

**Group Rooms & Events Agreement
COMFORT INTERNATIONAL M.I.C.E SERVICE CO.LTD**

Parties:	Madisson International Hotel L.L.C Trading as Holiday Inn & Suites Business Bay L.L.C	COMFORT INTERNATIONAL M.I.C.E SERVICE CO.LTD
Contact Person:	Mirah Usman	Lan Zhong
Position:	Groups & Events Executive	
Address:	P.O Box 26228, Marasi Drive A, Business Bay, Dubai, United Arab Emirates	Rm 1510, Ruichen Int'l Center, No 13 Nongzhanguan South Rd, Chaoyang District, Beijing
Telephone:	+971 52 587 1907	139 1019 3620
E-mail:	Mirah.usmanhabib@ihg.com	Zhonglan@cct.cn

DATE AVAILABILITY OF AGREEMENT

The Hotel will guarantee the availability of space and the rates offered until the 7th of March 2025, by which this agreement must be signed and returned to the hotel. If the client fails to provide the contract by this date, the hotel reserves the right to release the space/services booked without any notice. Thereafter, availability of services and rates will be subject to availability.

ACCOMMODATION REQUIREMENTS

The Hotel will provisionally hold the bedroom block on the dates specified by the Client until the Hotel receives (i) a signed copy of this Contract and (ii) the specified deposit amount from the Client (together with "Event Confirmation"). Once the Event Confirmation has been given by the Client, all such facilities and services reserved on behalf of the Client will be subject to the Terms and Conditions of this contract. In the event the Hotel receives a request for the same dates before the date noted above, the Hotel will contact the Client in writing and will give the Client two working days to confirm the Event in writing. For planning purposes, the client undertakes to confirm in writing the guaranteed number of guests at least 30 days before the start of the event. If the number of guests should increase after this time, the client must confirm additional capacity from the Hotel. The Hotel will invoice the guaranteed numbers as a minimum; if attendance exceeds the guarantee, the Hotel will invoice for the total attendance.

Guest Rooms Guaranteed by the Company					
Check-in	Check out	Nights	Room Category	No of rooms	Single
07/04/2025	11/04/2025	4	Premium King	8 Premium King	AED 565
07/04/2025	11/04/2025	4	Standard Rooms	8 Std Twin, 1 Std King	AED 465

Terms and Conditions:

- All rates quoted in UAE Dirhams
- Room rates are **inclusive** of a 10% service charge, 7% Municipality fees and 5% Value Added Tax per room per night
- Room rates include a **Tourism Dirham fee** of AED 15 per bedroom per night.
- The above rates are per room per night, inclusive of Bed and Buffet Breakfast in the main restaurant.
- No information or images are to be featured on the partner's website/brochure without the consent of the hotel.
- The agreed rates are for the current request only.
- Complimentary basic WiFi access
- King/Twin rooms are subject to availability upon check-in.

Cancellation Policy

Date	Cancellation Terms
30 days before the arrival	100% of the total amount
No Show(s)	will be subject to a 100% Cancellation Fee for the entire stay or the total number of nights

Check-In/Check-Out:

- o Check-in time is 15:00hrs
- o Check-out time is 12:00hrs
- o Early arrival and late departure are available upon request and subject to availability and charges may apply.
- o Should guaranteed early arrival or late departure be required, it would be considered a pre-registered room from the night prior and will be required to be booked as such. A full night room charge will be applicable for the same.
- o Any unutilized rooms from the guaranteed room block will be subject to cancellation charges outlined in this agreement.
- o The client must confirm any changes in the room block guarantee in writing. Name changes will be allowed provided all rooms are guaranteed. The Hotel agrees not to send individual confirmation or contract to the end user. The contracted group rate is not to appear on any individual participant's folio unless requested in writing by the Client. No-shows and early departures are to be charged at 100% as per the original booking.
- o Any extension of the room stay or meeting room will be subject to the hotel availability and rate changes.

