



**pullman**  
HOTELS AND RESORTS

Company: **COMFORT INTERNATIONAL M.I.C.E SERVICE CO. LTD.** ("The Company")

Name: Ma Jie

Title: Project Manager

Address: Rm. 1510, Ruichen Int'l Center, No. 13 Nongzhangguan South Rd., Chaoyang Beijing, Beijing, 100125 China

T: +86 138 1008 6995

E:

Dear Ma Jie,

Thank you for confirming your group **COMFORT INTERNATIONAL M.I.C.E SERVICE CO. LTD.** at Pullman Rotorua from **Saturday, 21<sup>st</sup> September to Sunday, 22<sup>nd</sup> September 2024**.

We are pleased to offer you the following agreement based on your requirements and including the details pertaining to the group. Please be advised that the **rooms** are held on a tentative basis and will be reserved upon confirmation of this agreement which is valid until **Wednesday, 28<sup>th</sup> August 2024**. After this date, the hotel reserves the right to cancel the rooms if the signed agreement is not received before the stipulated cut-off date.

Once again, thank you for your interest and we look forward to welcoming you and your guests to Pullman Rotorua.

Kind regards,

Mary

Mary Jimenez

SALES MANAGER

PULLMAN ROTORUA

1135 Arawa Street, Rotorua 3010

PO Box 12012 Rotorua 3045

New Zealand

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W: [www.pullmanrotorua.com](http://www.pullmanrotorua.com) W: [www.pullmanhotels.com](http://www.pullmanhotels.com)

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

Date: 26 August 2024



#### ACCOMMODATION DETAILS

The following rooms have been reserved pending receipt of this signed agreement and deposits as detailed in this agreement.

Pullman Rotorua is pleased to offer these special rates to COMFORT INTERNATIONAL M.I.C.E SERVICE CO. LTD. Please note that these rates are confidential and are not to be disclosed without the consent of Pullman Rotorua.

Date	Room Type	Guest per room	Number of Rooms	Rate per room per night	Est Total
Saturday, 21 <sup>st</sup> September 2024	<u>Run of house King</u>	1	12	\$300.00	\$3,600.00
Saturday, 21 <sup>st</sup> September 2024	<u>Run of house King</u>	2	1	Complimentary	Complimentary
<b>Total Estimated Accommodation Charges</b>					<b>\$3,600.00</b>

Total Room Nights: 13

Total Anticipated Accommodation Charges: \$3,600.00



#### RATE TERMS

- Above rates INCLUDE breakfast
- Above rates are inclusive of GST (15%)

**COMMISSION:** Above rates are non-commissionable

#### CHECK IN/ CHECK OUT TIMES

- Check-in time: 14.00 hours
- Check-out time: 11.00 hours

#### Valet Parking

- \$49.00 per car per day

#### ROOM ALLOCATION

Rooms are allocated on the day of arrival. The Hotel has limited Twin bed inventory thus such room categories are to be confirmed on request based on Hotel's availability

#### BREAKFAST

Above contracted rates INCLUDE breakfast, served at our all day dining restaurant Barrel & Co on a first come first served basis, and non-exclusive use.

Please note all prices in this quotation (unless specific otherwise) are inclusive of GST (15%) and are quoted in New Zealand Dollars. This may change as per government regulation, without prior notice. The hotel reserves the right to revise pricing and/or change the meeting venue should the number of function attendee's change. If the number of attendees increases or decreases, a larger or smaller venue will be confirmed only subject to availability.



#### EXTENSIONS OF STAY

Accommodation requirements outside the contracted dates are not guaranteed at the contracted room rates and may be booked on request subject to rooms availability at the best available rate applied at the time of booking.

#### BENEFITS

- Portage – with compliments of the house
- Use of hotel's fitness centre
- Complimentary WI-FI in rooms and public areas within the hotel premises
- 1 round of room drop - complimentary

#### MISCELLANEOUS SERVICES

The Hotel can support with the following additional services:

- Room drops available at \$5.00 per room per drop
- Business Centre Services (printing, copies) will be available on request on additional cost

#### Pre-Registration

Rooms required for guaranteed check-in prior to 14.00 hours require pre-registration to ensure availability. Currently, your room block has not been pre-registered for early arrival.

Pre-registration of hotel rooms will incur 100% room rate charges as contracted above.

#### Early Departures

100% of the booked period will be charged should a guest depart ahead of the booked date of departure. In case of advanced payment the amount will be non-refundable.

