



Proposal for Hotel Distribution & Central Reservation System

Prepared for

The Piccadily Group Hotels

In Commercial Confidence With

Mr. Dhiraj Kukreja

Version 1.5

Date: October 31, 2008.

Table of Contents

1.0.	General Terms & Conditions.....	3
2.0.	About TravTech TM	4
3.0.	Technology Partners.....	5
4.0.	Hotel CRS and Distribution Solutions.....	7
4.1.	Overview.....	7
4.1.1.	Voyager CRS.....	7
4.2.	Distribution Unlimited.....	8
4.2.1.	Trust GDS.....	8
4.3.	Trsut Connect.....	9
4.3.1.	Current Interfaces in Place.....	11
4.4.	Commision Services.....	11
4.4.1.	How it works.....	12
4.5.	WEB Direct.....	13
5.0.	Rezotel.....	14
5.1.	Dedicated Sales & Marketing Support.....	14
5.2.	Rezotel Corporate and Transient Rate Management.....	14
5.3.	Rezotel Group Sales.....	15
5.4.	Rezotel Voice.....	15
5.4.1.	Inbound Services.....	15
5.4.2.	Telemarketing.....	15
5.5.	Concierge.....	16
5.6.	Private-label Chat and Call Back Services.....	16
5.7.	Services Level.....	16
5.8.	Training.....	16
5.9.	Training Schedule.....	17
6.0.	Customers.....	17
6.1.	Trust Voyager Hotel Implementation Process.....	19
7.0.	Commercials.....	20
8.0.	Account Management.....	21

1. General Terms and Conditions

Legal Effect of Proposal

This proposal is not an offer or contract, but if accepted by the Customer will constitute an invitation to negotiate further toward one or more definitive agreements relating to the subject matter of this proposal.

Warranty

TravTechTM has checked the information in this proposal and believes it to be accurate. However, TravTechTM assumes no responsibility of any inaccuracies or errors that may be contained herein. TravTechTM shall not be held responsible for any loss or damage (direct or otherwise) caused by errors, omissions, or misprints, misinterpretation of or reliance on the information in this proposal, even if advised of the possibility of such damages.

Intellectual Property

Any TravTechTM intellectual property or other information contained in this proposal shall remain the sole and exclusive property of TravTechTM or its licensees, as applicable. Nothing herein shall constitute a license, transfer or other grant of any rights in or to the information or intellectual property contained herein.

Confidentiality

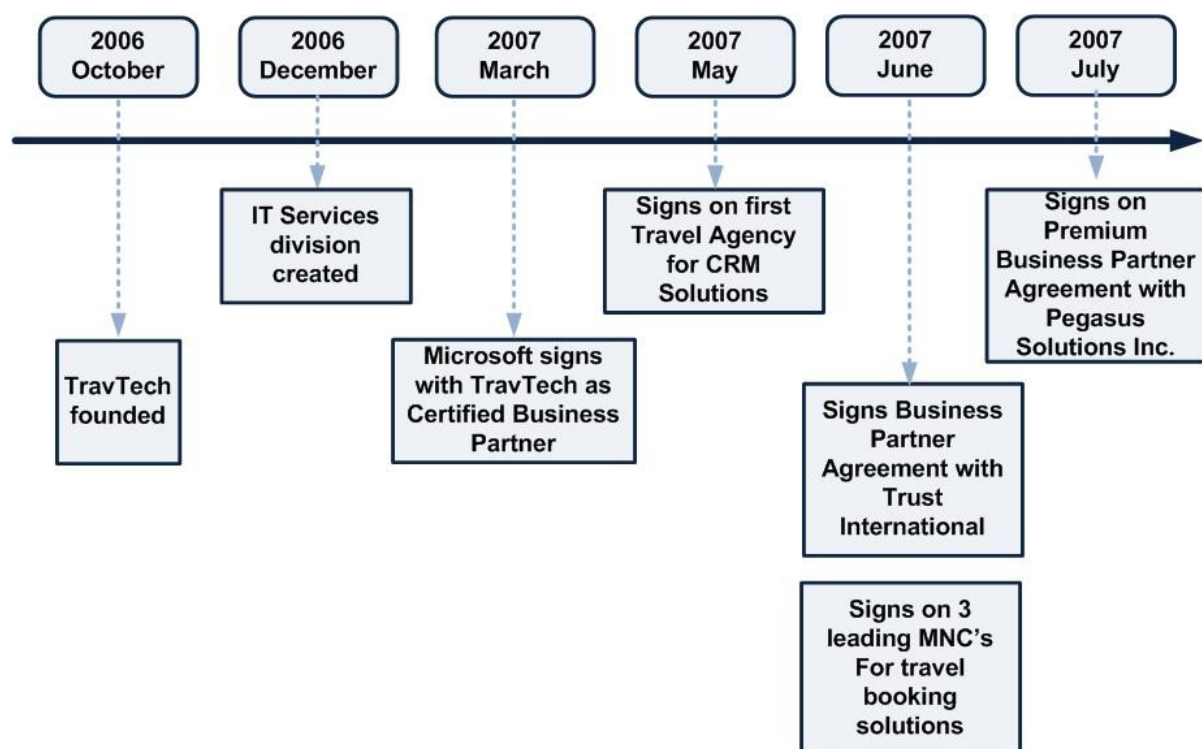
The document contains confidential and proprietary information of TravTechTM Business Solutions Pvt. Ltd., and its affiliates, subsidiaries, members, vendors and/or suppliers and is being provided to you in response to your request for the sole and exclusive purpose of enabling your company to access its potential business relationship with TravTechTM.