Event Details:

Date	Time	Event Type	Venue	Setup	Guests	Minimum Spend
08/04/2025	09:00 – 13:00	Half Day Meeting	Emerald 1	Cabaret	23	Waived off, based on the minimum guarantee of 23 guests

Package of Half Day DDR, AED 200/day per person, inclusive of:

- One (1) coffee break to include light snacks, mineral water, preserved juices, tea/coffee
- Lunch served in the Brasserie on 1
- Supply of notepads, pens and mints
- Use of one (1) in-built LCD screen and projector
- Use of a basic sound system for audio output
- Use one (1) flipchart with a marker
- Complimentary use of Wi-Fi for all guests
- Complimentary self and valet parking for all guests
- Meeting room rates are inclusive of a 10% service charge, 7% Municipality fees, and 5% Added Tax

Additional Charges:

- Hybrid Meeting AED 2000/ per day
- Additional flipchart AED 150/ per day
- DTCM Permit charges and business activity start from AED 520
- Dedicated internet line AED 500/ 10 MBps

DEPARTMENT OF ECONOMIC DEVELOPMENT PERMIT FOR PRIVATE ACTIVITY AND BUSINESS ACTIVITY

BUSINESS ACTIVITIES:

All types of activities that are not organized by the same organization; or any product launch events / exhibitions; or participants attending the event are from different organizations are classified as business activities. For Business Activities a permit from the Department of Economic Development is required. Permits should be applied two weeks prior to the event date.

Please Note: All Business activity permits to be arranged directly by the client and must be shared with the hotel minimum 7 working days (excluding weekends, public holidays etc.) prior to the event. In the absence of submission of e-Permit copy to the Hotel, the event will be cancelled and will be subject to Event Cancellation T&C's.

TYPES OF BUSINESS ACTIVITIES

Type	Activity
Business activity	Conference
	Exhibition
	Forum
	Networking
	Product Launch
	Seminar
	Summit

Please fill the following with the details / purpose of the event:

Mode of Payment – Payable to hotel at the time of signing the contract/ confirming the event. It is the responsibility of the client to submit the required documents to the hotel no later than ten (10) days prior to the first day of the event. The Hotel reserves the right to cancel the event if event permit is not in place.

TICKETED EVENTS

As per the Executive Resolution dated 21st May 2017 concerning Electronic System for Event Permitting, Marketing & Distribution of Tickets within the Emirate of Dubai related to Data Policy of Executive Resolution No (1/2015), it has been amended as follows:

Scope of information to be obtained by Ticket Sellers & Event Registration Agents	Event Type	Data Scope (Ticket Sellers)
	Business	Full name:
	Entertainment	Phone number:
	Sports	Email address:
	Religious	Nationality:
	Charitable	

COMPLIANCE:

The organiser must comply with all local by-laws and ordinances. The hotel reserves the right to cancel the event if the client fails to provide relevant documents or necessary permit which needs to be obtained as per Dubai Government Rules and Regulations.

The organiser will be responsible to ensure the orderly behaviour of delegates and the Hotel reserves the right to remove those persons without liability who in its opinion are conducting themselves in a manner that is causing a disturbance or nuisance to other guests of the Hotel.

MUSIC AND ENTERTAINMENT:

All music and entertainment provided in the ballroom must cease by 1.00 AM and outside venues by 11.00 PM. Only soft instrumental music may be played in outdoor venues due to proximity to guest rooms. COMFORT INTERNATIONAL M.I.C.E SERVICE CO.LTD will adhere to the Hotel policies for music or entertainment in outdoor areas of the Hotel.

As per the new Department of Tourism & Commerce Marketing (DTCM) regulations, all live entertainment, except wedding reception must apply for an entertainment permit which has to be applied through the hotel. The Hotel requires the details of the performance, and the following documents have to be submitted to the Hotel:

- A soft copy of the valid passport of each performer
- A recent colour passport-size photograph of each performer



- The name of each file should be the performer's first name followed by the last name
- The nature of each performer (i.e., singer, dancer, DJ, pianist, musician, etc)

The following DTCM fees will apply:

- AED 200 e-permit fees
- AED 520 DTCM management fees
- AED 800 permit application
- AED 900 entertainer fee per entertainer

The entertainers should be above 21 years old. The above documents have to be submitted to the Hotel no later than thirty (30) days prior to the first day of the event. The Hotel reserves the right to cancel the entertainment if entertainment permits are not in place.

