



www.travelmed.gr

To:
Date:

From: TRAVELMED Travel, Accommodation, DMC Services GNT0 Nr: 08.29.E.61.00.00570.01 VAT Nr: 999557970 - B' DOY Kerkyras 2 nd Klm Ethnikis Peleka, Corfu 49100, Greece www.travelmed.gr Tel.: +30 2661081650, Fax: +30 2661081780 Email: sales@travelmed.gr Web : www.travelmed.gr

Welcome to Travelmed!

Welcome to Travelmed!

We would like to inform you that we just **ACTIVATED** your hotel on our **sales distribution channel**.

Our partners and customers can now find your hotel on our **central reservations system** and make a booking. We are sure that cooperating with Travelmed will increase your bookings, as we've had success with so many hotels that collaborate with our company over the years.

Please note: All previously information and hotel rates provided by you will be used from now. If any **Blackout Dates / Close Dates** are needed please inform the Hotel Help Desk team. **Please keep in mind, all reservations booked via Travelmed and its partners are to be paid by Travelmed.** If your hotel rates are to be changed for any reason in the near future you need to immediately inform us. Bookings made based on net prices we received from your hotel we expect to be honoured by your hotel at all times.

Booking Notification Process:

We will send you by fax the booking notification and we will expect that you will confirm it by signing it, by putting your hotel's stamp and by faxing it back to our Central Reservations Department.

We will immediately inform you in case there is a cancellation or an amendment of the booking. On the Reservation Voucher that we will send you the following information will be stated:

1. **The specific Nr of the Reservation**
2. **The Guest Name**
3. **The arrival / check in and departure / check out dates**
4. **The Number of nights**
5. **The Number of guests**
6. **The service included**
7. **The Room Type booked**
8. **The Payment method: who will pay the hotel: If Travelmed is to pay then the Voucher will state: "Travelmed will pay the hotel the amount of Euros". The voucher states specifically how much we will pay for the reservation. In very rarely cases the Voucher will state: "The customer will pay the hotel the amount of Euros". The Voucher states specifically how much the customer will pay to hotel directly.**
9. **The responsible person from Travelmed that made the booking.**

The reservation voucher must be confirmed by the Hotel so we will be expecting you to verify and fax it back.

On the right side at the bottom of the voucher there is space for the hotel to add this information.

We will need to have the name of the person who signs it and a stamp if possible. You can send us the confirmation via fax or via our e-mail address.

We kindly ask you to send the confirmation within 24 hours from receiving the reservation.

When our Guest arrives at your hotel:

THE CONFIRMATION VOUCHER SHOULD BE REQUESTED FROM THE GUEST UPON CHECK IN. IF THE GUEST DOES NOT HAVE A VOUCHER, PLEASE CONTACT TRAVELMED ON THE DETAILS LISTED ABOVE.

IF THE GUEST SHOWS A **VOUCHER** FROM ANOTHER COMPANY OTHER THAN TRAVELMED then we advise you to **check** your files and check if we sent to you such reservation. If you already have a reservation for this specific guest from Travelmed then you can proceed with the reservation and the check in, as we are cooperating with many travel agents who might give their own voucher to their customer.

Also, instead of our own voucher the customer might provide you with a voucher with a different company name. So, if our customer shows you a **reservation voucher** from a different company other than Travelmed we advise you to check your files and check if we sent to you such **reservation** and if all is fine then you should take the customer as he / she most probably used the voucher by one of our partners. If you already have a **reservation** for this specific guest from Travelmed then you can proceed with the reservation and the check in as we are cooperating with many travel agents who might give their own voucher to their customer.

Please post your invoice and a copy of the customer's signed confirmation voucher to our Central Accounts Department at the below address.

All extras and incidentals are to be billed to the customer direct.

