



GROUP NAME: Haier Study Tourism Australia & New Zealand
ACCOMMODATION DATE: 20th of September and 22nd of September 2024

To:	Jie Ma	From:	Jessie Pan
Business Rewards #			
Company:	COMFORT INTERNATIONAL M.I.C.E. SERVICE CO.,LTD.	Company:	InterContinental Auckland
Address:		Address:	1 Queen Street, Auckland CBD, Auckland 1010, New Zealand
Tel:	+86 138 1008 6995	Tel:	+64 27 288 0422
Email:	majie@cct.cn	Email:	Jessie.pan1@ihg.com
Date:	15 th of July	No. of Pages (Including this one)	10

Dear Jie,

Thank you for confirming your booking at InterContinental Auckland. We are delighted that you have decided to stay with us and trust that the details of this contract are to your satisfaction. We provide our guests with the highest quality of service and are confident that you and your delegates will enjoy the finest in hospitality, accommodation and service.

Please note the due date of this contract is **12th of August 2024** after this date prices and availability may be subject to change. Upon receipt of the signed contract and applicable deposits, it will be our pleasure to confirm your booking.

On behalf of InterContinental Auckland, I thank you for selecting our hotel for your requirements and I look forward to welcoming your group for their stay with us. Please do not hesitate to contact me should you have any queries.

Warm Regards,

Jessie Pan

Business Development Manager

InterContinental Auckland

(P): +64 (0) 27 288 0422

(E): jessie.pan1@ihg.com



SECTION 1: SUBJECT OF THE CONTRACT

The subject of this Contract is the agreement between **Precinct Properties 1 Queen St Limited t/a InterContinental Auckland (The Hotel)** and **Comfort International M.I.C.E. Service Co. LTD.** concerning the provision of accommodation (including rates) for groups at The Hotel during the stay specified below. The contract also provides specification of deposits, payments and cancellation conditions as related to such accommodation.

SECTION 2: ACCOMMODATION

2.1 Bedrooms

This contract is based on the following accommodation requirements as per earlier communication:

Stay Dates: THURSDAY 21ST OF MARCH – FRIDAY 22ND OF MARCH

InterContinental Auckland - NZD			
		20 th Sep 24	22 st Sep 24
King Classic Room with breakfast for 1	Group Rate	\$325 BB1 and \$360 BB2	\$325 BB1 and \$360 BB2
	Room with breakfast for 1	12	12
	Room with breakfast for 2	1	1
Total per day		\$4,260.00	\$4,260.00
Total		NZD \$8,520.00	

Rate Information

Rates are per room per night.

Rates quoted are per room per night including breakfast for 1 or 2

Rates are based on the Run on House detailed above.

Rates quoted apply to the above dates of the event only.

Rates are in New Zealand dollars and are inclusive of 15% GST.

Rates may increase without notice due to the imposition of Government charges, taxes and levies.

Rates may be subject to re-negotiation if the room block reduces.

Additional charges apply for room service breakfast, as per Room Service Menu

Commission

The rate is non commissionable.

Additional Beds

All bedrooms at InterContinental Auckland are configured with either one (1) king bed or two (2) queen beds. No additional personal bedding is permitted in rooms.



Room Gifts

For room gifts delivery to guest rooms during your group's stays, the following rates apply:

Items placed within the room -\$5.50 per item per room will be charged.

Personalised items placed within the room - \$10 per item per room will be charged.

Check In / Check Out

The Hotel check-in time is from 15:00 hours, check-out time is up to 11:00 hours.

Requests for an early check-in will be subject to availability and will not be guaranteed, unless the room is reserved for the night prior to the guests' arrival, which will incur an additional night's charge. Requests for late departure are also subject to availability on check-out with surcharges being applicable depending on the time requested.

Group Arrival Procedure

Our Group Reservations Coordinator will work with you to structure an effective arrival and departure system to The Hotel. Should it be necessary, we may require you to supply, 7 days prior to the group's arrival: details of flight times, coach transfers, and estimated number of bags. Should you be arriving before 15:00 hours and not have arranged pre-registration, please ensure your guests are advised that rooms may not be ready.

Porterage

For group arrivals and departures please arrange for all delegates to clearly label their luggage by guest and group name. This will facilitate a more efficient and accurate process for luggage delivery to guestrooms. (A charge may apply per room).