Payment Schedule:

Full payment for the rooms and meeting rooms should be received on or before the 7th March 2025. Payment should be made via a secure payment link or Bank transfer only. The total estimated event price is to be settled in (AED) Arab Emirate Dirham. In case the payment is made in a foreign currency, the fluctuation in the exchange rate and bank transfer fees could reflect on the actual invoice billed in (AED) Arab Emirate Dirham. Any such difference must be borne by the Client with no exceptions.

Payment Policy Billing Instructions:

Date	Cancellation Terms
The date on the contract signed – Before 7 th March 2025	100% of the total amount – AED 39.420

- Room charges with taxes and TDF will be covered by the company.
- Additional expenses will be billed directly to the guests.
- 1st Deposit, 100% Payment to be received before 7th March 2025
- Any Payment via bank transfer will have bank transfer charges; it will be covered by the agent, not the hotel.
- The Hotel has the right to cancel the block in case of any delay in payment on the terms and conditions

Estimation: Total: AED 39.420.00

8 Premium Rooms x AED 565 x 4 Nights = AED 18,080.00

9 Standard Rooms x AED 465 x 4 Nights = AED 16,740.00

23 Half Day DDR x AED 200 x 1 Day= AED 4600.00

Not Included: DTCM Permit charges (The fees will be shared once the permit gets approved, subject to government rules and regulations; in case of any additional amount, we will keep you updated)

Bank Details:

Account Name : HOLIDAY INN AND SUITES BUSINESS BAY LLC
Bank Name : Emirates NBD
Bank account : 1015855915602
IBAN : AE060260001015855915602
SWIFT code : EBILAEAD
Currency : AED
Branch : Business Bay Branch, Dubai, UAE
Address : Dubai

Guarantee of incidentals incurred during the event:

For any incidentals that may be incurred during the stay; the extra charges must be settled by the client at the same time of the extra service and before the date of departure. Their Credit Card will be pre-authorized check-in. Once the payment is settled, the Hotel shall refund the cash deposit after deducting any incidentals/extra charges, a deposit of AED 150.00 per room per night.

Early Departure:

100% of the booked period will be charged should guests depart ahead of the reserved date of departure. In case of advance payment, the amount will be non-refundable.



No-Show Policy:

If all or part of the Group does not check-in (no-shows), all room nights and services booked by the Client will nevertheless be invoiced to and must be fully paid by the Client, at the agreed rates per each day of the agreement.

Changes of the Event:

The Client will provide to the Hotel, on a timely basis, any changes to its attendance projections, and bedroom and function space requirements for the Event. All changes are subject to availability, and all agreed changes will be confirmed by the parties in writing before the Event/group. This Contract has been negotiated based on the dates, number of rooms and function space outlined above. Any additional space and service confirmed by the parties in writing after the signing of this Contract will be subject to this clause. All changes resulting in a reduction of revenue to the Hotel shall be subject to payment of Cancellation Fees. The Cancellation Fees owing vary according to the number of days before the event that the Hotel is notified of such changes.

Notice of any cancellation must be received by the Hotel in writing, and any Cancellation Fee assessed is payable by the Client no later than two (02) days after being invoiced therefore by the Hotel or as part of the total Event settlement. The Deposit amount may be set off against any Cancellation Fee owed.

Any damage (rooms/facilities/assets) that will be caused by the guests during the stay needs to be settled immediately by the company or by the guest directly.

GENERAL TERMS AND CONDITIONS:

LIABILITY:

The client shall be liable for all damage to the hotel caused by the client and its employees, its visitors and its third-party service providers allowed by the client to enter the premises, which are the subject matter of this agreement. The client agrees to indemnify the hotel for all damages suffered by the hotel as a consequence of the wrongful or negligent behaviour of the client, its visitors and its third-party service providers.

