



**TOUR OPERATOR CONTRACT**  
is made on 22 January 2019 between:

**CARLTON HOTEL (SINGAPORE) PTE LTD**

76 Bras Basah Road

Singapore 189558

Tel : 65 6311 8154

Fax : 65 6338 3208

Email : Daniel.soon@carltonhotel.sg

Attn : Mr Daniel Soon

Director of Sales

(Hereby known as 'Hotel')

AND

**WORLD AVENUES S.A. TRAVEL SERVICES**

Rue Ferrier, 14

CH-1202 Geneva

Switzerland

Tel : 202 2724 1025

Fax : 202 2724 1037

Email : contracting2@world-avenues.ch

Attn : Ms Marwa Emad

Contracting Agent

(Hereby known as 'Tour Operator')

**CONTRACT RATES 2019/2020**

**Applicable For** : FITs  
**Market** : All Markets  
**Validity Period** : With Immediate Effect till 31 March 2020 (All Nights Inclusive)

Room Types	Daily Room Rates (Inclusive of Daily Breakfast)			
	Weekdays (Monday to Thursday) (All Nights Inclusive)		Weekends (Friday to Sunday) (All Nights Inclusive)	
	Single	Double	Single	Double
Deluxe Room	S\$290.00	S\$290.00	S\$240.00	S\$240.00
Executive Room	S\$320.00	S\$320.00	S\$270.00	S\$270.00
Extra Bed	-	S\$100.00	-	S\$100.00

Room Type	Daily Room Rates (Inclusive of Daily Breakfast)			
	Weekdays (Monday to Thursday) (All Nights Inclusive)		Weekends (Friday to Sunday) (All Nights Inclusive)	
	Single	Double	Single	Double
Premier Room	S\$330.00	S\$330.00	S\$330.00	S\$330.00

\*Extra bed is not allowed in Premier Room

\*Rates for Premier Room are applicable for both International Market and Asian Market

	Daily Meal Rates	
	Adult	Child (06 years old to 12 years old)
Breakfast (Buffet)	S\$30.00	S\$20.00

All rates mentioned above are inclusive of 10% service charge and prevailing taxes, and are non-commissionable to your company.

- ❖ Each reservation is only applicable to use either room only rate or room inclusive of breakfast rate throughout stay -when making reservations, please indicate the type of rate to apply i.e. "Room Only" or "Room inclusive of breakfast" to avoid billing dispute.
- ❖ Maximum one child below 12 years old is allowed to share room with parents on complimentary basis with existing bedding. If required, the extra bed will be chargeable at the rates indicated above. Baby cot is free of charge upon request.
- ❖ Late Check Out till 1800 hours is chargeable at 50% of contracted rates.
- ❖ The room rates are issued for **INDIVIDUAL LEISURE TRAVELLERS ONLY (FIT)**.
- ❖ The room rates do not apply to **COMMERCIAL FIT, GROUPS, CONVENTIONS, TRADESHOW** and **OTHER NON-TRAVEL RELATED REQUESTS**. The Hotel reserves the right to revise the rates should any of the above bookings arise using the contracted rates.



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**WORLD AVENUES S.A. TRAVEL SERVICES**

Contract Rates 2019/2020: With Immediate Effect till 31 March 2020 (All Nights Inclusive)

- ❖ Contract rates given in this agreement are exclusive to your company. They are not to be used as a base for any rate loaded onto any **INTERNET WEBSITE** or any of their agents for sale to the general public without written permission from the Hotel. Under no circumstances should the rates and allotment quoted herein be promoted online via consumer websites, without the hotel's written prior consent. Breach of this clause will be treated as material breach of contract. Should the above arises, the Hotel reserves the right to terminate this contract and remove all allotments without prior notice.

## 2. ROOM ALLOTMENT AND CUT-OFF DATE FOR FIT RESERVATIONS

No room allotment has been allocated. All rooms will be based on free sales.

## 3. SPECIAL EVENTS DATES / FESTIVE DATES

Type of Events	Dates (All Nights Inclusive)	Additional Daily Surcharge	Room Allotment	Cut-off Date	REMARKS
ConnecTechAsia 2019	17 – 20 June 2019	S\$100.00nett	On Request Basis	On Request Basis	-
Formula One Singapore Grand Prix 2019	19 – 22 September 2019	S\$200.00nett	On Request Basis	On Request Basis	Based on Weekdays Rates
		S\$175.00nett (Extra Bed)	On Request Basis	On Request Basis	
ITB Asia 2019	14 – 17 October 2019	S\$100.00nett	On Request Basis	On Request Basis	-
Eve of Christmas Day / Christmas Day	24 – 25 December 2019	S\$100.00nett	On Request Basis	On Request Basis	-
Eve of New Year's Day / New Year's Day	31 December 2019 – 01 January 2020	S\$100.00nett	On Request Basis	On Request Basis	-
Singapore Airshow 2020	10 – 13 February 2020	S\$150.00nett	On Request Basis	On Request Basis	-
Food&HotelAsia 2020	30 March – 02 April 2020	S\$100.00nett	On Request Basis	On Request Basis	-

All nights are inclusive for closed-out dates highlighted above, and the Hotel will inform you duly should there be additional closed-out dates as the year progresses.

Any requests are subject to space availability and different rates will be applicable. Clubrooms and Suites rates are available upon request.

