

PRICING & CONTRACTING

Pricing & Contracting for International B2B



Topics we will cover

1

The role of price when bringing saleable experiences to market

2

Pricing for diverse B2B buyer types

3

Pricing & B2B buyer negotiations

4

Creating Rate Agreements for Diverse B2B Buyers

5

B2B contracting in light of Covid-19

Saleable experiences & pricing



A saleable experience defines experiences and services that are complete, **fully priced**, ready and available to bring to market by a tourism business.

A complete saleable experience offering

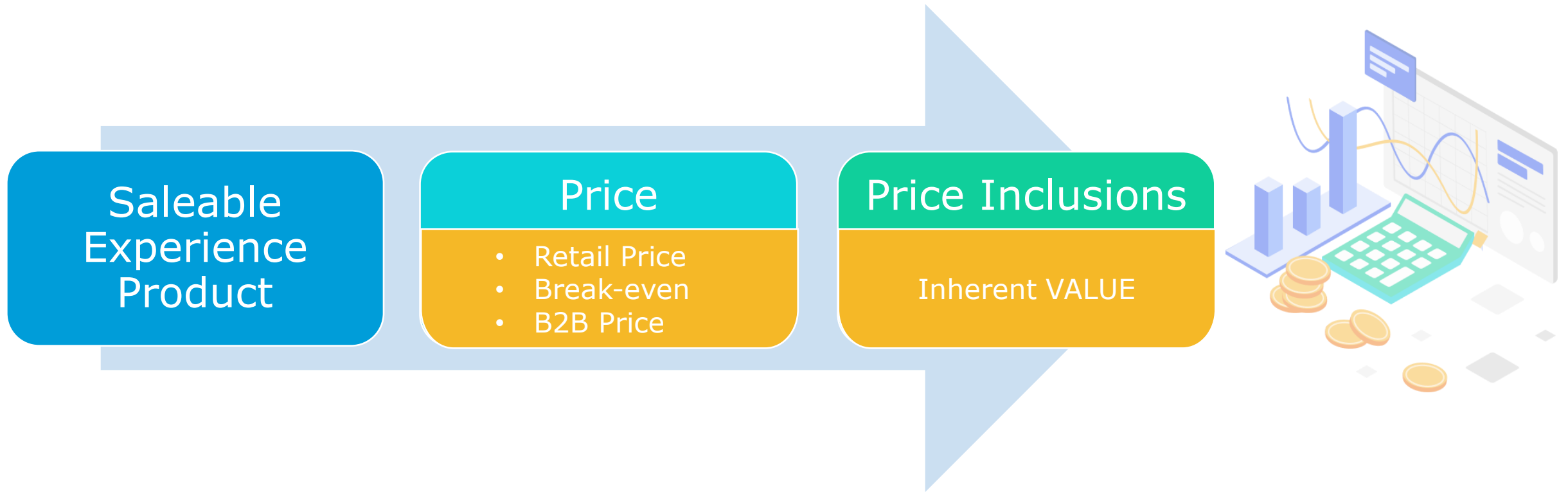
Seaweed walk, talk and taste | The Sea Gardener

During this experience, learn how to identify 10-12 edible species of seaweed on a foraging walk along the quiet seashore within the pristine waters of County Waterford's Copper Coast Geopark. Under the expert guidance of passionate food author and wild food expert, Marie Power, discover seaweeds such as Dilisk and Carrageen that are both vitamin dense and low in calories. Leave with culinary tips on how best to cook seaweed to maximise its nutritional and flavour benefits.

- **Price:** €XX per person | **Duration:** 2 hours
- **Minimum/Maximum People:** 10/20
- **Inclusions:** forage with expert, Marie Power | cookery tips | seaweed recipes to take home