In case our customer asks at reception to pay the bill then please check well the confirmation voucher from Travelmed. If the voucher says that Travelmed will pay the hotel and if you are already paid or you are waiting to receive payment then you **should not accept to be paid by the customer**. What could happen in this case is to charge the customer twice and to have unnecessary misunderstandings.

Travelmed pays the hotel directly in every case. If the customer insists to pay please inform him / her that payment is already made and that the credit card details inputted for the reservation have already been charged. Please inform the customer that in the case that they pay directly at the hotel it will be double payment for the customer and double costs for all sides.

Invoice Details:

Invoice currency: The invoice will be raised in EUR. If the invoice currency is different to the hotel rates currency the commission invoice will be translated into EUR at the FX rate on the date of the invoice using rates from Xe.com

Below are the company details:

T R A V E L M E D
VAT Nr: 999557970 - B' DOY Kerkyras
2nd Klm Ethnikis Peleka, P.O. Box 425
Corfu 49100, Greece

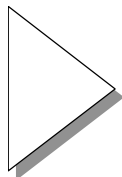
Communication with Travelmed:

At Travelmed we are proud for our friendly professional relationship with our hotel partners. Our Hotel Help Desk team is always there to assist and answer to every question you have. **Hoteliers are able to communicate with the Travelmed Help Desk team via, phone, e-mail, SKYPE, Yahoo Messenger.** Regarding tel and fax details as discussed already we have a central reservations department that will handle all reservations, customer service requests with the customers and certainly your office.

Travelmed Contact Information:

Sales and Marketing Department Primary Contact Name – Mr Christos Vlachos Phone Number : +30 26610 81650 Fax Number : +30 26610 81780 Email Address- product@travelmed.gr Yahoo Messenger: Skype: (Tax Changes, Rate Updates, Allotment Changes, Cut Off Days, Min/Max LOS, Manual Contract Loading, descriptive text changes, picture updates)	Travelmed Central Reservations Department Phone: Fax: Email: (fax- confirmation numbers and cancellation numbers) Yahoo Messenger: Skype: Central Reservations Department 24 HOURS Emergency Line:
Commercial Department Primary Contact Name – Christos Vlachos Phone Fax- 407-681-6172 Email- (Blackout Dates) Preferred contact method- Email	Accounting Department Primary Contact Name – Mrs. Sabrina Langhammer Phone: +30 26610 81650 Fax: +30 26610 81780 Email: accounts@travelmed.gr (invoices & checks)

Close Dates / Blockout Dates:



It is recommended that you sell your rooms via FREESALE or FLEXIBLE ALLOCATION and keep your availability and hotel rates up to date.

Only hotels that are promoted by Travelmed on a **freesale or allocation basis** will receive maximum exposure and promotion on our continually expanding Travelmed reservations network. These hotels will have the capability to be booked online **24 hours a day** and we will give them our maximum sales promotion.

Allocation / Freesale is easy to maintain: Just send us the form to our Hotel Help Desk fax nr or e-mail as soon as you have the dates and when the availability is closed for a specific period of days. We will send you the **close dates form once a week** as a reminder.

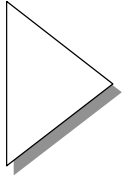
Hotel Payment:

Travelmed guarantees payment of each reservation we make to your hotel.

Travelmed will pay and will make a direct bank transfer to your official bank account.

Please post your invoice and a copy of the customer's signed confirmation voucher to our Central Accounts Department at:

T R A V E L M E D
VAT Nr: 999557970 - B' DOY Kerkyras
2nd Klm Ethnikis Peleka, P.O. Box 425, Corfu 49100, Greece



The hotel must not take any payment from the guest.

The hotel is responsible for taking payment from Travelmed as agreed.

