



GRANDE ROCHE HOTEL

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INTERNATIONAL ACCOMMODATION AGREEMENT
(1 November 2020 – 31 October 2021)

Between

Grande Roche Hotel
(Registration Number: 1990/007567/07)

A Company duly registered and incorporated in accordance with the Company Laws of the
Republic of South Africa

Of

Plantasie Street, Paarl
Western Cape
South Africa

(Hereinafter referred to as "The Hotel")

Signed: _____

Name: **JOHANN BOUWER**

Designation: **HOTEL DIRECTOR**

Date: _____

And

Name of Company: _____

Company VAT no: _____

Physical Address: _____

Postal Address: _____

Telephone & Fax: _____

Email: _____

Authorized Signatory:

Name and Designation: _____

Signature: _____

Date: _____

(Hereinafter referred to as Tour Operator)



GRANDE ROCHE HOTEL

1. INTRODUCTION

This contract is intended for use by local and international tour operators who operate in the international and domestic leisure market. If it is found that these rates are being used in any other market segment, the Hotel reserves the right to withdraw these rates with immediate effect.

2. RATES, TERMS & CONDITIONS

November 2020 – February 2021	Rack Rate	STO 20%
Legacy Room	ZAR5950	ZAR4760
Heritage Suite	ZAR6450	ZAR5160
Terrace Suite	ZAR7950	ZAR6360
Garden Suite	ZAR8950	ZAR7160
March 2021, April 2021 and September 2021, October 2021	Rack Rate	STO 20%
Legacy Room	ZAR5058	ZAR4046
Heritage Suite	ZAR5483	ZAR4386
Terrace Suite	ZAR6758	ZAR5406
Garden Suite	ZAR7608	ZAR6086
May 2021 – August 2021	Rack Rate	STO 20%
Legacy Room	ZAR4165	ZAR3332
Heritage Suite	ZAR4515	ZAR3612
Terrace Suite	ZAR5565	ZAR4452
Garden Suite	ZAR6265	ZAR5012

- Special Promotions (not combinable with other offers):
 - Early Bird: All bookings for 2021 made and paid before or on the 31 October 2020, will qualify for a 10% discount.
 - Pay 3 and Stay 4 specials applicable, except for block out dates: 20 December 2020 until 10 January 2021.
- Rates are
 - Quoted, invoiced and payable in ZAR or at the prevailing rate of exchange on the given date
 - Quoted per suite per night
 - Based on a maximum of two adults sharing
 - Inclusive of a South African breakfast, tourism levy and 15% VAT
 - Subject to change without notice should the prevailing rates of either Value Added Tax or other applicable Government or Tourism levies be increased or should a further tax or levy be introduced in the period between the date of signature hereof and the date on which the accommodation is taken up by the Tour Operator.
 - Rates are confidential, net, and non-commissionable and the tour operator agrees to markup said rates by a minimum of 10% to any of its onward distribution channels, failure to do so will result in retraction of rates by the Hotel



GRANDE ROCHE HOTEL

3. CHILD POLICY

- This policy applies to all persons from 0 up to and including 11 years old
- Persons from 12 and older are considered as adults and will therefore require a separate suite at the applicable rate
- Children sharing with adults are accommodated in Heritage Suites in a cot and or on additional beds
 - **0-24 months old (sharing suite with adult)**
 - are accommodated in a cot on a complimentary basis
 - are not permitted at the Kraal pool and gym
 - **2-11 years old (sharing suite with adult)**
 - are accommodated on an additional bed at R780 per child, inclusive of breakfast
 - depending on the availability of suites with an additional bed
 - are not permitted at the gym area
- Children not sharing with adults (occupying their own suite) will be charged the normal suite rate
- Children beds can accommodate a maximum of one child per bed
- Cots can accommodate a maximum of one child per cot
- Heritage Suites, formerly known as the Duplex Suites, can accommodate a maximum of 2 beds per suite
- Terrace Suites can accommodate a maximum of 1 bed per suite
- Child minding facilities are available at an additional cost and by prior arrangement

4. TRANSFERS

- Transfers can be arranged with reservations on request at an additional cost
- All transfers within a 10km radius of the Hotel, Paarl, must be pre-booked and are complimentary

5. PROVISIONAL RESERVATIONS:

- Not available to reservations made between **20 December and 10 January** (Traveling dates)
- Periods of limited availability, all reservations must be confirmed at the time of the reservation and will not be held for 72 hours on a provisional basis
- Made less than 30 days prior to arrival will be held for a maximum of 72 hours
- Made 60-90 days prior to arrival will be held for maximum of 7 working days
- Made more than 90 days prior to arrival will be held for a maximum of 14 working days
- Should confirmation not be received by the given date; the booking will be automatically released and can only be reinstated on the basis that the booking is confirmed / guaranteed
- Deposit payment and full names of guests travelling will be required to convert the status from provisional to confirmed

