



ZENSEANA RESORT & SPA

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Contact Details

Year	2018-2019, 2019/2020
From:	01/03/2019
To:	31/10/2020
Issue Date:	10/01/2019

World Avenues S.A Travel Services Rue Ferrier, 14 CH-1202 Geneva, Switzerland	Worldwide Market Agent Represented by:- Ms. Marwa Emad Contracting Agent	Hotel Represented by: Ms. Nalunart changsorn Sales Manager
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RATE SCHEDULE

ROOM RATE Inclusive ABF, service charge and VAT.

Room Type	Pre-Launched	High 1	Peak	High 2	Shoulder	Low
	01 Mar-31 Oct 19 Single/Twin	01 Nov-20 Dec 19 Single/Twin	21 Dec19-10 Jan 20 Single/Twin	11 Jan- 29 Feb 20 Single/Twin	01 – 31 Mar 20 Single/Twin	01 Apr- 31 Oct 20 Single/Twin
Superior Room	2,400	3,000	4,200	3,500	3,000	2,500
Deluxe Room	2,700	3,300	4,500	3,800	3,300	2,800
Premier Deluxe	3,200	3,800	5,000	4,300	3,800	3,300
Family 2 Bedrooms	6,400	7,600	10,000	8,600	7,600	6,600
Extra Bed – Adult	1,000	1,200	1,200	1,200	1,200	1,000
Extra Bed - Child	700	1,000	1,000	1,000	1,000	700

*All room type maximum 1 Extra bed in room, Except Family 2 Bedrooms maximum of 2 Extra Beds in room.

MEAL PLAN

Description	Adult	Child (5-12 years old)
American Breakfast	400.- Baht	200.- Baht
Set Lunch Menu	550.- Baht	275.- Baht
Set Dinner Menu	650.- Baht	325.- Baht
Set Seafood Basket	1,500.- Baht	750.- Baht

SUPPLIMENT ROOM CHARGE

New Year Eve on 31 December 2019	1,500.-Baht net per room.
Chinese New Year period on 24-28January 2020	1,000.-Baht net per room.

1. CHILD POLICY:-

- 1.1 Children 12 year and under, at the time of check in sharing bed with their parent free of charge, ABF for this child will be charged at THB. 200 per night. Infants under 4 (four) years old at the time of CHECK IN will receive a baby cot and breakfast Free of Charge.
- 1.2 In all cases, a Maximum TWO children under the age of 12 (twelve) at the time of CHECK IN sharing with their parents with the applicable below 4 years free ABF and free baby cot (upon request & availability).
- 1.3 Children over 12 years of age will be charged at Adult room and meal rate.

2. EARLY BIRD PROMOTION : Staying Period from 01 Mar 19 – 31 Oct, 2020 (Except Peak Season: 21 Dec 19 – 10 Jan 20).

- 2.1 Get a 10% discount for booking received 30 days prior to arrival.
- 2.2 Get a 15% discount for booking received 60 days prior to arrival.
- 2.3 Get a 10% discount for Min 3 nights stay and up.
- 2.4 Get a 15% discount for Min 5 nights stay and up.

*Remark : The above EB will apply for 3rd person who paid on Extra Bed AND Early Bird + Min Night Stay can combinations

3. Minimum Stay Restrictions: No Check Out on 30th & 31st December will be allowed.

4. Cancellation and Amendment Policy: - A One Night Fee will be charged for cancellation made as following.

Period	Minimum notice
High Season I/Shoulder	14 days prior to arrival
Peak Season / High Season II	21 days prior to arrival
Green Season	07 days prior to arrival

5. Term & Payment : Please see overleaf " Payment Terms: This agreement is based on a : FULL PAYMENT BEFORE GUEST ARRIVAL

Singed for and on behalf of the Hotel: ZENSEANA RESORT & SPA 	Singed for and on behalf of the Agent: World Avenues S.A Travel Services 28.01.2019
Ms. Nalunart Changsorn Sales Manager	Mr. Wichai Prathumthong Group General Manager



Term & Conditions

6. Rates

All mentioned rates are net, non-commissionable, and include 10% service charge and 7% VAT. In case of any increase in the VAT percentage or any addition of other government taxes, the Contract Partner agrees to accept the Hotel's right to include the rates accordingly as of the date of the new tax implementation by law. This is applicable throughout the validity of contract period appeared overleaf. The rates are only valid for the overseas market and not valid for Meetings, Incentives, Conventions and Exhibitions.

7. Confidentiality

The Rates in this contract are strictly confidential and must not be disclosed to the third parties. To protect this confidentiality, the Hotel will not disclose the rates to guests and will invoice the Contract Partner directly. The Contract Partner agrees that the rates as mentioned overleaf of this contract will not be used or published on any existing or future public electronic distribution systems e.g. internet, etc.