Parking

The hotel has an onsite managed car park, which offers a valet parking at \$70.00 per night, per vehicle. Should you require a group transfer, InterContinental Auckland's hotel staff can arrange a quotation for coaches to transport your group.

Accommodation Payments

If the individuals are responsible for payment of their accommodation room, credit card details are required for each booking. It is the Client's responsibility to collect & provide credit card details on the rooming list.

No Show

The full accommodation for the entire stay will be charged for any guest who does not arrive on the specified date as recorded on the final rooming list.

2.2 Rooming List

Accommodation Group with rooming list:

A preliminary rooming list is due (**30 day mark**), 30 days prior to the group arriving, and updated rooming list is due (**21 day mark**), 21 days prior to the group arriving, at which time the unused portion of the room block will be released. (Please refer to the section 6 for cancellation terms and conditions). The final rooming list is required no later than (**21 day mark**), 21 days prior to the first arrival.

All unreserved rooms will be released for general sale 21 days prior to arrival. InterContinental Auckland will accept reservations after the date on a space-available basis and rooms will be charged at the then current hotel rates (please refer to the section 6 for cancellation terms and conditions regarding unreserved rooms). The quoted rates are based on scheduled days/dates as shown above. Any additional rooms required within the block are subject to availability and may be charged at hotel rates.

2.3 Attrition and Cancellation

In consultation with the nominated contact for the Client, The Hotel will review the materialisation of the accommodation block as per the below. At all times, InterContinental Auckland reserves the right to release unused rooms held, in consultation with the Client.



Attrition Policy

Date Range	Daily Attrition for Accommodation Rooms
Up to 90 days prior to the arrival date	Up to 50% of original room nights reserved may be cancelled without charge. Cancellations over and above 50% will be charged a cancellation fee equal to the value of all released rooms per room per night as per the contracted rate.
Between 89 and 60 days prior to the arrival date	Up to 25% of remaining room nights reserved may be cancelled without charge. Cancellations over and above 25% will be charged a cancellation fee equal to the value of all released rooms per room per night as per the contracted rate.
Between 59 and 31 days prior to the arrival date	Up to 10% of remaining room nights reserved may be cancelled without charge. Cancellations over and above the 10% will be charged an amount equal to the value of all released rooms per room per night as per the contracted rate.
Within 30 days prior to the arrival date	All room nights cancelled will be charged a cancellation fee equal to the value of all released rooms per room per night as per the contracted rate.

Cancellation Policy in the event of entire booking cancellation

Date Range	Group Cancellation Policy
From contract signing to 90 days prior to arrival date	Total group room block cancellation of contracted rooms is subject to a cancellation fee of 30% of the contracted services.
Between 89 and 31 days prior to arrival date	Total group room block cancellation of contracted rooms is subject to a cancellation fee of 70% of the contracted services.
Within 30 days prior to arrival date	100% cancellation fee applies

Only written, dated requests for cancellation shall be considered and all amounts owed by you to The Hotel pursuant to this clause will be payable no later than 14 days after the cancellation has occurred. Any deposits paid by you to The Hotel may be retained and applied toward payment of these amounts.

In case the Client increases the room block after the present contract has been signed, calculation of cancellation fees will be based on the last confirmed increase.

The Hotel reserves the right to consider that any partial cancellation representing over 60% of the total amount for the group block constitutes a full cancellation.

SECTION 3: FINANCIAL DETAILS AND PAYMENT METHOD

3.1 Deposit and pre-payment

All accounts should be paid in full 7 days prior to the day of the first arrival for accommodation.



In order to guarantee booking accommodation rooms, The Hotel requests that the Client pays a **non-refundable deposit** based on the following schedule:

DEPOSIT DUE DATE	DEPOSIT SCHEDULE	AMOUNT DUE (NZD)
At time of signing contract		
60 Days prior to the first arrival date (Now)	50% deposit of the total contracted amount	\$4,260.00
30 Days prior to the first arrival date (20th of August)	The balance of the total contracted amount	\$4,260.00
7 Days prior to the first arrival	The balance after final numbers have been confirmed	*Any outstanding balance*

The above-mentioned deposit is calculated on the basis of total revenue. In case the Client requests more rooms and/or catering, The Hotel reserves the right to ask for an additional deposit, which will be in proportion to the required increase.