6. CONDITIONS OF PAYMENT and CANCELLATION POLICIES

Account Holders

- Full payment is required 30 days from statement date
- Cancellations less than 14 days prior to arrival and no-show rooms will be charged in full
- 2.5% interest will apply for late payments
- The Hotel reserves the right to withdraw the account facility
- All bank charges are for the account holder
- Nothing in this contract should be construed as granting credit to the Tour Operator. Credit arrangements are on application only and must be applied for separately.



GRANDE ROCHE HOTEL

Non-Account Holders

- A 50% non-refundable prepayment is required 30 days prior to arrival in order to secure suites with the balance due 15 days prior to arrival
- Non-payment will result in automatic reservation cancellation
- Credit Card payments are accepted

Foreign Currency

- Payments in foreign currency will be accepted at the rate of exchange valid on the day the payment is reflected in the Hotel's bank account
- All bank charges for the operators account

Cancellations

Peak Season (20 December – 10 January)

- Only written cancellations will be accepted. Ensure to receive acknowledgement of cancellations from reservations
- 50% of total accommodation if cancellation is less than 30 days prior to arrival
- 100% of total accommodation if cancellation is less than 15 days prior to arrival

Group: Deposit, Payment and Cancellation

- This policy applies to bookings of ten (10) or more suites
- A 50% non-refundable deposit is payable 60 days prior to arrival
- A 100% non-refundable deposit is payable 30 days prior to arrival
- The 11th suite will be reserved at 50% of the applicable group rate, inclusive of breakfast
- The 20th suite will be reserved at no additional cost, inclusive of breakfast

7. PLEASE ADVISE THE FOLLOWING PRIOR TO ARRIVAL

- From where does the reservation originate?
- How and what time will guests arrive and depart?
- Please advise ages of children traveling.
- Do guests require dinner?
- Do guests have any special dietary or other requirements?
- Contact number where guests can be contacted prior to arrival

8. GENERAL TERMS AND CONDITIONS

- Check-in time is from 15h00 and check-out time is by 11h00
- All arrival guests will receive a bottle of local wine and refreshments, per room
- All guests (18 years and older) receive a complimentary specified wine tasting
- Refurbishment – in the event of any refurbishment programs the Hotel reserves the right to offer alternate accommodation of a similar standard to guests holding reservations at the hotel
- Rate contracts are based on a level of support received for the Hotel. This will be reassessed at the end of the contract period, and re-evaluated subject to the support received over the previous 12-month period
- Early check in and late check outs are subject to availability, and may incur an additional charge
- The Hotel reserves the right, at its discretion, to suspend the operation of this contract during major events on account of extraordinary demand for accommodation during that period. The Hotel might not be able to offer the Tour Operator accommodation at the rates and terms and conditions set out in this agreement
- The Tour Operator acknowledges that the provision of accommodation by the Hotel shall be subject to the Hotel's standard terms and conditions as printed on the guest's registration card
- **Please note there is a minimum night stay of 2 nights during the period 20 December – 10 January**



GRANDE ROCHE HOTEL

- The Hotel shall use its best endeavors to ensure that it complies with all applicable local and national regulations, laws, by-laws, and codes of practice. These shall include but not be limited to rules relating to fire, health and safety standards. Upon request by the Tour Operator, the Hotel shall provide proof of its compliance.
- This document contains the entire agreement and no variation hereof shall be valid unless in writing and signed by the duly authorized representative of both parties
- All notices required to be served by either party on the other in terms of this contract shall be served at the domicillium address of the relevant party stipulated on the cover page of this agreement and shall be deemed to have been received by the other party

9. PUBLICITY

- The Tour Operator will promote the Hotel to its customers and guests through publishing the hotel and/or inclusive tour(s) which are featured, in such brochures and other promotional material and online social media platforms as the Tour Operator deems appropriate and with prior approval from the Hotel
- The Hotel warrants that every care will be taken to accurately represent the facilities of the hotel and shall not be held liable where advertised facilities are unavailable because of factors beyond its reasonable control

10. BANK DETAILS

Account Name	: Grande Roche Hotel
Bank Name	: First National Bank
Account Number	: 621 280 25013
Swift Code	: FIRZAJJ
Branch Code	: 200110
IBAN Code	: 20011062128025013