SAMPLE ONLY. The hotel, the operator, all names, addresses, numbers and figures are fictional. This is an example of a completed template, not legal advice.

HOTEL ACCOMMODATION AGREEMENT

Between a hotel and a tour operator or wholesaler

Agreement no. EXB-STP-2027-01 · Dated 15 February 2027

Parties

1. Exemplar Bay Hotels Ltd (fictional), company no. 000000000-X, of 1 Sample Beach Road, Example Bay 00000, operating Hotel Exemplar Bay, 1 Sample Beach Road, Example Bay (the **Hotel**).

2. Sample Tours Pte. Ltd. (fictional), company no. 000000000Z, of 99 Example Street, Singapore 000000 (the **Operator**).

The Hotel agrees to provide accommodation and related services to the Operator's guests, and the Operator agrees to sell and pay for them, on the terms below and in the Schedules.

1. Definitions

1.1 **Allotment** (also called allocation) means the number of rooms per night, by room type, that the Hotel holds for the Operator as set out in Schedule 2.

1.2 **Release period** means the number of days before the arrival date by which the Operator must confirm bookings against the Allotment. Rooms not booked by then go back to the Hotel.

1.3 **Free sale** means the Operator may confirm bookings without asking the Hotel first, until the Hotel sends a Stop sale.

1.4 **On request** means a booking that is confirmed only when the Hotel accepts it in writing.

1.5 **Stop sale** means a written notice from the Hotel closing sales for stated dates and room types.

1.6 **Net rate** means the price the Operator pays the Hotel, with no commission deducted. **Commissionable rate** means a price from which the Operator keeps or is paid commission at the percentage stated in clause 3.

1.7 **Group** means a booking of 10 or more rooms on the same arrival date under one Operator reference.

1.8 **No-show** means a guest who does not arrive on the arrival date when the booking has not been cancelled under Schedule 4.

1.9 **Season** means each date period listed in Schedule 1. **Days** are calendar days, counted in the Hotel's local time.

2. Term

2.1 This Agreement covers room nights from 1 April 2027 to 31 March 2028 (the **Term**). Bookings for nights after the Term are priced under the next agreement, if any.

2.2 This Agreement does not renew automatically.

2.3 Either party may end this Agreement by giving 60 days' written notice. Bookings already confirmed will be honoured on the confirmed terms.

2.4 Either party may end this Agreement at once by written notice if the other party commits a material breach and does not put it right within 14 days of being asked to, or becomes insolvent.

3. Rates

3.1 The Hotel grants the Operator the rates in Schedule 1. Rates are net and non-commissionable, per room per night, unless Schedule 1 says otherwise.

3.2 Rates are fixed for the Term and will not be increased for any confirmed booking. For dates or room types outside Schedule 1, the Hotel will quote on request.

3.3 Rates are valid for guests resident in any country. No markets are excluded.

3.4 Special offers (such as early booking discounts, long-stay discounts or free nights) apply only when the Hotel confirms them in writing, stating the booking window, the travel window and whether they combine with other offers.

3.5 If the Hotel finds an error in a rate, it will tell the Operator in writing. Bookings confirmed before the notice keep the confirmed rate.

4. Currency, taxes and charges

4.1 All rates and payments are in US dollars (USD). Each party pays its own bank charges.

4.2 Rates are exclusive of a 10% service charge and 7% government tax, the tax being charged on the room rate plus service charge.

4.3 If a tax or government charge is introduced or changed during the Term, the change applies from its effective date to nights after that date. The Hotel will give the Operator written notice as soon as the change is announced.

4.4 Charges that guests pay directly at the Hotel: a tourism fee of USD 2 per room per night, and a refundable incidentals deposit taken by card at check-in. The Hotel will not add any other mandatory charge without 30 days' written notice.

4.5 Incidental charges such as minibar, telephone, laundry and meals outside the meal plan are paid by the guest at the Hotel and are never charged to the Operator unless the Operator has guaranteed them in writing.

5. Room types, occupancy and check-in

5.1 Schedule 1 lists each room type with its bed set-up, maximum adults, maximum children and maximum occupancy. The Hotel is not obliged to accommodate more guests than the maximum occupancy.

5.2 Bed type (double or twin), view, floor and connecting rooms are requests, subject to availability, unless the rate states that they are guaranteed.

5.3 Check-in is from 15:00 and check-out is by 12:00. Early check-in and late check-out are subject to availability and to the charges in Schedule 3.

5.4 Single use of a double or twin room is charged at the double rate.

5.5 The Hotel will provide the confirmed room type or a higher category at no extra charge.

6. Meal plans (room basis)

6.1 Rates in Schedule 1 are on a BB (bed and breakfast) basis for up to 2 adults per room. The meal plan codes used in this Agreement are: RO room only; BB bed and breakfast; HB half board (breakfast and dinner); FB full board (breakfast, lunch and dinner); AI all inclusive, as defined in Schedule 3.

