



Proposal and Agreement for COMFORT INTERNATIONAL M.I.C.E. SERVICE

The below proposal has been prepared on behalf of: COMFORT INTERNATIONAL M.I.C.E. SERVICE.

Prepared on 26 August 2024



Dear Ma Jie,

Thank you for your interest in Holiday Dandenong as your venue of choice for your upcoming meeting.

At Holiday Inn Dandenong, we believe in creating memorable meetings and events that enable genuine connections, build relationships that matter and inspire productivity. We have complete confidence that your next meeting with us will be a success and your delegates will be engaged, inspired, and connected throughout their stay with us.

We understand that easy access and great value are important to your company and the success of your event so we have prepared the following all-in-one proposal and agreement with your priorities in mind:

- **Location & Parking**

Holiday Inn Dandenong is situated on McCrae Street location with Dandenong Plaza and Dandenong Market only meters from our hotel. Parking for Holiday Inn Dandenong guests is located on 50 McCrae Street, charges apply. Every effort is made to accommodate delegates' cars at the hotel but there is limited space. Should there be no space available the Hotel Reception will direct delegates to the closest parking facility. Alternatively, there is ample on street parking a short distance from the hotel.

- **We are the Meetings Specialists**

Meetings matter at Holiday Inn Dandenong- no matter the size! From the initial planning stages to the day of your event, our dedicated team will walk with you throughout the journey ensuring that all the details are handled seamlessly with professionalism and impeccable timing.

- **Being Rewarded**

When you make bookings on behalf of others, we're here to reward you. With IHG® Business Rewards, you can earn points every time you book accommodation, meetings, or an event at over 5,000 participating IHG® hotels worldwide. From board meetings and conferences to weddings and social events, we understand the work that goes into planning and we think all your bookings are important, so we reward you no matter the size.

- **Culture of Clean**

IHG and Holiday Inn Dandenong, have always prided ourselves on a Culture of Clean and wants to reinforce that commitment to you and your guests during this heightened period of vigilance. On a day to day basis, IHG branded hotels are required to adhere to comprehensive health and safety procedures. These include IHG procedures, all applicable local laws, and now COVID-19 specific requirements that governments put in place.

Please note that this proposal will be valid for 7 days from the prepared date, after this time we cannot guarantee the rates and inclusions offered. As soon as a signed agreement has been returned and the applicable deposits are received, it would be my pleasure to confirm your meeting with us.

Thank you again for considering Holiday Inn Dandenong and we look forward to welcoming you and your delegates to our hotel soon.

Yours sincerely,

Anais Guillin

Business Development Manager- Groups, Conferencing & Events

0434 448 248

Anais.guillin@ihg.com

Hotel Amenities and Services

Special Dietary Requirements

At Holiday Inn Dandenong, we are happy to cater for your dietary requirements. Our team of chefs take care in the preparation of food items. Due to the potential trace allergen in the working environment and supplied ingredients, we cannot guarantee complete allergen free meals.

Green Engage

We know that sustainability is as important to you as it is to us - and that's why we've made it easy for you to stay at a hotel that shares your values. All our hotels use the IHG Green Engage system, an innovative online environmental sustainability system that gives our hotels the means to measure and manage their impact on the environment.

For more information on Green Engage please visit; <https://www.ihg.com/content/us/en/about/green-engage>



Check In	Check Out	Nights	Room Type	Bedding	Total Rooms	Pax Per Room	Total Pax	Rate Per Night	Group Total
25/09/24	26/09/24	1	Standard Queen Room including breakfast for 1	1 queen bed	12	1	12	\$155.00	\$1,860.00
					12		12		\$1,860.00

Cancellation Terms & Payment Policy

Confirming Your Booking

Should you wish to confirm your booking, please return a signed version of the acceptance form included in this document. On receipt of your signed Contract and Terms and Conditions, we will confirm your booking. A 25% deposit will be due 30 days prior check in.

Rates

All rates are quoted in local currencies and are based on your original requirements set out in your proposal. Should your requirements change all rates are subject to review and may change accordingly.

Cancellation Policy and Procedure

We understand that from time to time things change, that is why we have developed a flexible approach to cancellations and applicable charges for you. Cancellation and changes to your booking must be received in writing.

Cancellation Date Range	Cancellation Charges
30 days prior to arrival	No Charge
Between 30 & 7 days prior to arrival	Deposit not refunded (25% of total amount).
Within 7 days of arrival	No refund (100% of total amount).

Attrition Policy and Procedure

Accommodation and event charges are based on delegate numbers advised at time of enquiry and are used to generate your business proposal and quotation. Should your numbers change prior to confirming your booking your quotation may change accordingly.

From the signing of this Contract and up to 30 days prior to the commencement date of the Event, a partial reduction of the bedrooms booked of up to 10% may occur. In the event of any cancellation in excess of the above stipulated threshold, the Hotel shall assess the cancellation fee based upon the scale above.

Governing Law / Jurisdiction

This agreement shall be governed and construed in accordance with the laws of Commonwealth of Australia. In case of dispute arising out of this agreement, both parties agree to submit the case to the competent court of jurisdiction in Commonwealth of Australia.