Must be FULLY crystalised and defined and priced accordingly

Saleable experiences & pricing

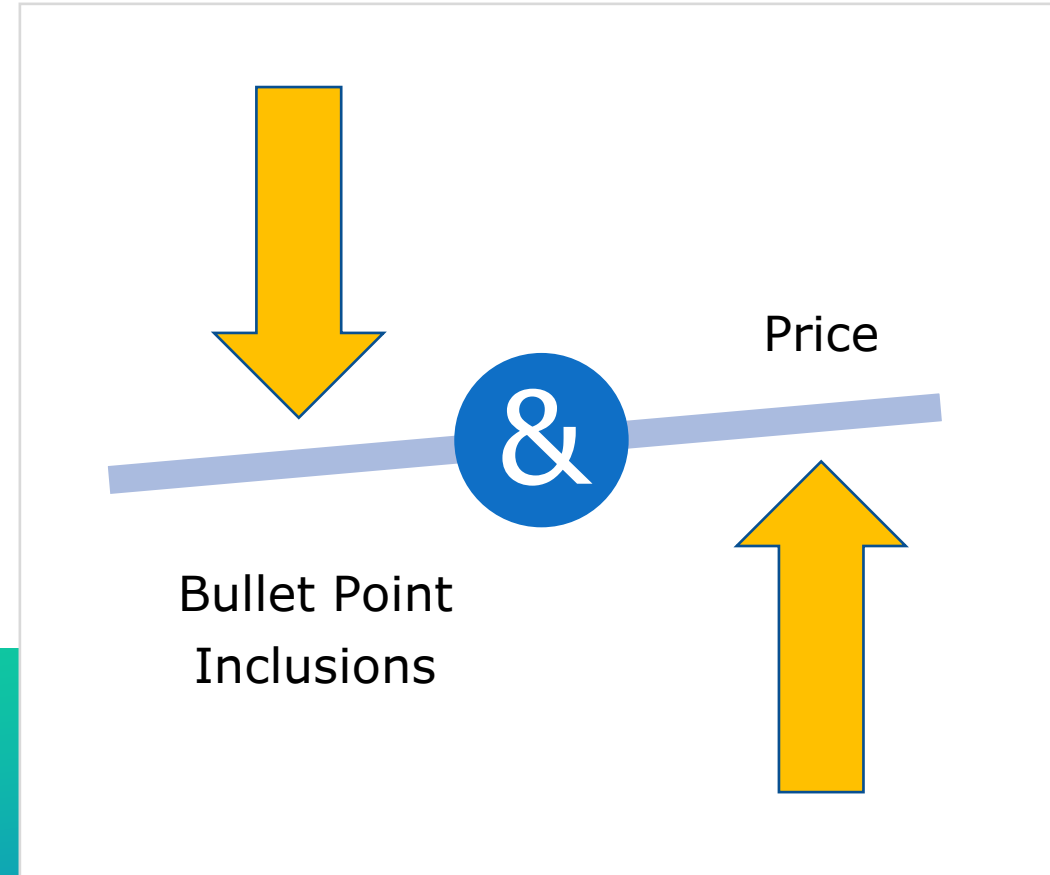


Price Inclusions – The Value

Golden Rule

 Price & Bullet Point INCLUSIONS

 Emphasise the VALUE



Price & Bullet Point Inclusions

Accommodation Provider



Breakfast

Full buffet and cooked to order Irish breakfast including local artisan food produce, juices, tea/coffees, selection of breads, fruits, yoghurts and pastries



For Children

VIK (very important kids) Club: milk (or juice) and cookies each night before bed and unlimited ice cream (on presentation of the VIK card) during the stay!



Free

Wifi, car parking, leisure centre access



In-room

Tea/coffee, one 250ml bottle of still and one 250 ml bottle of sparkling mineral water



For the Grown Ups!

Welcome home-made lemon drizzle cake with a glass of chef's home-made apple brandy (non-alcoholic also available)



Covid-19

In room sanitisers and sanitisers located in all public areas

Overnight stay: €100

Price & Bullet Point Inclusions

Activity Provider

ONE-HOUR FORAGING EXPERIENCE

- Insights and tips shared by the expert acclaimed food writer, Joan Ryan
- Welcome wild blackberry tea
- Cookery tips and recipes to take home
- Food tastings including 3 savoury and 1 sweet snack
- Beautifully presented 0.5g of dried seaweed salt to take home



Covid-19

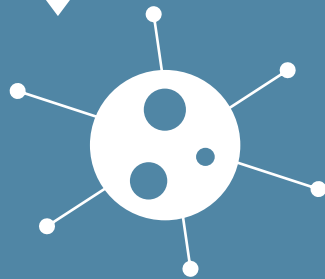
Hand sanitisers available for the duration of the experience

Price & Bullet Point Inclusions

Visitor Attraction

ONE-HOUR GUIDED VISIT: WILD MEADOW FLOWER & FRUIT GARDENS

- Horticultural insights shared by a local community volunteer gardener
- Free time to explore the gardens at your leisure after the tour
- Pick your own fruit punnet to take home



Covid-19

- Push hand sanitisers available throughout the gardens, tearoom and toilets
- All gardening tools are washed and sterilised after each use