## 4. RESERVATIONS PROCEDURES

For assistance in making reservations, our reservations department can be reached at reservations hotline at Tel: (65) 6349 1293, Fax: (65) 6333 4120 or Email: [RoomReservations@CarltonHotel.sg](mailto:RoomReservations@CarltonHotel.sg). All reservations are subject to room availability and are to be guaranteed by the company or guest's credit card upon reservation.

## 5. ROOMING LIST

For groups, the Operator shall submit to the Hotel a final rooming list together with flight details and meal requirements at least 30 days prior to arrival. Should the Operator fail to supply such information as specified the Hotel reserves the right to release the reserved rooms, unless agreed otherwise with the Hotel, in writing.

## 6. CHECK-IN / CHECK-OUT

Check-in time at the hotel is 14:00 hours. Should the delegates wish to occupy the rooms before 1400hours, placing reservations for the night before is recommended.

The official check-out time is 12:00 hours. Late check-out till 18:00hrs will be chargeable at 50% of the agreed room rate and a full day room rate will be levied for late check-out after 18:00hrs, subject to availability.



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## 7. VOUCHERS

Vouchers will be accepted for all bookings under this Contract from the Operator who has established credit with the Hotel.

## 8. DEPOSITS

During period of high occupancy, the Hotel reserves the right to request a deposit as follows:

- ❖ For individual reservations, a deposit equivalent to one night's contract rates for each room reserved.
- ❖ For groups:-  
To be advised in group agreement

Rooms not guaranteed by full deposit may be subject to cancellation by the Hotel.

## 9. NO-SHOW / CANCELLATION -FIT

In the event of no-shows or cancellations within 72 hours from guests' scheduled arrival, a one-night's room charge will be applicable. Please ask for a reservation cancellation number for your record purposes should there be any cancellations.

Special Events Dates (with exception of Formula One Grand Prix) of No Show or Cancellations within 30 days from guests scheduled arrival, full duration of stay will be applicable. Please ask for a reservation cancellation number for the record purpose should be any cancellations.

For Formula One Grand Prix, any No Show or Cancellations within 60 days from guests scheduled arrival, full duration of stay will be applicable. Please ask for a reservation cancellation number for the record purpose should be any cancellations.

## 10. PRE-PAYMENT

Unless prior credit arrangements have been made with the Hotel, the following will apply.

- ❖ For individual reservations, **full payment is to be made to the Hotel at least 14 working days before guest's arrival.**  
Kindly find below our bank's details for future pre-payment arrangements.

Company : Carlton Hotel (Singapore) Pte Ltd  
Address : 76 Bras Basah Road, Singapore 189558  
Tel : 65 6338 8333 / Fax: 65 6338 3208  
Bank : United Overseas Bank  
Bank Address : 80 Raffles Place  
: 7th Floor UOB Plaza  
: Singapore 048624  
Bank Code : 7375  
Account No : 101 335 412-5  
Branch Code : 001  
Swift Code : UOVBSGSG

For Special Events Dates (with exception of Formula One Grand Prix), a prepayment based on the full duration of stay is required at least 30 days prior to the arrival date. The Hotel reserves the rights to cancel any booking if prepayment is not obtained 30 days prior to the arrival date.

For Formula One Grand Prix, a prepayment based on the full duration of stay is required at least 60 days prior to the arrival date. The Hotel reserves the rights to cancel any booking if prepayment is not obtained 30 days prior to the arrival date.

- ❖ For groups:-  
To be advised in group agreement

Rooms not guaranteed by full pre-payment may be subject to cancellation by the Hotel.



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## 11. CREDIT FACILITIES

No credit facility has been established. Strictly on prepayment basis.

## 12. PAYMENT

Payment has to be made to Carlton Hotel (Singapore) Pte Ltd in the form of bank draft drawn on banks in Singapore or Telegraphic Transfer made payable to our bank account in the currency quoted. Bank charges incurred to be born by Operator. Payment Advice stating details of bill paid to be supplied with each payment.

## 13. INVOICE ARRANGEMENT

Upon departure of each client booked by the Operator, the Hotel will submit to the Operator

## 14. CONFIDENTIALITY

All information contained in this Contract is private and confidential and may not be disclosed to third parties for whatever reason or purpose.

Should the contract rates for FIT Packages contained in this agreement is sold direct the public and not through package programmes or authorized travel companies, the contract herein will be void with immediate effect.

## 15. CHANGE OF OWNERSHIP OF MANAGEMENT

The Hotel must be informed *PRIOR* to change of Ownership/Management, in writing, no less than 30 days prior to effective date.

**Please sign and return by mail or fax, a copy of the signed contract by 29 JANUARY 2019, otherwise this contract is void.**

Yours sincerely,

For and On Behalf of  
**CARLTON HOTEL (SINGAPORE) PTE LTD**

Daniel Soon  
Director of Sales

Nelson Quek  
Executive Assistant Manager – Sales & Marketing

The Above Are In Order  
**WORLD AVENUES S.A. TRAVEL SERVICE**

Marwa Emad

Name

Contracting Agent World Avenues SA

Designation

Company's Stamp

**WORLD AVENUES**  
14, rue de la Seillerie, CH- 1202 Geneva, Switzerland  
Tel : + 41 22 906 94 00 Fax : + 41 22 906 94 10  
www.world-avenues.ch

28.01.2019

Date