8. Reservations

All reservations should be made through ZENSEANA Resort & Spa Patong via Email: rsvn@zenseanaresort.com; Tel: +66(76)344377 or +66(0)76345522. All reservations are subject to availability and confirmation, unless a room allotment has been agreed upon by the Hotel. The Hotel will accept telephone reservations but reserves the right to release such reservation unless a rooming list, voucher, or other written confirmation is received within 48 hours of that calls. Available space will be automatically released if final rooming list is not received within 30 days prior to the arrival for group reservations. The Hotel also reserves the right to release space held for any reservations arriving by air for which no airlines seats are confirmed.

9. Period of Occupancy

Confirmed rooms will usually be available for occupancy after 14.00 hours on the arrival day. Check-out time is 12.00 noon. Any room used from 12.00 noon to 18.00 hours on the departure day will be charged at 50% of the contract rate. Any room occupied beyond 18.00 hours will be charged at the full contract rate, unless specified in writing by the hotel.

10. Deposit

The Hotel reserves the right to request a non-refundable deposit equivalent to minimum of one night's contract rate or up to 100% of total room charges for the whole staying period for each room reserved. The deposit must be received by the Hotel no later than 30 days prior to the arrival together with the final rooming list, flight details, and meal requirements and the balance no later than 21 days prior to the arrival or otherwise agreed in writing by the Hotel.

11. Cancellation / No Show Charges/ Short Stay

Cancellation / no show charges / short stay are shown on the front page of this agreement. The Hotel will automatically charge these to the Agent unless a written confirmation has been received from the Hotel in advance.

12. Complimentary Room Policy for Groups only, Not applicable for this agreement

13. Payment Terms:-

Unless prior credit arrangement has been agreed with the Hotel, full pre-payment must be received by the Hotel no later than 14 days prior to the arrival except during Peak and Shoulder season when the Hotel may require deposit in part or in whole at time of booking. Any room not guaranteed by full pre-payment may be subject to cancellation by the Hotel without prior notice. Should guests subsequently check-in, they will be charged direct at the Hotel rack rates. The Hotel will not be liable for any claims. Contract Partners who wish to apply for 'Credit Terms' will be required to complete a 'Credit Request Form' and forward together with this signed agreement. The Hotel reserves the right not to approve credit terms in cases of Contract Partner's who have a poor credit rating within the recognized Hotel's relevant association.

Bank Details:	KASIKORN BANK, Public Company Limited (KBANK)
Account No:	028-187208-7, Saving Account / Swift Code : KASITHBK
Account Name:	W Hospitality Co., Ltd.

Bank Charge and money transfer fee : The hotel will not responsible in the bank charges or bank fees in consequent of transferring money to hotel account. Agents who wish to settle payment with a credit card will be charged a standard three <3> per cent bank charge over and above the due amount.

14. The Contract Partner shall not withhold payment of the whole billing amount in the event of any discrepancy. Payment on non-dispute amount must be settled while the amount in discrepancy is being resolved by both parties.

15. Liability : The Hotel will not be held responsible for the loss of a guest's property, material damage to a guest's property, injury or death of a guest, if:

- the loss, damage, injury or death is completely attributable to negligence or carelessness of the guest;
- the loss, damage, injury or death is caused by a third party i.e. a party that is not directly involved in delivering services toward the guest, and that furthermore is not under the control of Hotel.

16. Performance

Hotel contract rates are issued to the Contract Partner on the understanding that the Contract Partner has business for the Hotel, and will actively and enthusiastically promote the Hotel on the contract period. In case of non-materialized reservations being received by the Hotel during any consecutive period totally 120 days of the date issued, the Hotel reserves the right to revise the allotment (if given) or terminate the contract without prior notice.

Any allotment granted is issued in good faith that the Contract Partner will ensure that the maximum usage is made during the contract period. Performance will be reviewed throughout the year, and if materialisation is below fifty <50> per cent for any given period of the agreement, the Hotel has the right to reduce in the next Contract Agreement to reflect this non-performance.

17. Acknowledgement : If there is no return written objections to the above conditions, we shall believe that, you are acknowledged and agreed with the contained description.

Singed for and on behalf of the Hotel: ZENSEANA RESORT & SPA	Singed for and on behalf of the Agent: World Avenues S.A Travel Services
<i>Nalunart C.</i> Ms.Nalunart Changsorn Sales Manager	28.01.2019 <i>Mr. Wichai Prathumthong</i> Mr. Wichai Prathumthong Group General Manager