Pricing for Diverse B2B Buyer Types

Managing price example



Price

Visitor Attractions & Activity Providers

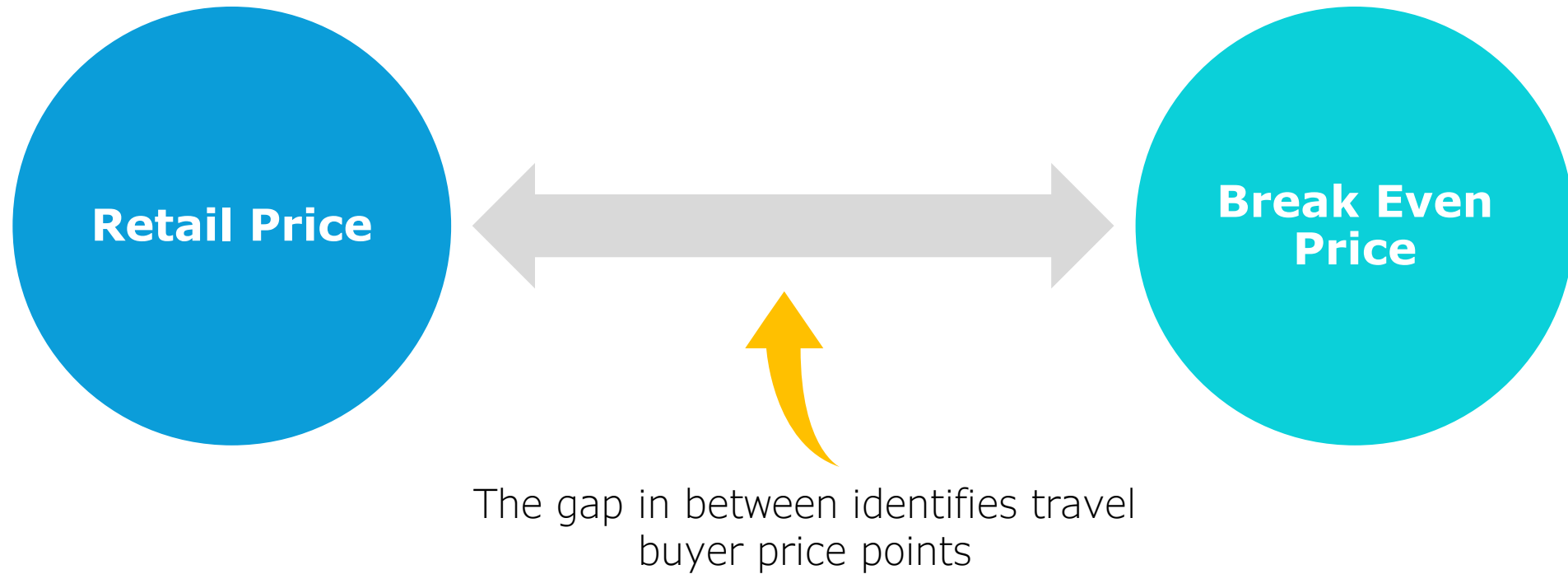


Note

The importance of linking minimum numbers to the retail price point

EXAMPLE: Price is €10, subject to minimum 5 people

B2B Negotiation



Saleable Experiences Types

General

e.g. 1 hour self-guided visit

- Appeals to the masses
- Tighter margins

Premium

e.g. 1 hour guided visit with an expert

More Margin

Virtual

e.g. learn how to make brown bread

More Margin

Build a catalogue of priced experiences that match diverse customer types and create diverse revenue generation opportunities for the business.

Diverse Sales Channels & Diverse Travel Buyers = Diverse Needs

Tour Operator

Leisure tourism | international customers |
Customer types: adhoc groups, FIT and tour series

Wholesalers

Leisure tourism | international customers |
Large volume travel buyers

OTA & Resellers

Booking.com | Expedia | getyourguide |
viator | greatdaysout.ie

DMC

Business tourism | Leisure Tourism
Incentives | Conference | Meetings

PCO

Business tourism | international customers |
Conferences | Association Conferences



B2B Negotiation

Commissionable versus Net Pricing

Discounted or Net Pricing

Leisure Tourism Buyer
e.g. Tour Operator

- €10 public price
- 20% discount on the gross rate = €2
- B2B sell rate: €8

Commissionable Pricing

Leisure Tourism Buyer
e.g. OTA

- €10 public price
- 10% commission on the gross rate = €1
- B2B sell rate: €10 inc. 10% commission

Commissionable Pricing

Business Tourism Buyer
e.g. DMC or PCO

- €100 public price
- 10% commission on the ex VAT rate (less 13.5%) = €8.86
- B2B sell rate: €100 inc. 10% on the ex VAT amount

Net Pricing Model

Adhoc FIT and groups aligned pricing

APPLYING RATES ACCORDING TO THE OPPORTUNITY:

€10 retail price

€9

B2B Rate 1: low level of bookings

€8

B2B Rate 2: medium level of bookings

€7

B2B Rate 3: high level of bookings

€6

To be considered to covered costs?

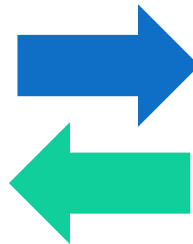
€5

Break Even: To be considered to covered costs?

B2B Price Negotiation **Scenario for break even pricing**

THE TRAVEL BUYER

- A Travel Buyer offers 30 coaches
- with a minimum load of 30 people per coach
- for a price point of €5 per person




THE TOURISM BUSINESS

- €5 is the break-even point for the tourism business.
- **HOWEVER**, it accepts this booking between the quieter hours of 9am and 11 am at the €5 price point.
- Because, at this time, the proposed rate and number of people covers the cost of running the business

Saleable Experience to Rate Agreement

Visitor attractions & experiences



100 acres of Woodland Hikes and Walks on an 18th Century Estate
 Rare & Exotic Plants | Congreve Family Story | Walled Garden & Woodland Walks | Vast Horticultural Collection

Located in Co. Waterford in the south east of Ireland, Mount Congreve Estate was originally developed by John Congreve in the 1760s and remained in the same family for six generations until the passing of Mr. Ambrose Congreve C.B.E in 2011, aged 104.

