
PARK HYATT MILANO™



WORLD AVENUES S.A. and PARK HYATT MILAN

Co-operation agreement from November 01, 2017 to October 31, 2018

Dear Mr. Elbially,

We would like to thank you for your continued support throughout these years!

In recognition of our consolidated partnership, we are delighted to send you the renewal of our F.I.T. contract valid for the upcoming period November 2017–October 2018.

We kindly ask you to review and return a countersigned copy of this agreement for acceptance.

We very much look forward to a continued fruitful collaboration and further solidifying our valued partnership.

Kind Regards,

Hervé de Saint Victor
Sales Manager

Via Tommaso Grossi 1, 20121 Milan, Italy

PHONE +39 02 8821 1234

www.milan.park.hyatt.com

1. 2017/2018 RATES (from November 01, 2017 to October 31, 2018)

LOW SEASON November/December/January/April/August	BB & TAX	
	FIT RATES	
	Single	Double
Park Room	425	470
Deluxe Room	485	530
Deluxe Executive Room	615	660
Junior Suite	790	790
Executive Suite	1140	1140
Prestige Suite	1640	1640
Terrace suite	1770	1770
Ambassador Suite	1970	1970
Imperial Suite	4470	4470
Duomo Suite	5470	5470
Presidential Suite	7470	7470

MID SEASON February/March/May/October	BB & TAX	
	FIT RATES	
	Single	Double
Park Room	450	495
Deluxe Room	510	555
Deluxe Executive Room	640	685
Junior Suite	815	815
Executive Suite	1165	1165
Prestige Suite	1665	1665
Terrace suite	1795	1795
Ambassador Suite	1995	1995
Imperial Suite	4495	4495
Duomo Suite	5495	5495
Presidential Suite	7495	7495

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HIGH SEASON June/July/September	BB & TAX	
	FIT RATES	
	Single	Double
Park Room	520	565
Deluxe Room	580	625
Deluxe Executive Room	710	755
Junior Suite	885	885
Executive Suite	1235	1235
Prestige Suite	1735	1735
Terrace suite	1865	1865
Ambassador Suite	2065	2065
Imperial Suite	4565	4565
Duomo Suite	5565	5565
Presidential Suite	7565	7565

FIT rates include:

For all room categories: rates are net, not commissionable, in Euro currency and are per room per night. They include VAT 10%, Buffet Breakfast plus 1 Hot Egg dish (Omelette with Lobster, Ricotta Cheese, Caviar EXCLUDED), Free Internet Access, 24/7 days complimentary access to our Fitness Centre and Relaxation area.

Complimentary In Suite Amenities: For bookings of our Ambassador Suite, Duomo Suite, Presidential Suite and Imperial Suite, we offer exclusive amenities, with our compliments: VIP fruit basket, Champagne and Delights, Open bar, Personalized Concierge Service.

Special commission on BAR: a 20% commission will be granted on confirmed bookings ALL YEAR LONG on BAR ROOM ONLY Rates and on BED & BREAKFAST Rates, net of tax. Commissions will be paid after guests' check out.

In case of upsell at time of check-in:

No extra commission will be granted should the guest decide to settle upsell charges (difference between the initial selling price and the new upsell price) directly on his/her own at time of check-out.

Should the guest request that upsell charges be instead settled via his/her tour operator or agency, the Hotel will honor a 5% of commission on the difference between the initial selling price and the upsell price offered at time of check-in.

Promotions:

The hotel reserves the right to change rate seasonality or suspend any active promotions deployed by way of prior written communication.

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2. BLACKOUT DATES

During below blackout dates, contracted rates are not applicable:

Women's Spring/Summer Fashion Week (from February 21 to 27, 2018)

International Furniture Fair (from April 17 to 22, 2018)

Men's Autumn/Winter Fashion Week (from January 13 to 16, 2018 / from June 16 to 19, 2018)

Monza Formula 1 Grand Prix (dates TBA)

Women's Autumn/Winter Fashion Week (from September 19 to 25, 2018)

***Above dates may be subject to changes according to Fair Calendar updates**

Dates not specified above will be communicated following Fair Calendar updates

Rates during Blackout Dates:

The following rates are available during above mentioned periods:

- BAR, quoted ROOM ONLY, exclusive of breakfast and 10% VAT. Buffet Breakfast is EUR 40 per person.
- BED & BREAKFAST, quoted inclusive of Room Rate and Buffet Breakfast, excluding 10% VAT.