6.2 Supplements to upgrade the meal plan, and reductions to downgrade it, are listed in Schedule 3 per person per night.

6.3 Compulsory meals, such as festive dinners, are listed in Schedule 3 with their prices. The Hotel may not charge any compulsory meal that is not listed in Schedule 3.

6.4 The meal plan applies to all guests in the room for the whole stay. Drinks are not included in HB or FB unless Schedule 3 says so.

7. Children

7.1 Children are charged by the age bands in Schedule 3, using the child's age on the check-in date.

7.2 Children above the top child age band are charged as adults.

7.3 Cots for infants are free of charge on request.

7.4 The Hotel may ask to see proof of a child's age at check-in.

8. Allotment and release period

8.1 The Hotel will hold the Allotment in Schedule 2 for the Operator. The Operator may confirm bookings against the Allotment, without asking the Hotel, up to the release period for each night.

8.2 After the release period, unsold Allotment rooms go back to the Hotel. The Operator may still book on free sale

or on request under clause 9.

8.3 The Allotment is non-guaranteed, so the Operator pays only for rooms it books.

8.4 The Hotel will not reduce the Allotment during the Term except by agreement in writing, and never for nights already booked. A booking confirmed within the Allotment cannot be cancelled by the Hotel.

8.5 The Hotel will confirm each booking within 24 hours and give a hotel confirmation number.

8.6 The parties will review use of the Allotment every 3 months. If the Operator uses less than 50% of the Allotment in a period, the Hotel may propose in writing to reduce it for future periods.

9. Free sale, on request and stop sale

9.1 Outside the Allotment, the Operator has free sale status for the room types marked in Schedule 2.

9.2 The Hotel may close sales by sending a Stop sale to contracting@sample-tours.example. A Stop sale takes effect 24 hours after it is sent, or later if the notice says so, and does not affect bookings confirmed before it takes effect.

9.3 Stop sales do not apply to the Allotment before its release period.

9.4 The Hotel will reply to an on request booking within 24 hours. No reply means the booking is not confirmed.

10. Minimum stay and blackout dates

10.1 The minimum stays in Schedule 1 apply by arrival date.

10.2 On the blackout dates in Schedule 2 there is no Allotment and no free sale. Bookings for those dates are on request.

10.3 The Hotel may not add minimum stays or blackout dates during the Term except by agreement in writing.

11. Bookings, names and vouchers

11.1 The Operator books by email to reservations@exemplar-bay.example or the Hotel's extranet, giving the lead guest name, number of adults, ages of children, room type, meal plan and dates.

11.2 Name changes are free until arrival for individual bookings. For Groups, clause 14 applies.

11.3 The Hotel will accept the Operator's voucher or booking reference as proof that the services listed on it are prepaid. The Hotel will not ask guests to pay again for those services.

11.4 Special requests are passed to the Hotel in good faith but are not guaranteed.

12. Cancellation, amendments and no-shows

12.1 Cancellation charges for individual bookings are in Schedule 4, Part A, and for Groups in Schedule 4, Part B.

12.2 Shortening a stay is treated as cancelling the nights removed.

12.3 A No-show is charged as set out in Schedule 4. The Hotel will keep the room for the next night unless told otherwise, and may release it after that.

12.4 If the Hotel resells a cancelled room for the same nights, it will credit the charge for the nights resold.

12.5 No cancellation charge applies if the Hotel cannot provide the confirmed services.

13. Payment terms and deposits

13.1 The Hotel invoices monthly for check-outs in the previous month and the Operator pays within 30 days of the invoice date.

13.2 Deposit or guarantee: the Operator keeps a deposit of USD 5,000 with the Hotel during the Term, refunded within 30 days after the last invoice is settled.

13.3 Payments go to the bank account in Schedule 5. A change of bank details is valid only after the party paying has confirmed it by telephone with a known contact at the other party. Neither party will act on bank details received by email alone.

13.4 If an invoice is not paid on time, the Hotel may, after 7 days' written notice, suspend the Allotment and free sale until it is paid. Confirmed bookings stay valid.

13.5 If part of an invoice is disputed, the Operator pays the undisputed part on time and the parties settle the rest within 30 days.

14. Group terms and attrition

14.1 Group bookings are made on request. The Hotel will send a group confirmation listing the rooms per night, rates, meal plan, deposit dates, rooming list date, cut-off date and attrition terms.

14.2 Group rates are quoted case by case, and never higher than the rates in Schedule 1.

14.3 The rooming list is due 21 days before arrival. Rooms without names at that date are released without charge unless the group confirmation says otherwise.