Representing approximately 100 acres of formal and woodland gardens within the original 560 acre estate, Mount Congreve Gardens was the lifelong passion of Ambrose Congreve who worked closely with the estate's resident gardeners. Today, the gardens comprise one of Ireland's largest and most impressive horticultural collections with 16 kilometres of walkways showcasing several thousands of rare and exotic, indigenous and non-native plants that thrive within their own microclimate.

Highlights of a visit to Mount Congreve Gardens include;

- ❖ Eminent horticultural collection; winner of 13 gold medals at the Chelsea Flower Show
- ❖ The Congreve family story and the deep connection with the estate's resident gardeners
- ❖ Chinese Pagoda nestled 17 metres below the river path inside a quarry
- ❖ Rock Waterfall: flowing into the terrace pools and surrounded by magnificent Magnolia trees
- ❖ The Temple: the scenic resting place of Mr Ambrose Congreve and his American wife, Marjorie

Ray Sinnott, Estate Manager | T: 00353 51 384115 | E: admin@mountcongreve.com | www.mountcongreve.com

Mount Congreve | Schedule of Experiences

Mount Congreve | General Experiences

Experience	Short Description	Min-Max Numbers	Duration-Distance	Fitness Level	Price/Person Public Price
Garden Highlight Walk	Guided tour with insights into the history of Mount Congreve House and Gardens	10-30	Approx. 1 hour	Low-Moderate	€XX
Guided Garden Walk-Hike	Guided tour of Mount Congreve's walled and woodland gardens	10-30	Approx. 8 KMs	Moderate	€ XX
Worldwide Walking Tour	Guided tour exploring plants- including rare varieties- from every corner of the globe		2 hours		€ XX

Mount Congreve | Premium Resident Gardener Experiences

Experience	Short Description	Min-Max Numbers	Duration-Distance	Fitness Level	Price/Person Public Price
Guided Gardener's Walk-Hike	Guided tour of the walled and woodland gardens with a Mount Congreve's expert resident gardener	10-30	Approx. 8 KMs	Moderate	€ XX
Where Nature Meets Art	Choose a garden area and learn all about its story, origin and properties from a Mount Congreve resident gardener. Followed by a drawing class to sketch a horticultural highlight.				€ XX

Mount Congreve | Michael White's Platinum Curator's Collection

Experience	Short Description	Min-Max Numbers	Duration-Distance	Fitness Level	Price/Person Public Price
Edible Woodland Walk	Guided tour with Mount Congreve's Garden Curator, Michael White; explore garden secrets including its visual and edible gems.	10-30	Approx. 8 KMs 2 hours	Moderate	€ XX
Behind the Story	A bespoke tour with Michael White, learn rare insights into Mr Ambrose Congreve and how his travels influenced the gardens. Followed by a master class in propagation and hybridisation, with an opportunity to name the plants created.	Max 4	4 hours	Moderate	POA

Ray Sinnott, Estate Manager | T: 00353 51 384115 | E: admin@mountcongreve.com | www.mountcongreve.com



From the retail price noted on the grid, the B2B price is created


Sample Rate Agreement Template

Visitor attractions & experiences

Discounted/Net Adhoc Group and FIT pricing

NOTE:

- All of the above rates and services are bound by the enclosed Terms & Conditions.
- The same rate applies to FIT and adhoc group bookings.
- Note that the daily public, scheduled tours that take place at 10am and 2pm are ideal for FIT bookings.
- Adhoc group pricing applies to groups of 10 plus people. While intimate, private group requests for less than 10 people can be accommodated, these bookings are subject to the noted charges for minimum 10 people.



FIT & Ad Hoc Group Rate Agreement 2020 and 2021

INSERT TOUR OPERATOR NAME

1st June 2020 – 31st of December 2021

Contact Details: [Insert Contact Name for the Tourism Business]

T: [Insert Telephone Number] E: [Insert Email Address] www: [Insert the Business Website]

General Tours

Experience	Short Description	Min-Max Numbers	Duration	Price/Person Public Price	B2B Price
Scheduled Tour	Insert Short Description	1-30	1 hour	€XX	€XX
Private Guided Tour	Insert Short Description	10-30	1.5 hours	€XX	€XX

NOTE: In light of Covid-19 government guidelines, the min and max numbers stated above have been adjusted to

- Scheduled Tour: 1-16
- Private Guided Tour: 1-16

Premium Tours

Experience	Short Description	Min-Max Numbers	Duration	Price/Person Public Price	B2B Price
Premium Experience XX	Insert Short Description	10-30	2 hours	€50	€XX

NOTE: In light of Covid-19, the min and max numbers stated above have been adjusted to 1-16

NOTE:


- All of the above rates and services are bound by the enclosed Terms & Conditions.
- The same rate applies to FIT and adhoc group bookings.
- Note that the daily public, scheduled tours that take place at 10am and 2pm are ideal for FIT bookings.
- Adhoc group pricing applies to groups of 10 plus people. While intimate, private group requests for less than 10 people can be accommodated, these bookings are subject to the noted charges for minimum 10 people.