Special commission during Blackout Dates: will be granted a **15% commission** on confirmed bookings up to and including Junior Suite and a **20% commission** on confirmed bookings from Prestige Suite upwards on RACK ROOM ONLY Rates, net of tax and breakfast, and on BED & BREAKFAST Rates, net of tax.

Reservations during Blackout Dates are strictly ON REQUEST.

To make reservations during Black Out dates, we require that you book only through the hotel reservations team at the following contact details:

- Hotel Telephone: +39 02 8821 1234
- Reservations Email: reservation.milano@hyatt.com / milan.park@hyatt.com

2.1 Cancellation Policies during Blackout Dates:

During exhibitions minimum length of stay may apply and different cancellation policies are in effect:

Women's Fashion Weeks, Formula 1 Grand Prix:

Full stay penalty in case of cancellation, no-show or reduction of stay made less than 14 days prior. Early departure will be entirely charged;

Furniture Fair: Full stay, not refundable in case of cancellation, no-show or reduction of stay, will be charged 30 days prior to day of arrival;

Men's Fashion week: Full stay penalty in case of cancellation, no-show or reduction of stay made less than 7 days prior. Early departure will be entirely charged;

As these cancellation policies may vary, please always refer to **the conditions** confirmed at **time of booking**.

City tax: In accordance with local legislation, a city tourist tax is applied to all guest bills upon check-out. **The city tax is EUR 5.00 per day, per person** and it is not included in the contracted rates.

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3. TERMS & CONDITIONS

- **Check-in time is 3:00pm. Check-out is 12:00 noon.**

- **Children Policy:** children up to (12) years will be accommodated at no additional cost (room + Cold Buffet breakfast) in an extra bed when sharing a double room with their parents starting from PARK DELUXE room category.

A maximum of one extra bed in each room can be accommodated and TRIPLE OCCUPANCY is available starting from the PARK DELUXE room category. The age of children must be correctly advised at the time of booking.

- Children rates are based on a 25% discount off FIT rates. Applicable to children below the age of 12 staying in an additional room occupied by children only.
- Very Important Baby Program: for our smallest guests, we prepare a special set-up in their room that includes: baby crib or extra bed, fruit flavor bath products, baby bathrobe, baby slippers, seat for the bathtub, pot, biscuits and chocolates, welcome pet plush amenities.

- **Third bed** (TRIPLE OCCUPANCY) is available starting from PARK DELUXE room category and no more than one extra bed is allowed per room.

The supplement for a third bed is of € 90.00 per night, inclusive of VAT and Buffet breakfast.

- **Walk Out Policy:** PARK HYATT MILAN agrees that if a **WORLD AVENUES S.A.** client has a guaranteed confirmed reservation (with written reconfirmation from the hotel) and a room is not available upon arrival, the Hotel will:

- (a) Pay for one long distance phone call;
- (b) Find and pay for accommodation for the first night at a nearby comparable hotel;
- (c) Provide free transportation to that hotel;
- (d) Notify promptly **WORLD AVENUES S.A.** of the situation and outcome.

4. RESERVATION PROCEDURE AND ASSISTANCE

WORLD AVENUES S.A. can make reservations at PARK HYATT MILAN through our reservations department:

Hotel telephone: +39 02 88 21 1234

Fax reservations: +39 02 88 21 1235

E-mail: reservation.milano@hyatt.com ; milan.park@hyatt.com

You can also contact our toll free numbers anytime as per our web site www.hyatt.com

For specific information or further assistance, please feel free to reach your Sales primary contact Herve' de Saint Victor at:

Hotel telephone: +39 02 88 21 1234

Fax reservations: +39 02 88 21 1235

E-mail: herve.desaintvictor@hyatt.com

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- **Auto guarantee:** All reservation requests (new / amendment / cancellation) must be backed up by a written request. Booking are to be considered guaranteed only with the receipt of an electronic email confirmation number sent by the hotel.

5. PAYMENT PROCEDURE

The Hotel will invoice **WORLD AVENUES S.A.** the day after the clients' departure.
Final settlement of each invoice will be due within 30 days after the date of invoice.

The Hotel will accept **WORLD AVENUES S.A.** vouchers as guarantee for payment of the following services:

- room, tax, breakfast and portorage charges only

Every booking must be guaranteed with a valid credit card of the company before the arrival date and **WORLD AVENUES S.A.** will due the final settlement of each invoice within 30 days after the date of invoice.