#### Late Check-out Policy

Please be advised that this is subject to availability on the actual day of departure. Policy as follows:

- Till 11:00 Complimentary
- Till 14:00 50% of full night charge will apply
- Thereafter Full night charge will apply

Should you require extension of stay other than dates as stipulated in this signed Agreement, it will be subject to availability.

#### ACCOMMODATION RESERVATIONS

We understand guests' accommodation will be booked by rooming list.

#### Rooming List

As per provided format, the Rooming List should be forwarded to the Hotel a minimum of 10 days prior to the first arrival date, and must comprise of the following information:

- Guests' Names
- Date of check-in with arrival flight details (night flight – please specify date)
- Estimated arrival time at the hotel
- Date of check-out with departure flight details (night flight – please specify date)
- Estimated departure time at the hotel
- Room category
- Dietary requirements
- VIPs to highlight
- Billing instructions for both rooms and incidentals
- Any changes made from the previous rooming lists should be highlighted (Yellow for changes, Green for new bookings, Red for cancellations, Blue for VIPs)
- For group arrivals, please share the number of buses / coaches / cars will arrive at the same time and the their estimated arrival time at the hotel

#### LEGISLATIVE & REGULATORY REQUIREMENTS

There are a number of laws, bylaws and consents that govern the way in which our venues are required to be operated. We have detailed key emergency and health and safety requirements which must be adhered to by all event organisers; however there may be requirements outside of those listed that will be required to be adhered to, depending on the hirer's event.

As the Venue Hirer, by signing this agreement you take responsibility to adhere to all requirements as per New Zealand legislation.



**Smoke Free Environment** Pullman Rotorua has a no smoking policy throughout all indoor areas including conference rooms as per the Smoke-free Environments Amendment Act 2003. Please ensure that your guests/patrons are aware of this.

Designated smoking areas outdoors will be advised by the Banquet team on arrival.

**Emergency Evacuation Scheme** The Fire Service Act 1975 and Fire Safety & Evacuation of Buildings Regulations 2006 provide that our venue must have an approved evacuation scheme operating at all times.

**Emergency Evacuation Procedures** including your nearest emergency exits and emergency assembly appoint will be explained by the Banquet team on arrival. Health and Safety Under the Health and Safety at Work Act 2015 Pullman

Rotorua has a responsibility so far as reasonably practicable to ensure the health and safety of workers, guests and others.

To enable us to meet this responsibility all conference guests/patrons must comply with hotel employee instructions and must report any accidents or near misses incurred whilst on site.

Any Conference set-up or break-down work completed on-site must be in accordance with Health and Safety legislation and be completed by competent persons. Depending on the work to be completed, Pullman Rotorua may require you to complete a health and safety induction and require you to demonstrate that you have suitably controlled any health and safety risks associated with the work.

If Pullman Rotorua is not satisfied that the risks have been appropriately managed we reserve the right to require you to rectify the situation or to cancel this contract on health and safety grounds.

All costs incurred by bringing equipment or rigging up to Health and Safety Standards will be at the hirer's expense.

#### **FORCE MAJEURE**

Neither the Hirer nor the Client may be held liable for any act, omission or circumstances due to an occurrence 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, and that it takes reasonable steps to remedy the situation quickly and remove the cause of those acts, omissions or circumstances if possible.

Where the event has to be cancelled by the Hirer due to such an occurrence then any monies paid by the Client shall be refunded to them in full.

Where the event has to be cancelled by the Client due to such an occurrence then any monies paid by the Client to the Hirer shall be refunded to the Client less any costs incurred by the Hirer for wages or supplies.

#### **INDEMNITY**

Hotel agrees to indemnify, defend and hold harmless **COMFORT INTERNATIONAL M.I.C.E SERVICE CO. LTD.** its affiliates and their respective authorized agents and independent contractors for all claims, losses or liability incurred on account of any injury to person or damage to property of any **COMFORT INTERNATIONAL M.I.C.E SERVICE CO. LTD.** attendee, guest or staff member sustained as a result of the negligence of Hotel, its agents, employees or third parties in connection with the provision of the services and event described herein.