Insert Client Name _____ Insert Contact Name for Tourism Business _____
 Insert Business Name _____ Insert Tourism Business Name _____

Signed: _____ Signed: _____
 Date: _____ Date: _____

Saleable Experience to Rate Agreement

Visitor attractions & experiences





SAMPLE RATE AGREEMENT FOR VISITOR ATTRACTIONS AND ACTIVITIES

FIT & Ad hoc rates aligned

COVID-19 SALES & MARKETING FOR REBOOTING B2B INTERNATIONAL BUSINESS

Reassure | Attention | Interest | Desire

FIT & Ad Hoc Group Rate Agreement 2020 & 2021

Insert Business Brand

INSERT TOUR OPERATOR NAME
 1st July 2020 – 31st of December 2021

Contact Details:	[Insert Contact Name for the Tourism Business]		
T: [Insert Telephone Number]	E: [Insert Email Address]	www. [Insert Business Website]	

General Tours

Experience	Short Description	Min-max Numbers	Duration	Price/Person Public Price	B2B Price
Scheduled Tour	Insert short description	1-30	1 hour	€XX	€XX
Private Guided Tour	Insert short description	10-30	1.5 hours	€XX	€XX

NOTE: In light of Covid-19 government guidelines, the min and max numbers stated above have been adjusted to: Schedule Tour: 1-16 Private Guided Tour: 8-16

Premium Tours


Experience	Short Description	Min-max Numbers	Duration	Price/Person Public Price	B2B Price
Premium Experience XX	Insert short description	10-30	2 hours	€XX	€XX


NOTE: In light of Covid-19, the min and max numbers stated above have been adjusted to 8-16

NOTE:

- All of the above rates and services are bound by the enclosed Terms & Conditions.
- The same rate applies to FIT and ad hoc group bookings.
- Note that the daily public, scheduled tours that take place at 10am and 2pm are ideal for FIT bookings.
- Ad hoc group pricing applies to groups of 8 plus people (Covid-19 period). While intimate, private group requests for less than 8 people can be accommodated, these bookings are subject to the noted charges for minimum 8 people.

Insert Client Name	Insert Contact Name for Tourism Business
Insert Business Name	Insert Tourism Business Name
Signed: _____	Signed: _____
Date: _____	Date: _____





SAMPLE RATE AGREEMENT FOR VISITOR ATTRACTIONS AND ACTIVITIES

FIT & Ad hoc rates differentiated

COVID-19 SALES & MARKETING FOR REBOOTING B2B INTERNATIONAL BUSINESS

Reassure | Attention | Interest | Desire

FIT & Ad Hoc Group Rate Agreement 2020 & 2021

Insert Business Brand

INSERT TOUR OPERATOR NAME
 1st July 2020 – 31st of December 2021

Contact Details:	[Insert Contact Name for the Tourism Business]		
T: [Insert Telephone Number]	E: [Insert Email Address]	www. [Insert Business Website]	

General Tours

Experience	Short Description	Min-max Numbers	Duration	Price/Person Public Price	B2B Price Groups	B2B Price FIT
Scheduled Tour	Insert short description	1-30	1 hour	€XX	€XX	€XX
Private Guided Tour	Insert short description	10-30	1.5 hours	€XX	€XX	€XX

NOTE: In light of Covid-19 government guidelines, the min and max numbers stated above have been adjusted to: Schedule Tour: 1-16 Private Guided Tour: 8-16

Premium Tours

Experience	Short Description	Min-Max Numbers	Duration	Price/Person Public Price	B2B Price	B2B Price FIT
Premium Experience XX	Insert short description	10-30	2 hours	€XX	€XX	€XX

NOTE: In light of Covid-19, the min and max numbers stated above have been adjusted to 8-16

NOTE:

- All of the above rates and services are bound by the enclosed Terms & Conditions.
- Note that the daily public, scheduled tours that take place at 10am and 2pm are ideal for FIT bookings.
- Ad hoc group pricing applies to groups of 8 plus people (Covid-19 period). While intimate, private group requests for less than 8 people can be accommodated, these bookings are subject to the noted charges for minimum 8 people.

Insert Client Name	Insert Contact Name for Tourism Business
Insert Business Name	Insert Tourism Business Name
Signed: _____	Signed: _____
Date: _____	Date: _____

Saleable Experience to Rate Agreement Accommodation Provider

Adhoc Group and FIT pricing

NOTE:

- The accommodation provider's rate agreement should largely remain the same
- Please review and determine if adjustments are required
- **For example:** if new rates will apply in light of Covid-19 these must be updated on the rate agreement and re-issued to the travel buyer



Add own brand here		Sample Rate Agreement Template for Accommodation Providers		
Property Name:		Reception Email:		
Address:		Tel:		
Primary Contact:		Email:		
Reservations Contact:		Reservations Email:		
Date:		Quoted Currency:		
FIT (Provide rates per room or per person sharing)				
STANDARD ROOM CATEGORY NAME:				
ROOM TYPE	MONTHS			
	Jan - March	April & October	May June September	July/August
Twin/Double				
Single				
Triple				
Family Room				
Children in own Room				
Dinner Rates pps				
FIT ALLOCATION				
ROOM TYPE	NUMBER OF ROOMS		DAY RELEASE	
CLOSE OUT DATES	Please note your Covid-19 policy for close outs			
Group (Provide rates per room or per person sharing)				
MIN. NUMBER OF PEOPLE FOR GROUP RATES:				
ROOM TYPE	MONTHS			
Twin/Double				
Single				
Triple				
Family Room				
Dinner Rates pps				