14.4 Attrition: the Operator may reduce the Group by up to 10% of the confirmed room nights until 30 days before arrival without charge. Reductions beyond that are charged at 50% of the room rate for the nights not used, less any rooms the Hotel resells.

14.5 Free rooms: 1 free room for every 20 paying rooms, up to 2 per Group, on the same meal plan as the Group.

14.6 Group deposits: 25% at confirmation and the balance 30 days before arrival.

15. Overbooking and relocation

15.1 If the Hotel cannot provide a confirmed room, it will at its own cost: (a) find a room of the same or higher standard nearby and tell the Operator straight away; (b) pay transport to that hotel and back; (c) pay any difference in price for the nights affected; and (d) refund the first night to the Operator.

15.2 If the guest wishes, the Hotel will move the guest back as soon as a confirmed room is available.

16. Rate parity, confidentiality and distribution

16.1 Net rates are confidential. The Operator will not publish them, or show them to the public as stand-alone room-only prices below the Hotel's public rate for the same room and dates. Selling the room as part of a package with other services is allowed.

16.2 The Operator may sell the rates to travellers, travel agents and online channels it controls. Resale to other wholesalers or bedbanks is not allowed without the Hotel's written consent.

16.3 Not used in this Agreement. Rate parity and most-favoured-rate clauses are restricted by competition law in some countries.

16.4 Each party keeps the terms of this Agreement confidential, except as needed to advise its own professional advisers or where the law requires disclosure.

17. Content and changes at the Hotel

17.1 The Hotel allows the Operator, during the Term, to use the Hotel's name, logo, descriptions and images to sell the Hotel, and confirms it has the right to grant this.

17.2 The Hotel will tell the Operator in writing at least 30 days ahead of any renovation, closure of a facility or change that guests would notice, or straight away if the change was not planned. Guests booked for affected dates may cancel without charge.

18. Liability and insurance

18.1 The Hotel is responsible for the safety of its premises and services and for holding the licences and meeting the health, safety and fire rules that apply to it.

18.2 The Hotel will compensate the Operator for claims by guests caused by the Hotel's negligence or breach of this Agreement. The Operator will compensate the Hotel for claims caused by the Operator's negligence or breach.

18.3 The Hotel will hold public liability insurance with cover of at least USD 2,000,000 per event and will provide the certificate on request.

18.4 Neither party is liable for indirect or consequential loss. Each party's liability under this Agreement in any 12-month period is limited to USD 500,000, except for death or personal injury caused by negligence, or fraud.

19. Force majeure

19.1 Neither party is liable for failing to perform this Agreement because of an event beyond its reasonable control that it could not reasonably have foreseen or avoided, such as war, terrorism, riot, epidemic, natural disaster, an act or order of a government, or a long failure of transport, telecommunications or energy.

19.2 The affected party must tell the other party without delay.

19.3 If, for any arrival date, the government of the Hotel's country or of the guests' country of residence bans travel to the Hotel's destination or advises against all travel there, or scheduled transport to the destination is suspended, the Operator may cancel the affected bookings without charge and the Hotel will refund any prepayment within 14 days.

19.4 If a force majeure event lasts more than 30 days, either party may end this Agreement by written notice.

20. Data protection

20.1 Each party uses guest personal data only to perform bookings and as allowed by the data protection laws that apply to it including the Personal Data Protection Act 2012 of Singapore. Each party keeps the data secure, deletes it when no longer needed and tells the other party without undue delay of any breach affecting the other party's guests.

21. Notices

21.1 Notices under this Agreement must be in writing and sent to the contacts in Schedule 5. Booking messages and Stop sales go to the reservations and contracting addresses in Schedule 5.

22. Governing law and disputes

22.1 This Agreement is governed by the laws of Singapore.

22.2 The parties will first try to settle any dispute by discussion between senior managers for 30 days. If that fails, the dispute goes to the courts of Singapore.

23. General

23.1 This Agreement, with its Schedules, is the whole agreement between the parties on its subject. If a clause and a Schedule conflict on rates, dates or quantities, the Schedule applies.

23.2 Changes are valid only in writing signed by both parties.

23.3 Neither party may transfer this Agreement without the other party's written consent.

23.4 This Agreement may be signed in counterparts and by electronic signature. The English version prevails over any translation.

Signatures

For the Hotel	For the Operator
Name: A. Sample	Name: B. Example
Title: Director of Sales (fictional)	Title: Head of Contracting (fictional)
Signature: _____	Signature: _____
Date: 15 February 2027	Date: 15 February 2027

Schedule 1: Seasons, room types and rates

Currency: USD. Rates per room per night for up to 2 adults, BB basis, net, exclusive of 10% service charge and 7% government tax.