In the event **WORLD AVENUES S.A.** will not accomplish with the above condition, the Hotel shall charge the amount of any unpaid invoices of **WORLD AVENUES S.A.** which is not paid after 35 days on the credit card previously provided and authorized by **WORLD AVENUES S.A.**

Bank Details:

Bank:	INTESA San Paolo SpA
Agency:	Via Giuseppe Verdi, 8 – 20121 Milano
Account:	100000109893 – NEPA Srl
Swift Code:	BCI TI TMM317
IBAN code:	IT51 J030 6909 4001 0000 0109 893

6. CANCELLATION POLICY

Any cancellation by **WORLD AVENUES S.A.** must be advised to the Hotel in writing and will come into effect on the day it is received.

Standard cancellation policy:

For bookings in Park Room, Deluxe Room and Deluxe Executive Room:

***1 day prior to arrival by 6:00pm local time to avoid 1 night penalty charge**

Only for Suites bookings:

***3 days prior to arrival to avoid 1 night penalty charge**

- **No Show/ Cancellation Fee:** any no show on the arrival date or cancellations of reservations received less than 1 day prior to arrival by 6:00pm Hotel time will be subject to a one night room charge.
- **Early departure fees** may apply upon hotel discretion

Group/ Long Stay bookings:

- A room block starting from 18 room nights will be considered as a group/long stay booking. Special rates and cancellation policies will be applied at time of request. Please contact the hotel directly.

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- Cancellation policy of groups above 18 room nights overrides any cancellation specified in any electronic individual booking confirmation received.
- A 7 day cancellation policy will apply to a 'group/long stay' booking with a 50% cancellation penalty on the total room block revenue in case of late cancellation unless differently agreed upon or stated by the hotel at time of booking.

7. DISTRIBUTION OF RATES THROUGH INTERNET, B2B and B2C

Contracted Net Rates are confidential and are not to be disclosed.

These contracted rates are used to form the basis of a package: the contracted rates can be sold and promoted on-line as part of a product which includes other elements and under no circumstances will the contracted rates be sold or promoted on-line as room only or room including taxes and breakfast.

Moreover **WORLD AVENUES S.A.** may not sell the contracted net rates, as room only, directly to the end consumer.

When selling to a Travel Agent, **WORLD AVENUES S.A.** must ensure that a minimum mark-up of 25% is applied on resale of the contracted rates.

To protect partners, PARK HYATT MILAN shall consider dumping practices as breach of agreement and may consider immediate contractual termination.

Park Hyatt Milan does not allow for distribution of rates to thirds parties unless agreed upon with the Hotel in writing. The Hotel reserves right to terminate the present agreement should such clause be infringed.

8. MARKETING

Park Hyatt Milan operates in the luxury market, therefore we do not authorize that the hotel is associated to words such "cheap", "discount", "inexpensive", "low-cost", "budget" or similar. Words like "special promotion" can be used.

9. LIABILITY

Park Hyatt Milan liability to clients for damages to property or theft is ruled by Italian law.

The Hotel will not be liable for damages to clients due to strikes, force majeure or other events not caused by willful misconduct or gross negligence by Park Hyatt Milan.

10. LAW

This agreement and any other non-contractual obligations arising out of this agreement shall be governed by, and constructed in accordance with the laws in Italy.

Any dispute regarding the interpretation, execution or termination of this agreement shall be subject to the exclusive jurisdiction of the court of Milano, to which each of us agrees to submit for these purposes.

World Avenues S.A. and Park Hyatt Milan

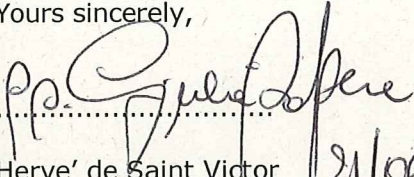
Dear Mr. Elbialy, if you find this Letter of Agreement to be suitable, please sign it for approval and return us a copy via fax or email at your earliest convenience.


May we remind you that we cannot load your rates on our systems unless the present contract is received properly countersigned by your part.

In the meantime, please feel free to contact us for any further information you may require.
We very much look forward to strengthening a long lasting and mutually successful business relationship between our two companies.