Saleable Experience to Rate Agreement Accommodation Provider

Adhoc Group and FIT pricing

ACCOMMODATION RATE AGREEMENT

- Please ensure the rate conditions are clear
- See below an example of how to word the Rate Basis for discounted/net OR commissionable rates

NOTES

- **Terms & Conditions:** please refer to the attached Terms & Conditions that apply to this document
- **Rate Basis:** please note that the enclosed rates are discounted, non-commissionable, net rates that are fully inclusive of VAT OR please note that these rates are subject to 10/15% allowable on the gross rate.

Saleable Experience to Rate Agreement

Commissionable pricing: Business Tourism



Dear Jane,

Thank you for your enquiry for 30 rooms for Blake Business Banking Germany on Monday, 25th and Tuesday 29th January 2020. As per your request, I am delighted to confirm as follows

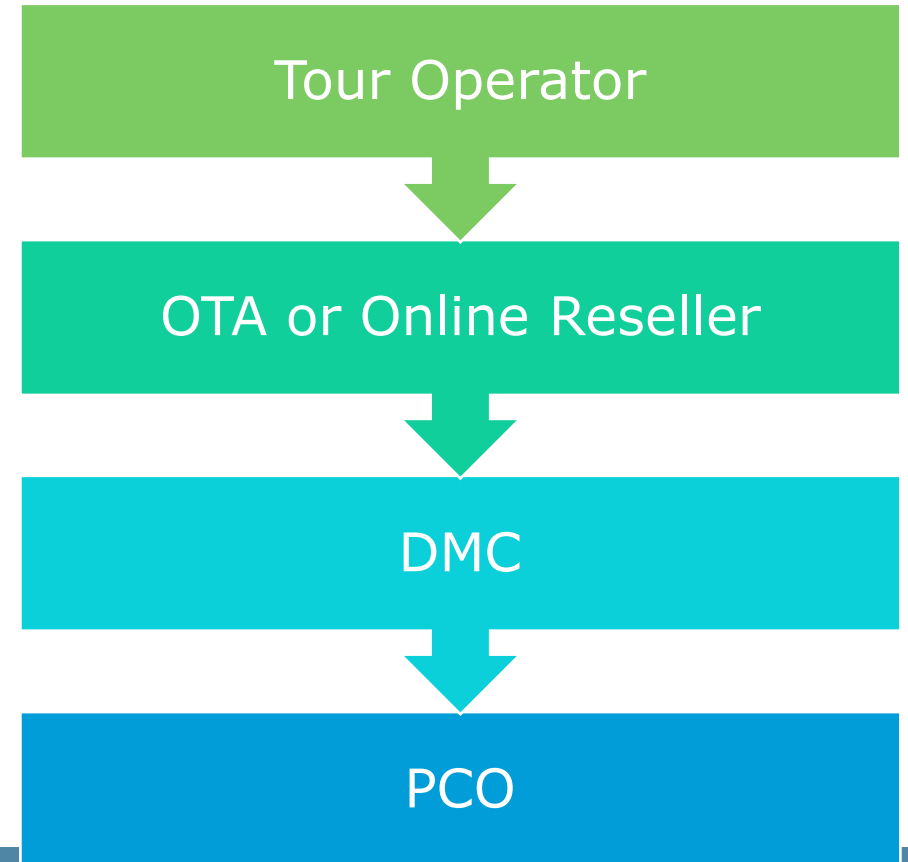
- *The rate per room per night is €130 inclusive of (note inclusions like breakfast etc.)*
- *Dinner on night one in the private Rose Suite*
 - *this suite is subject to a rental charge of €500*
 - *private dinner menus range from €30-€45 inclusive of three courses and tea/coffee (please refer to enclosed sample menus for details re same)*

Please note that 15% commission is included in the accommodation and room rental rate. 8% commission applies to all re-booked food and beverage. Please note that commission is payable on the ex VAT amount...

Creating Contracts for B2B

NOTE:

- The B2B buyer creates a contract for their end customer
- The contract factors in the terms & conditions from the suppliers' contracts
- Hence, B2B buyers **NEGOTIATE** contractual conditions with suppliers with the aim of achieving **ALIGNMENT** between the supplier's contractual terms/conditions and the terms/conditions noted in the buyer's contract with their end customer



Sample Contractual T&CS for Tourism Businesses/Suppliers



GUIDANCE NOTE

CONSIDERATIONS FOR TERMS AND CONDITIONS OF CONTRACTING

Accommodation

Refreshed in Light of COVID-19

COVID-19 SALES & MARKETING REBOOTING B2B INTERACTIONS

Reassure | Attention | Incentivise



Sample Topics in your Document for Business

1. Rate Basis	2. Rate Basis
5. Children's Policy	6. Additional Expenses
9. Close Out Dates	10. Allocation
13. Resale of Rooms	14. Alternative Accommodation



1. Rate Basis

Suggestions / ideas to consider

- Rates quoted** are net of commission and include government tax (VAT) at the current rate of xx%. The Hotel reserves the right to amend these rates in the event of changes to the rate of tax, or the introduction of any new government levy. **(NOTE: COVER FOR CHANGE IN VAT CLAUSE)**
- Rates include **service charges**. **Gratuities** are at a client's discretion.