Seasons

Season code	Season	From	To	Minimum stay (nights)
LOW-A	Low	01-Apr-2027	30-Jun-2027	1
SHLD	Shoulder	01-Jul-2027	31-Aug-2027	2
LOW-B	Low	01-Sep-2027	31-Oct-2027	1
HIGH-A	High	01-Nov-2027	19-Dec-2027	2
PEAK	Peak (festive)	20-Dec-2027	05-Jan-2028	5
HIGH-B	High	06-Jan-2028	31-Mar-2028	2

Room types and occupancy

Code	Room type	Beds	Max adults	Max children	Max occupancy (excl. infants)	Extra bed
SUP	Superior Room	Double or twin	2	1	3	No
DLX	Deluxe Room	Double or twin	3	2	3	Yes
FAM	Family Room	Double plus two singles	4	2	4	Yes
STE	Suite	King plus sofa bed	3	2	4	Yes

Rates per room per night

Room type	LOW-A	SHLD	LOW-B	HIGH-A	PEAK	HIGH-B
Superior Room	80	95	80	110	150	110
Deluxe Room	100	115	100	135	180	135
Family Room	140	160	140	185	240	185
Suite	210	235	210	270	340	270
Extra bed, adult (12+), incl. breakfast	35	35	35	40	50	40
Extra bed, child (2-11), bed only	20	20	20	25	30	25

Schedule 2: Allotment, release and stop sale

Each cell shows rooms per night / release period in days before arrival. Outside the Allotment all room types are on free sale (clause 9).

Room type	LOW-A	SHLD	LOW-B	HIGH-A	PEAK	HIGH-B
Superior Room	5 rooms / 14 days	4 rooms / 21 days	5 rooms / 14 days	4 rooms / 21 days	2 rooms / 30 days	4 rooms / 21 days
Deluxe Room	5 rooms / 14 days	4 rooms / 21 days	5 rooms / 14 days	4 rooms / 21 days	2 rooms / 30 days	4 rooms / 21 days
Family Room	2 rooms / 14 days	2 rooms / 21 days	2 rooms / 14 days	2 rooms / 21 days	1 rooms / 30 days	2 rooms / 21 days
Suite	2 rooms / 14 days	2 rooms / 21 days	2 rooms / 14 days	2 rooms / 21 days	1 rooms / 30 days	2 rooms / 21 days

Blackout and stop-sale dates

From	To	Applies to	Notes
30-Dec-2027	01-Jan-2028	All room types	Blackout: New Year, rooms on request only

Schedule 3: Meal plans, children and extra beds

Meal plan supplements per person per night

Code	Meal plan	Adult supplement (vs BB)	Child 2-11 meal charge
RO	Room only (breakfast removed)	-10	0
BB	Bed and breakfast (included in the rate)	Included	10
HB	Half board: breakfast and dinner	25	22.50
FB	Full board: breakfast, lunch and dinner	45	32.50
AI	All inclusive: all meals, local drinks and snacks 10:00-23:00	80	50

Compulsory meals

Date	Event	Adult	Child 2-11
24-Dec-2027	Christmas Eve dinner	95	50
31-Dec-2027	New Year's Eve dinner	120	60

Child policy

Band	Age on check-in date	Charges
Infant	0-1	Free when sharing the parents' room. Cot free on request. No meal charge.
Child	2-11	Free when sharing the parents' existing beds; child extra bed at the Schedule 1 rate. Breakfast USD 10 per night. HB, FB and AI at 50% of the adult supplement plus breakfast.
Adult	12+	Charged as an adult, including the adult extra bed rate.

Early check-in and late check-out: before 10:00 or after 18:00, 100% of the nightly rate; 10:00-15:00 or 12:00-18:00, 50%; always subject to availability.

Schedule 4: Cancellation and no-show

Part A: individual bookings (fewer rooms than the Group threshold)

Cancelled before arrival	Charge
30 days or more	No charge
15 to 29 days	First night
7 to 14 days	50% of the stay
0 to 6 days	100% of the stay
No-show	100% of the stay

Part B: Groups

Cancelled before arrival	Charge
60 days or more	No charge (deposit refunded)
31 to 59 days	25% of the group's room nights
15 to 30 days	50% of the group's room nights
0 to 14 days, or no-show	100% of the group's room nights

Schedule 5: Payment details and contacts

Item	Details
Bank name and branch	Sample Bank (fictional), Example Bay branch
Account name	Exemplar Bay Hotels Ltd

Account number / IBAN	000-000000-0
SWIFT / BIC	SAMPXX00
Reservations	reservations@exemplar-bay.example
Contracting (Stop sales, rate changes)	contracting@sample-tours.example (Operator); sales@exemplar-bay.example (Hotel)
Accounts	accounts@sample-tours.example (Operator); finance@exemplar-bay.example (Hotel)
24-hour emergency	+00 0000 0000 (Hotel duty manager)

Confirm any change to these bank details by telephone with a known contact before paying (clause 13.3).

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