Assuring you of our best cooperation at all times,

Yours sincerely,


.....
Herve' de Saint Victor
Sales Manager 21/06/17


.....
Alessandro Angelaccio
Director of Sales

Park Hyatt Milan
Via Tommaso Grossi 1
20121 Milano

ACCEPTANCE:

Please return us a copy of this Agreement duly signed for acceptance.
On behalf of **WORLD AVENUES S.A.**, I agree to the mentioned terms and conditions:

Signature: _____

Print Name: _____

Position: _____

Date: _____

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PARK HYATT MILANO™

Object: Information to Data Subjects according Section. 13 of the Legislative Decree. 196/03 (Privacy)

Milan, 2017

Dear Client,

we would like to inform you herewith that the new Personal Data Protection Code, the Legislative Decree 30th June 2003, which abrogate the previous one 675/96, provides for the protection of any natural or legal person or any other body and association in respect of personal data processing.

According to Section 13 of Legislative Decree n.196/2003, we inform you that our company holds in its data bank, personal data, supplied by you, referring to your business, including fiscal code, VAT number, telephone and fax numbers, email address.

The data we hold are almost exclusively of common nature (registry-, accounting and fiscal data); their processing is necessary to put into effect the agreements between ourselves for the supply of products and/or services and to comply with legal, administrative and fiscal requirements which derive from them. On the basis of the above, collecting the data subject consensus for their processing is not needed, as the data concerned are relevant to the fulfilment of economic activities, according to Section 24, paragraph 1, letter d).

In compliance with the Code, such a processing will be performed lawfully, fairly, transparently and in ways which protect your privacy and your rights.

Data conferring is optional but necessary for the fulfilment of the activities in place. Refusing of providing your personal data will make it impossible to put the agreements into effect and ensure any connected fulfilment, thus preventing us from managing the business relationship correctly.

The data processing will be performed manually in paper text files and electronically on magnetic supports by computerised means.

On our premises, the data, filed in suitable inaccessible places or entered in electronic data banks, may be known by our accounting, commercial and customer care employees in charge of the processing. They are processed, also with the use of electronic equipments, applying procedures suitable to guarantee the safety and confidentiality according to the provisions contained in the "Annex B - Technical Specification Concerning the Minimum Security Measure" of the Legislative Decree 196/2003.

Your data can be communicated to third parties exclusively for technical and operational reasons connected

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to the above stated purposes and in particular to the following categories of persons, bodies and entities, specifically designated as provided by Section 29 and 30 of the Legislative

Decree 196/2003:

1. Ente Poste (Italian Body for mail delivery services) or other companies providing mail delivery services;
2. banks and credit institutes;
3. credit collection companies;
4. legal offices;
5. insurance companies;
6. professional offices and/or companies and/or industry associations which supply us with specific accounting and/or fiscal services etc;
7. controlling companies or companies affiliated to or in partnership with our Company for purposes such as management control, statistics, balance-sheets preparation, etc..;
8. "Agenzia delle Entrate", for the communications in application of the:
 - a. Section. 1, paragraph 1, letter c), of the D. L. n° 746/1983, integrated by the Section. 1, paragraph 381, of the law n° 311/2004, (declarations of intent);
9. Regional/Area/Divisional Offices or other Hotels of the Group, also located outside the European Union and of the Economic European Zone, according to the provisions contained in Section 43 paragraph a) of the Legislative Decree n. 196/03 and in the European Directive 95/46 EU Section 26 paragraph a).

The Data Controller is: Nepa Srl, Via Tommaso Grossi, 1 – 20121 Milano. The Data Processor Responsible is Mr. Gorka Bergareche. You have the right to resort to these persons and/or entities in any moment in time to exercise the rights provided for by Section 7 of Legislative Decree 196/03, in particular, you have the right to obtain confirmation as to whether or not personal data concerning you exists, the right to be informed on the logic applied to the processing, the right to obtain their integration, the right to object, on legitimate grounds, to their processing, besides, the right to obtain their rectification, their up-dating or their block, if the data have been processed unlawfully, also by sending a written request to the following address: milan.park@hyatt.com

GLOBAL PRIVACY POLICY FOR GUESTS

Hotel shall comply with the Global Privacy Policy for Guests available at <http://privacy.hyatt.com> (the "Privacy Policy").

Customer shall, with respect to guests of Customer ("Customer's Guests") who stay at the Hotel pursuant to this Contract:

- Make the Customer's Guests aware of the Privacy Policy;
- Obtain the consent of the Customer's Guests to disclose their personal information to the Hotel; and

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warrant and represent to the Hotel that Customer is:

- (a) entitled to disclose the personal information of the Customer's Guests to the Hotel
- (b) authorized to act as agent of each of the Customer's Guests for the purposes set out in this Section.

Yours Truly

Nepa Srl

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