**COMFORT INTERNATIONAL M.I.C.E SERVICE CO. LTD.** agrees to indemnify, defend and hold harmless Hotel, and its authorized agents and independent contractors for all claims, losses or liability incurred on account of any injury to person or damage to property of any Hotel employee or staff member sustained as a result of the negligence of **COMFORT INTERNATIONAL M.I.C.E SERVICE CO. LTD.** its agents, employees or third parties in connection with the event described herein.

#### **JURISDICTION:**

This agreement is governed by the laws of New Zealand and both the parties agree that the Courts in New Zealand shall have exclusive jurisdiction to settle any dispute between the parties.

#### **CANCELLATION AND REDUCTION OF GUARANTEED ACCOMMODATION ROOMS**

If your confirmed booking is cancelled or reduced from the agreed and contracted numbers, the following conditions will apply. Please note that all cancellations, reduction in numbers, amendments must be advised in writing. Cancellation or release of rooms may be permitted in accordance with the terms outlined below. The hotel will liaise prior to releasing any room nights. The cancellation charges applicable will be billed to **COMFORT INTERNATIONAL M.I.C.E SERVICE CO. LTD.**

**Within 30 days of arrival**

All rooms cancelled and no-shows will be subject to a cancellation fee of 100% of the contracted rate per room per night charged at the agreed rate for all room nights cancelled.

**No Show Condition**

In the event of a "no show" on the date of arrival, a 100% cancellation fee for all room nights booked will apply for the duration of the stay and will be invoiced directly to the Client.

**Rights of Termination for Groups**

In the event of termination by COMFORT INTERNATIONAL M.I.C.E SERVICE CO. LTD. because of any of the following occurrences, there will be no cancellation charge:

**Construction** - Hotel shall promptly notify ("The Company") of any construction or remodeling to be performed in the Hotel immediately prior to or over the meeting dates and Hotel warrants that any such occurrence shall not interfere in any way with ("The Company") use of the Hotel. Should construction or remodeling be determined by the ("The Company") to interfere with ("The Company") meeting, ("The Company") will be considered to have cause to terminate this Contract without liability with written notice to Hotel as long as such notice is taken within 30 days of ("The Company") receipt of notice of unacceptable construction or remodeling.

**Change in Management** - In the event that Hotel undergoes a change in management company, ownership, franchise, or has filed for bankruptcy, or if foreclosure occurs, the Hotel is obligated to inform ("The Company") of this fact within 30 days of receipt of notice of the aforementioned change or filing, and the ("The Company") may then, within 60 days of receipt of such notice, terminate this Contract without liability.

**Minimum Noise and Disturbance** - The Hotel shall be responsible for ensuring that the Group's use of all function space is free from noise distractions, disturbances, and interruptions within the reasonable control of the Hotel. In the event the Group's use of any function space is so disturbed despite these efforts, the Hotel agrees: To make every reasonable effort to eliminate the noise or disturbance immediately upon notification by the Group meeting planner and to provide reasonable compensation to the Group if the noise or disturbance was within the reasonable control of the Hotel but could not be eliminated and such noise or disturbance had a material negative effect on the meeting or function.

**Conflict Booking** - Hotel understands that the booking of another event which is in direct or indirect conflict with the activities, products, or objectives of ("The Company") during the same or overlapping period of time, may threaten the objectives of ("The Company") Therefore, the Hotel will be responsible for communicating to ("The Company") the existence of a conflicting booking. Hotel guarantees that should such a conflict occur, ("The Company") has the right to terminate this Contract without liability as long as such notice is taken within 30 days of ("The Company") receipt of notice of a conflicting booking.

**ACCOUNT RESPONSIBILITY - Billing Instructions**

Please tick either Master Account or Individual Account to indicate where charges should be allocated before returning the signed contract:

CHARGES & SERVICES	MASTER ACCOUNT	INDIVIDUAL ACCOUNT
Accommodation Charges (Including room rate, 15% GST, etc.)		
Breakfast		
Any Extras/Incidentals (Including valet parking, laundry, restaurant meals & drinks, minibar, etc.)		
Others		

**NOTE:**

- Full pre-payment for all rooms sold required at 30 days prior arrival OR credit card details will be provided for all guest reservations to guarantee bookings.
- Guests will pay own account incidentals on departure.
- A credit card surcharge of 2% on all credit cards will apply.

**MASTER ACCOUNT**

All rooms with breakfast and arranged meeting rooms will be paid for by **COMFORT INTERNATIONAL M.I.C.E SERVICE CO. LTD.** All extras / incidentals will be paid for by individual guests.