RATES AND INVOICING:

The preferred contractual rates are agreed upon in consideration of the quantities & and dates committed by the Client. In the absence of specific written billing instructions, the hotel will invoice all items agreed upon and all extras to the client. Subject to variations as agreed herein, the amount billed by the hotel to the client is the amount agreed on the conclusion of this agreement plus the charges for additional services provided by the Hotel at the client's request, at then applicable service rate.

TERMINATION OF CONTRACT:

If the client fails to make any or all of the deposits/down payments when due, the Hotel may terminate this agreement within one-week prior notice, if the Client remains in default of making the down payments due within such week, without prejudice of the Hotel's rights to claim payment of sums due and damages for the prejudice suffered.

If the Client uses the rented premises in such a way that is incompatible with their intended purposes, or which is contrary to morality, public order or applicable law, the Hotel may terminate this Agreement with immediate effect, without prejudice of its right to claim damages.

If a hotel management contract is transferred to another operator, InterContinental Hotels Group will use reasonable endeavours to obtain agreement from the purchaser or new operator that these contract conditions and rates will be honoured but shall have no other liability to the Company in such event.

GOVERNING LAW AND JURISDICTION:

This Agreement shall be construed and interpreted by the laws and regulations of and applicable in the Emirate of Dubai, United Arab Emirates. The Courts of Dubai shall have exclusive jurisdiction to settle any dispute out of or in connection with Agreements and accordingly, the Client and the Hotel submit to the jurisdiction of the Courts of Dubai.

FORCE MAJEURE:

Both the Hotel and the Client are exonerated of all liability for total or partial non-fulfilment of their obligations under the agreement due to an event outside of their reasonable control, which renders part or all of the performance of their obligations impossible, illegal or commercially more onerous, such as strikes, floods, fires, other disasters or act of God.

CONTRACTOR AGREEMENT:

Should a contractor be engaged by the Client to construct stage, sound or lighting facilities, the contractor must pay a refundable deposit of AED 6,000 to the Hotel at least 48 hours before construction commencement. The deposit will be refunded after the Event and once it has been ascertained that no damage has occurred. The Client is responsible for any imported items including but not limited to customs clearance, delivery to the hotel and insurance.

DATA PROTECTION AND PROCESSING:

The Client acknowledges that this Contract is subject to data protection standards and legislation. All information in respect of the Client and their delegates that is collected by the Hotel during the course of the Event will be processed in compliance with the Hotel's data policy and any applicable local legislation and regulations

PUBLICITY:

Client shall not use Hotel's name in any promotional materials or make any press releases in connection with this Agreement and/or the Event without Hotel's prior written approval.

MISCELLANEOUS:

This Contract constitutes the entire agreement between the parties and supersedes all prior discussions and writings concerning the Event. This agreement cannot be amended except in writing by a side letter signed by both parties. The terms of any purchase order or other ordering document shall be without force and effect.

CONCLUSION OF AGREEMENT

The parties agree that for purposes of this contract and any amendments or modifications thereto or any other notice or communication between the parties, signatures sent or received by fax transmission will be considered as enforceable and valid as original signatures by the party signing.

The effective date of communication will be determined as follows:

Communications sent via mail or courier will be effective as of the date sent.

Communication via fax will be considered effective as of the date and time on the fax confirmation sheet retained by the sender.

The undersigned is authorized to sign and enter into this contract.

IN WITNESS WHEREOF, the parties hereto have signed this Agreement.

For and on behalf of the Hotel:

(Signature)

Name: Mirah Usman Habib

Title: Groups & Events Executive

Date: 09/03/25

Name: Alaa Hasan

Title: Asst Director of Sales & Marketing

Date:

For and on behalf of the Hotel:

(Signature)

For and on behalf of the Client:

(Signature)

Name:

Title:

Date: 09/03/25

Company Stamp: 1051215845