The Hotel is entitled to rescind this contract with immediate effect if the agreed deposits are not received by The Hotel by the due dates.

Deposit payments may be made by company credit card, company cheques or direct deposit. Please note however, credit card payments relating to IHG hotels in New Zealand incur a merchant service fee of 3% for American Express, Diners and JCB, and 1.5% for all other credit cards, in addition to the total amount payable. Full payment must be received 30 working days prior to the arrival date.

Additional charges incurred during stay.

Credit Card details must be provided prior to the stay taking place. In the instance that the final account is not settled within 7 days The Hotel reserves the right to charge this card.



PAYMENT ADVICE FORM

GROUP NAME: Haier Study Tourism Australia & New Zealand
ACCOMMODATION DATE: 20th of September and 22nd of September 2024

Credit Card Details

To confirm the booking all accounts will require credit card details to be given as a guarantee for payment
Please complete the below form and a member of the team will be contact you to take full details.

CLIENT DETAILS (GUEST)

Name
Title
Company
Phone
Fax
Email

SUPPLIER DETAILS

InterContinental Auckland
c/o -
1 Queen Street, Auckland CBD,
Auckland 1010,
New Zealand
Phone: +64 (0) 273689202

* Please note a merchant service fee of 3.0% will apply to American Express, Diners Club and JCB credit cards,
all other credit cards will incur a 1.5% fee.

Credit Card: Please complete the section below.
Card Type: AmEx Visa Master Diners

Card Name: _____

Last Four Digits of Credit Card: _____

Expiry Date: ____/____

Charge Back Instructions. Please select:

Guest Pay Own Account	Charge back for All
Accommodation	Laundry
Individual food & beverage	Dry cleaning
Mini bar	Telephone/facsimile/internet
Valet parking	Other: _____

Please use as a guarantee only – we will settle our account by electronic bank deposit. Please note that should the account remain unpaid after 7 days full payment will be taken on this card.

Please charge the deposit structure to the above credit card prior to arrival.

AUTHORISED SIGNATURE _____



3.2 Signatories

Please list below the names of delegates who may sign accounts on behalf of the group. Only these people will be able to alter the above charging arrangements.

1. _____
2. _____
3. _____
4. _____

3.3 Deposit Payment Options

Electronic Deposits By direct deposit following deposit schedule.
 Credit Card Payment By paying through a credit card.

Please note:

All electronic deposits require a remittance to be forwarded to InterContinental Auckland to advise payment, email remittance to: akshay.bangari1@ihg.com

Please also indicate your company name and the date of your group on this remittance.

BANK ACCOUNT INFORMATION

Suppliers Name: InterContinental Auckland
Suppliers Address: 1 Queen Street, Auckland CBD, Auckland 1010, New Zealand
Suppliers Phone Number: +64 (0) 273689202
Suppliers Generic Email: sales.icauckland@ihg.com
Suppliers Account Name: Precinct Properties 1 Queen St Limited t/a InterContinental Auckland
Name of Bank: ANZ
Branch Name & Address: Cnr Queen and Victoria Street, Auckland
BSB Number: 01-1839
Account Number: 0944466-00
Swift Code: ANZBNZ22
Full Bank account: 01-1839-0944466-00



SECTION 4: GENERAL INFORMATION AND POLICIES

Accidents or hazards

If you or one of your guests has an accident, creates one, or notices a hazard you are legally obliged to report this to your hotel contact person.

Additional services

The Hotel will be pleased to arrange a variety of additional services upon request, such as entertainment, flowers, et cetera. A charge may be incurred for arranging some services.

Room drops can be organised through your Group Reservations Coordinator at a minimum charge of \$5.50 per room. Should delivery be substantial the price may increase.

Mini bar removals are available at a cost of \$10.00 per room.

Should a cancellation occur for the group, service charges are payable by the Client.

Advertising

Prior permission is required to use The Hotel's name and/or logo in print, and/or within audio-visual displays.

All proposed artwork must be approved by The Hotel prior to publication.

Conduct

It is the organiser's responsibility to ensure all their guests behave in an orderly manner during their stay.

The Hotel reserves the right to remove any guests from the premises if they behave in a manner unreasonable or potentially disruptive towards the wellbeing of the other guests and staff members.