**INDIVIDUAL ACCOUNT SETTLEMENT**

It is understood that individual guests will be responsible for all extras / incidentals incurred and the accounts will be settled by the individual guests upon departure. A credit card will be provided to guarantee all reservations. A credit card surcharge of 2% on all credit cards will apply.

**BOOKING AND DEPOSIT**

- The Hotel may request another non-refundable deposit up to 100% of the total anticipated cost of the accommodation for larger groups, or groups booked during various periods of high demand. These conditions will be detailed in the deposit schedule below if so.
- Until a booking is guaranteed you may be contacted to either confirm the booking or release the accommodation rooms if another guaranteed booking is received by the Hotel.

<b>TOTAL ESTIMATED CHARGES</b>	\$3,600.00	Accommodation room and breakfast for 13 total room nights on single/double occupancy as per table on page 2.
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**DEPOSIT SCHEDULE**

To confirm your booking, we require a non – refundable holding deposit representing 100% (\$3,600.00) of the Total Estimated Charges to be received by **Thursday, 29<sup>th</sup> August 2024** and the signed Agreement by the Release Date **Wednesday, 28<sup>th</sup> August 2024**. If the deposit and signed Agreement are not received by the Release Date the Hotel reserves the right to release all rooms and function space held.

Deposit Type	Deposit Order	Due Date	Amount Due
100% of total estimated cost	1	<b>Thursday, 29<sup>th</sup> August 2024</b>	\$3,600.00

Prior to your Group arrival, you will be given a pro-forma invoice reflecting the Total Estimated Charges for the Rooms and Event less the deposit already received (if applicable). The purpose of such pro-forma invoice is to reflect any incoming charges from the time of receiving the last scheduled deposit to the date of the event.

The deposits and remaining payment may be made in the following ways:

- Via bank transfer at least five (5) working days prior to the deposit due date and a copy of the bank transfer slip from your bank must be provided to the Hotel.
- Via filled credit card form to be received at least five (5) working days prior to the deposit due date

Non-compliance to above deposit schedule will result in cancellation of your event in line with the cancellation schedule and non-refundable deposits.

**FINAL PAYMENT**

On a daily basis whilst the group is in-house, the organizer will be advised of all charges from the previous day by the credit department. Final amount owing for accommodation, food, beverages, and other miscellaneous items will be presented to you for payment in full (less deposits), at the conclusion of the Event before the organizer departs from the Hotel.

COMFORT INTERNATIONAL M.I.C.E SERVICE CO. LTD.  
Date: 26 August 2024



**ACCEPTANCE:**

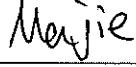
The obligations of Pullman Hotel Rotorua under this contract shall be abrogated where such obligations cannot be carried out by reasons of unforeseen circumstances outside of the control of Pullman Hotel Rotorua.

This contract shall be governed by the law of the country of New Zealand.

The original copy of this contract is to be signed acknowledging acceptance of the terms and conditions contained herein and returned with the required deposit by the specified date.

If the signed copy is not received by the above date, the Hotel reserves the right to release all rooms and venues held.

I have read and understand the above terms and conditions and wish to confirm this group booking.

Accepted for and on behalf of:	
COMFORT INTERNATIONAL M.I.C.E SERVICE CO. LTD.	
Name:	Ma Jie
Title:	Project Manager
Signature:	
Date:	2024.8.28

Accepted for and on behalf of:	
Pullman Hotel Rotorua	
Name:	Mary Charisse Jimenez
Title:	Sales Manager
Signature:	
Date:	29 August 2024

**NOTE:** Written acceptance constitutes a binding contract between us. This document must therefore be signed by a representative authorized to commit to such arrangements on behalf of "COMFORT INTERNATIONAL M.I.C.E SERVICE CO. LTD.".

## MEETING PLANNER

### *Perfect events. Perfectly rewarded.*

ALL – Accor Live Limitless Meeting Planner rewards event organisers for every meeting and event you book at over 2,400 hotels across the world, from luxury to budget-friendly.

Join free now and be rewarded.

#### **Earn points**

Earn 1 Status & 1 Rewards point for every 2 Euros spent

#### **Flex to fit**

Pay up to 15% of your event bill with points.

#### **Sharing points**

Share your points with other ALL members

#### **Points and peace of mind**

Points never expire with an event or stay every 12 months.



Great, sign-me up!



I'm already an ALL member and my number is:

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