In light of COVID-19, consider the following:
This clause states that if the VAT rate is adjusted, the associated increase or decrease must be passed onto the travel buyer by the tourism business.

Rates quoted include (NB: note inclusions)


- full Irish buffet breakfast
- free WiFi
- free car parking....
- access to leisure centre
- Family games rooms, bathrobes in rooms etc.)

In light of COVID-19, consider the following:
Please itemise any COVID-19 specific inclusions such as a welcome gift bag including disposable gloves, a 50 ml hand sanitiser, disposable face covering etc.

Define upgrades. E.G.

- Seaview Room (bay window views of... Dublin Bay/Spanish Point beach etc.)
- Executive rooms
- Junior Suite
- Superior Suite etc.






GUIDANCE NOTE: CONSIDERATIONS FOR TERMS AND CONDITIONS OF CONTRACTING Activities And Attractions in Light of COVID

COVID-19 SALES & MARKETING REBOOTING B2B INTERACTIONS

Reassure | Attention | Incentivise



INTRODUCTION

1. Rate Basis	2. Optional Extras Service
4. Special Offers	5. Free for Groceries
7. Meal Supplement	8. Close Date
10. Cancellation Policy	11. Payment Terms



1. Rate Basis

Suggestions / ideas to consider

The rate quoted is net of commission and includes government tax (VAT) at the current rate of ____%.

The Attraction Provider (name provider) reserves the right to amend these rates in the event of changes to the rate of tax, or the introduction of any new government levy. The rates quoted are fully inclusive of all taxes. Gratuities are at a client's discretion.

In light of Covid-19, consider the following:
This clause states that if the VAT rate is adjusted, the associated increase or decreases must be passed on to the buyer by the tourism business.

The rate quoted includes (**NB: note product inclusions**) (e.g.) A 2.5 hour guided tour of XX
Tea/coffee and biscuits included after the two-hour session
XXX memento with XXX certificate provided for all participants.

In light of Covid-19, consider the following:
Please itemise any Covid-19 specific inclusions such as a disposable gloves, a 50ml hand sanitiser, disposable face mask etc.



Contracts for B2B – In light of Covid-19



IMPORTANT

All tourism business/supplier contracts need to be reviewed & revised

- Go through each clause individually
- Decide which clauses must remain
- Highlight which clauses need revision
 - Example: more flexible cancellation policies required during the pandemic?
 - Update the contract accordingly



Covid-19 Considerations for Contracting

All tourism businesses

CONTRACTUAL CLAUSE: RATE BASIS

- Rates quoted are net of commission and include government tax (VAT) at the current rate of xx%. The Hotel reserves the right to amend these rates in the event of changes to the rate of tax, or the introduction of any new government levy.
- Rates include service charges. Gratuities are at a client's discretion.

Remains:

- noting that if VAT were to decrease , a price reduction would need to be passed on to the buyer
- A VAT increase would mean a price increase

Covid-19 Considerations for Contracting Accommodation providers payments for non-credit account travel buyers

Payment Policy: Pre-Covid Clause

- Where a credit facility has not been arranged a deposit schedule will apply.
- Default in adhering to the deposit schedule may at the Hotel's sole discretion result in the cancellation of the booking and applicable cancellation fees will be charged.
- Standard Payment terms are as follows: (example below- some Hotels choose 3 instalment payment periods)

Covid-19 Considerations for Contracting

Accommodation providers payments for non-credit account customers

FIT Payment Policy: Pre-Covid Clause

- Full prepayment required at time of booking

Group Payment Policy: Pre-Covid Clause

- 10% booking deposit based on the total cost of booking required immediately on confirmation of the reservation in order to secure space.
- Balance of payment (90%) due with full rooming list payable 30 days prior to group arrival.
- Full prepayment required for all groups booked within 30 days of arrival.

Covid-19 Considerations for Contracting Accommodation providers

FIT Payment Policy: Sample Revised Covid-19 Clause

- A deposit payment of €1/€5/€10 is required for each booking
- The balance is payable (e.g.) 48/24 hours before arrival

Group Payment Policy: Sample Revised Pre-Covid Clause

- A deposit payment of €1/€5/€10 is required for each booking
- Balance of payment due with full rooming list payable 21/14/7 days prior to group arrival.
- Full prepayment required for all groups booked in advance of 21/14/7 days of arrival.