Emergency procedures

In an emergency please remain in your current position within The Hotel and await further instructions from the manager on duty. If a continuous alarm sounds you must leave the building by the nearest fire exit and follow staff to the assembly point. Please note if safety equipment is tampered with, penalties may be charged.

Liability and indemnity

The Hotel will endeavour to take all possible care but accepts no responsibility for damage or loss of any personal property of a guest or that of any person connected to the guests stay at The Hotel.

Insurance

The Client must maintain and keep in force during the stay period, adequate public liability insurance cover providing indemnity against loss, damage, costs and expenses for which the Client, their staff, volunteers and any 3rd party contractors or suppliers they may engage for the purposes of the contracted group may become liable under this agreement.

Force Majeure

Neither party may be held liable for any act, omission or circumstance due to an event beyond their control which that party could not have avoided with a reasonable effort, providing it advises the other party in detail and in writing, as soon as possible after the occurrence of the said event, and that it takes reasonable steps to remedy the situation quickly and remove the cause of those acts, omissions or circumstances.

These acts, omissions or circumstances shall include but not be limited to:

- a) War, declared or undeclared, revolution or action taken by public enemies; riots or civil disturbances; strikes, lockouts or work stoppage, affecting all or part of The Hotel staff,
- b) acts of God; fire, earthquakes, floods, storms,
- c) constraints imposed by any government or public authority, global pandemics,
- d) any other cause that is reasonably beyond the control of one or the other party affected,



provided the party claiming to be affected shall take all proper precautions, due care and implement reasonable alternative measures to avoid the delay because of any force majeure event.

The duty to remedy any one of these causes quickly in no way includes the duty to end strikes or industrial conflict by accepting the demands of the other party or parties.

On the issue of notice of a Force Majeure event the obligations of the party giving the notice will be suspended insofar as that party is prevented during the continuation or intervention of such cause to carry out its obligations under this Agreement.

The party giving notice which is affected by the Force Majeure event must take all reasonable steps to mitigate the effect of and eliminate the intervening event and must resume performance of the Services as promptly as is practicably possible.

Merchant Service Fee

We welcome all methods of electronic payment. Please note however, credit card payments relating to IHG hotels in New Zealand incur a merchant service fee of 3% for American Express, Diners and JCB, and 1.5% for all other credit cards, in addition to the total amount payable.

Photography/Recording

Prior written permission is required for photography, sound or video recording in The Hotel and hotel's facilities. Please contact your Groups' Coordinator to discuss your requirements.

Responsibility

Should The Hotel be unable to provide the facilities reserved due to circumstances beyond our control, no further claim other than the entitlement to a full refund of any deposits paid may be made. The Hotel will endeavour to provide the organiser with reasonable notice.

Smoking

InterContinental Auckland is a smoke free hotel. Smoking within The Hotel will incur a cleaning cost of \$500.00 to be applied to your account.

Booking Conditions

The Client is asked to read carefully all the provisions of the contract concerning their accommodation; to initial every page and sign the last page and to return the entire contract to The Hotel within 7 days (duration of the validity of the offer) date testified by postmark.

The contract must be duly dated and signed by the Client and returned within the appointed time with the required part payments (see deposit schedule) for the Contract to be registered and the reservations made by the Client to be confirmed.

If The Hotel accepts a change prior to the Contract being signed by both parties and receipt of first deposit, a new Contract offer shall be drawn up which shall cancel the previous offer. Any changes to provisions of the Contract after its signature shall not be effective until a rider has been drawn up and signed by both parties, of which the main Contract is an integral part.



Acceptance

Please sign the copy of this document by **12th of August 2024**, acknowledging acceptance of the terms and conditions contained herein and return it with the initial deposit by the due date as specified under 'Deposit Schedule'.

Accepted by:

COMFORT INTERNATIONAL M.I.C.E. SERVICE CO.,LTD.

Precinct Properties 1 Queen St Limited t/a
InterContinental Auckland

Print Name:

Signature: Mayie

Print Name: Jessie Pan

Signature: Jessie Pan

Date: **21st of August 2024**

Date: **21st of August 2024**

* I accept the terms and conditions outlined above by The Hotel for the above group on the dates set out above and I acknowledge that I have read and understand the cancellation, deposit and review/release terms set out.