brochure, etc:

Mrs. Melanie Horn, Director of Sales & Marketing
mhorn@palace.ch

Reservations:

Ms. Giulia Bertoletti, Reservations Manager
info@palace.ch

Agreed to

First Name

Last Name

Title/Position

World Avenues SA
(Company)

Date

Signature

Agreed to

Melanie Horn

Director of Sales & Marketing

GSTAAD PALACE

18th January, 2016