Payment

The client shall pay (the balance or full amount contracted for the stay) 7 days prior to the check-in unless prior credit facilities have been established at the hotel. A new credit application may not be approved for booking confirmed less than 7 days prior to arrival.

Alternatively, payment can be made by company credit card including all major credit cards or direct debits. Where the hotel has granted credit, all accounts must be settled 30 days after the function date.

Companies and/or Associations are required to accept responsibility where their delegates fail to pay for sundry delegate charges and where necessary may be sent to the company or association to be honored within 30 days of departure.

Rooming List

Initial rooming list is required by the Hotel 14 days prior to arrival date. Final rooming list is required by the Hotel 7 days prior to arrival date.

Accommodation Client Direct Reservations

The Hotel will give access to preferential rates and availability for individual reservations. The Hotel will accept reservations made by either individual guests booking to stay at the Hotel on account of the client holding an accommodation block, or direct from the Client. These individual reservations will be treated as confirmed reservations if a guarantee is given to the hotel in the form of the clients or individual guests' credit card. The credit card guarantee must include the credit card number, contact details and a billing address.

No Shows

In the event a guest fails to show at the Hotel at the appointed date, this shall be regarded as a cancellation. If accommodation is to be charged to the individual, this charge shall be made to the applicable credit card, in the event that the Hotel has received sufficient information from the Customer to make a valid charge. If the Hotel deems the information to secure the payments is less than satisfactory, the Hotel reserves the right to charge the Conference master accounts the sums due to the cancellation.

General Terms and Conditions

FOOD INFORMATION

Please note that food may contain traces of allergens

In writing seven working days before the event, final catering numbers and special dietary requirements are required. This number is not subject to reduction. If not advised, numbers will remain as indicated on this event order

Smoking is prohibited at the Holiday Inn Dandenong at all times.

RESPONSIBLE SERVICE OF ALCOHOL

Holiday Inn Dandenong follows all Responsible Service of Alcohol policies and procedures. These include serving the correct ratio of food in line with the ratio of alcohol to be served throughout the duration of the function. Holiday Inn Dandenong staff are

authorised to slow down or stop any guest service of alcohol at any time during the function, should they believe the guest is nearing the point of intoxication or drinking alcoholic beverages too quickly.

LEFTOVER ITEMS

It is the client's responsibility to pack, label and arrange shipment for leftover goods after the event.

Holiday Inn Dandenong are not responsible for leftover items not collected within 48 hours of the event.

TERMS AND CONDITIONS

I agree that the details above are correct, with any amendments as indicated. I have read and understood the terms and conditions under which the event has been booked

Client Acceptance

Please sign the copy of this document, acknowledging acceptance of the terms and conditions contained herein and return it with the initial deposit by the due date as specified under 'Deposit and Prepayment Policy'.

Company:	Organiser:
Date:	Name of Function:
IHG Business Rewards Number:	

Name: _____

Signature: _____ Date: _____

Credit Card Guarantee and/or Deposit Details

Credit Card details are required as a guarantee for all bookings. (1.9% surcharge)

Credit Card Type: Visa/American Express/MasterCard/Bankcard/Diners/Other _____

Last 4 Digits of Card Number (The full number will be taken over the phone): _____

Expiry Date: _____

Cardholder Name: _____

Total Amount: _____

Signature: _____ Date: _____

I hereby authorise Holiday Inn Dandenong, to debit my credit card for the above amount in relation to the hotel services outlined.

Settlement Details

Please indicate below how you will be settling the deposit and final payment.

☐ **Credit Card** - Please fill in the details above. Credit card transactions relating to hotels in Australia incur a merchant service fee of 3% for Diners & JCB cards and 1.9% for American Express and all other cards, in addition to the total amount payable.

☐ **Electronic Bank Transfer** - A credit card is required as a guarantee for any additional charges incurred on the day of the event. Should final payment of the outstanding balance not be received within 3 days from the conclusion of your event, the credit card on file will be charged. Please see below EFT details for the hotel:

Trading Name:	Holiday Inn Dandenong
Account Name:	Dandenong Hotel Group Pty Ltd
Bank Name:	Westpac
BSB Number:	033-186
Account Number:	693079
Our ABN Number:	67 570 818 528

To ensure timely processing of your payment, please ensure send remittance by email to anais.guillin@ihg.com.

☐ **Hotel Credit Facility** - Should you wish to pay by 30-day account, please confirm with our meetings team if your company already has approved credit with Holiday Inn Dandenong. If not, a credit application form can be requested at least 30 days prior to the commencement of the event.

Accommodation Payment

Please indicate if the company is taking care of any of the following associated accommodation charges. These charges will be transfer to the conference master account upon confirmation of company authorisation.

- | | | |
|--|--|--|
| <input type="checkbox"/> All Charges | <input type="checkbox"/> All Meals Excluding Alcohol | <input type="checkbox"/> All Meals Including Alcohol |
| <input type="checkbox"/> Accommodation | <input type="checkbox"/> Parking | <input type="checkbox"/> Mini Bar |
| <input type="checkbox"/> Breakfast | <input type="checkbox"/> Room Service | <input type="checkbox"/> Other _____ |