Covid-19 Considerations for Contracting Accommodation providers cancellation policy

FIT Cancellation Policy: Pre-Covid Clause

- Cancellation policy for all FIT reservations is (e.g) 48 Hours in advance of the arrival date.
- Cancellations received after this time will be charged for the first night's accommodation.
- If proof is supplied that the cancellation occurred due to reasons relating to Covid-19, - a full refund will be applied OR
 - a credit note will apply that can be set against future bookings by [the client] or [name travel buyer]

Group Cancellation Policy: Pre-Covid Clause

- No cancellation charge applies if a group cancels 4/6 weeks in advance of arrival
- Group cancellations within 4 and 2 weeks of arrival are subject to a cancellation charge of 50% of the total value of the booking
- Cancellations made within 2 and 1 weeks of arrival are subject to 75% of the total value of the booking
- All cancellations made within 7 days and 4 days of arrival are subject to 90% cancellation fee of the total value of the booking
- All cancellations made between 3 days and day of arrival are subject to 100% cancellation fee
- Final numbers must be confirmed (e.g.) 4/6 weeks out. Based on a minimum group booking of XX (15/20 rooms), maximum (e.g. 1, 2) rooms may be cancelled between 4 weeks and 72/48/24 hours of arrival. After this time, cancelled rooms will be charged in full.

Covid-19 Considerations for Contracting Accommodation providers

FIT Cancellation Policy: Sample Revised Covid-19 Clause

- Cancellation policy for all FIT reservations is (e.g) 48 Hours in advance of the arrival date.
- Cancellations received after this time will be charged for the first night's accommodation.
- If proof is supplied that the cancellation occurred due to reasons relating to Covid-19, - a full refund will be applied OR a credit note will apply that can be set against future bookings by [the client] or [name travel buyer]
- OR, if proof is supplied that the cancellation occurred due to reasons relating to Covid-19, a full/50%/75% refund will be applied OR a credit note will apply that can be set against future bookings by [the client] or [name travel buyer]

Covid-19 Considerations for Contracting Accommodation providers

Group Cancellation Policy: Sample Revised Covid-19 Clause

- Cancellations made within 14 and 7 days of arrival are subject to 50% of the total value of the booking.
- All cancellations made within 7 days and 4 days of arrival are subject to 75% cancellation fee of the total value of the booking.
- All cancellations made between 4 days and 24 hours of arrival are subject to 100% cancellation fee.
- Final numbers must be confirmed (e.g.) 21/14 days out. Based on a minimum group booking of XX (15/20 rooms), maximum (e.g. 1-5 etc.) rooms may be cancelled between 7 days and 72/48/24 hours of arrival. After this time, cancelled rooms will be charged in full.
- If cancellation arises due to COVID-19 (e.g. global travel is restricted or forbidden in a country due to COVID-19), a full refund will be applied.
- OR a credit note to this value will apply that can be set against future bookings by [name travel buyer].

Covid-19 Considerations for Contracting Attractions & activity providers

Payment Schedule for Non-Credit Account Customers | Ad Hoc Group Bookings Pre-Covid Clause

- (e.g.) 10% booking deposit based on the total value of booking required immediately on confirmation of the reservation in order to secure space.
- Balance of payment (e.g. 90%) due with balance payable (e.g. 7/14 etc.) days prior to group arrival, based on final numbers quoted.
- **OR: Full prepayment required at time of confirmation of booking**
- This payment is non-refundable

Covid-19 Considerations for Contracting Attractions & activity providers

Revised Covid-19 Clause Payment Schedule for Non-Credit Account Customers | Ad Hoc Group Bookings

- Bookings must be paid for 72/48/24 hours in advance of the booking date

Covid-19 Considerations for Contracting Attractions & activity providers

Group Cancellation Policy: Pre-Covid Clause

- Final group numbers must be confirmed (e.g. 7/14 etc.) days prior to arrival.
- A group constitutes (e.g.) 8 or more people
- Cancellations for all pre-bookings received after this period of (e.g. 7/14 days etc.) will be charged in full
- **OR:** Cancellations for all pre-bookings received after this period of (e.g. 7/14 days etc.) will be subject to a 50% cancellation charge etc.

Covid-19 Considerations for Contracting Attractions & activity providers

Group Cancellation Policy: Revised Covid-19 Clause

- Final group numbers must be confirmed (e.g. 7/5/3 etc.) days prior to arrival.
- A group constitutes (e.g.) 8 or more people
- Cancellations for all pre-bookings received after this period of (e.g. 7/5/3 etc.) days will be subject to a 50% cancellation charge
- OR, if proof is supplied that the cancellation occurred due to reasons relating to Covid-19, a full/50%/75% refund will be applied OR a credit note will apply that can be set against future bookings by [the client] or [name travel buyer]

Cover Note/Letter for T&Cs



Dear [insert name]

Firstly, we would like to thank you for all the business that you have sent to our hotel in the past. Now, more than ever, we value the special relationships that have been created over many years with our customers. Covid-19 has been hard on all of us. And yet, we are delighted to be open and welcoming our customers once more.

In light of these challenging times, I enclose an updated rate agreement and associated terms and conditions. I would like to emphasise that we are committed to maintaining the flexibility reflected, particularly in the payment and cancellation policies for the remainder of 2020 and up until the end of 2021.

While nobody can predict the future, we would like to reserve the option to update and further revise rate agreements and terms/conditions for 2022.

Rest assured that the welcome at {insert name} will be even bigger and brighter in spite of the current challenging environment..