- ✓ We will send you a **faxed confirmation of the booking** which includes the guest's details and we will send you a notification that we paid your hotel.
- ✓ We would prefer to make bank transfers to bank accounts in the following banks: **Piraeus Bank, Alpha Bank, Eurobank**. This way the cost of the transfer fee remains small. If you do not have a bank account in any of these banks and you are interested to open then we recommend Piraeus Bank.
- ✓ In every case we will pay the bank you have and for this reason make sure you fill up that **bank information form - financial identification form** and send it back to us after your bank confirms with its stamp that bank information details you give us.
- ✓ Please note that we will need the **financial identification form with the stamp of your bank** in order to avoid any further problems with not correct bank account details for the payment.
- ✓ When we pay your hotel via international bank transfer please, be informed that the money are **immediately ordered to go to your bank**. This process might take from 2-5 days depending on your bank.
- ✓ When our Accounts Departments issues a direct payment to your bank account **we do not charge you our bank's fees**.

We pay the fees for the bank transfer of our own bank directly to our bank.

- ✓ If you receive less money than you expected then you need to check with your bank and find out how much they charged you for the bank transfer from their part.
- ✓ When we make an official payment to your hotel **we will always FAX to your hotel the official Payment Notice statement** which will state in detail what we paid your hotel for, the date of the payment and will have the official stamp and signatures of Travelmed management verifying and confirming the full payment. Also we will send to you a **copy from the bank** stating the above as an additional proof of the completion of the payment.
- ✓ All extras and incidentals are to be billed to the customer direct.

Sales and Promotion of your Hotel via Travelmed:

We are pleased to announce the introduction of a new ranking system on regarding the hotels promoted via Travelmed: Hotels are ranked and promoted by Travelmed taking into consideration the following factors:

- ✓ **Availability / allocation of rooms given to Travelmed**
- ✓ **Competitive prices offered to Travelmed by hotel**
- ✓ **Conversion (number of bookings / number of visitors)**
- ✓ **Customer reviews**

Hotel Photos and Hotel Information: Please supply us with recent 300 dpi images of:

- ✓ **Hotel exterior and Pool**
- ✓ **Reception**
- ✓ **Room sample (base room is best)**
- ✓ **Restaurant (main restaurant)**
- ✓ **Other locations like SPA, Kids club, beach**

We can use up to 20 pictures to show your property, please keep in mind that the images are selling the hotel!

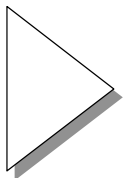
Do not forget to send us a detailed updated description of your hotel, in English.

Winter 2009 / 2010 Hotel Rates:

We have only a few weeks of the summer to go. A new exciting tourism season will start: in the corporate market many conferences will be held, and in the leisure market the city-break season starts again. This means there is enough business in the market:

- ✓ **Please supply us with your best tour operating rates with a FREESALE or an allotment of not less than 5 rooms on the basic room type, other room types at least 2 rooms.**
- ✓ **Note that in order to cover distribution costs, Travelmed's Tour Operator margin is 25%.**
- ✓ **Please notify us of your official selling prices.**

In order to place your hotel through our principal website (www.medestino.com) and to our Central Reservations System which links with more than 4.500 travel agents and tour operators partners and affiliates we ask you to offer us a competitive net rate. When we receive a suppliers invoice, we pay you based on your net rate which you set by taking the lowest available selling price at any given time minus a 25% discount (eg your Net is €75 = €100 Selling Price). In other words we look at BAR minus 25% (Best Available Rate minus 25%)



What are the Costs to cooperate with Travelmed for the next year?

Answer: None

All costs involving the setup of the hotel-infosite (€ 700 per hotel) are covered by Travemed, therefore any hotel may participate and be part of Travelmed, with the following limitations: Travelmed will accept only those hotels which allow for pre-determined increased revenue by supplying us with dedicated allotments and competitive Net Rates.

If you have any questions on the above please feel free to contact us for assistance or to schedule a telephone call. You can e-mail us at sales@travelmed.gr or call us at 0030 26610 81650. We are available 10.00 am to 16.00 pm, Monday thru Friday.

We look forward to working with you and your hotel team.