Your confidentiality and review of this document constitutes your agreement to keep this document and its content confidential and that neither the document or its contents will be disclosed to any third party with TravTechTM's prior written approval.

2. About TravTech™

TravTech™ was founded in 2006 and been chosen by corporations, providers, sellers and buyers of travel worldwide.

The company provides distribution, IT and point-of-sale solutions to help its customers adapt, grow and succeed in the fast changing travel Industry. Customer groups include travel providers (hotels, car rental companies and tour operators) and travel buyers (corporations and travellers). Solutions are grouped into four solution categories – Distribution & Content, Sales and e-Commerce, Business Travel Management, Technology and Consultancy.



TravTech™ as a provider of travel technology will power global travel providers with cutting edge technology in partnership with Amadeus and Pegasus Solutions.

TravTech™ will also enable travel providers i.e. Hotel properties and Car rental companies with Central Reservations Solutions (CRS) and enable them to distribute inventory through multiple channels i.e. Internet, Travel Portals, all four GDS's i.e. Amadeus, Galileo, Sabre and Worldspan, all GDS Internet Distribution channels, Call Centres etc.

TravTech™ is presently operated from its Head Office in Mumbai, which houses the development centre, Sales and Marketing and Corporate Affairs. TravTech™ has 30 employees and growing fast. Internal offices are also in the pipeline and will soon be beginning operations in USA, Europe, Middle East and Fast East Asia.

3. Technology Partners

TravTechTM works with leading travel solution and leading partners from across the world.



TravTechTM in partnership with Amadeus Web Services helps you build your business on the internet by helping you power your travel business online. Amadeus also powers the Airline and Car rental inventory for our customers.

Amadeus is not only the leading Global Distribution System (GDS) and the biggest processor of travel bookings in the world, but a leader in delivering a wider range of superior technology to help tackle the issues you face.

Every Amadeus customer uses our modular technology in a different way. From global network airlines to low cost carriers, from multinational travel agencies to independent hotels; these companies use our technology to create effective commercial environments, make their business processes more efficient and give themselves a competitive advantage.



TravTechTM is the Premium Business Partner of Pegasus Solutions. Using the switch technology TravTechTM builds applications for the Global Travel Industry. These solutions are marketed across the globe as Rezotel. Rezotel's superior architecture allows our customers flexibility to work with their respective business models. This technology also allows plug in to policy compliant booking solutions of TravTechTM.

As a pioneer in the travel technology industry, Pegasus Solutions has a long history of breakthroughs. With the introduction of the SWITCH technology, the world's first electronic switch connecting travel providers and distributors, Pegasus opened up a new world of opportunity for the travel industry. With the goal of creating a wider, more accessible market for travel providers and distributors, Pegasus works to create simple solutions that lead to breakthrough performance for every customer.

Pegasus' vast portfolio of solutions include: reservation, distribution, financial, and representation services. With its endless innovations and reputable customer support, Pegasus has become the largest third-party marketing and reservation provider in the world. Pegasus serves the ten largest U.S.-based travel agencies, eight of the top ten agencies in the United Kingdom, over 60,000 hotel properties around the globe, and more than half of the 50 largest hotel companies in the world. More than a thousand Web sites and services have their hotel reservations powered by Pegasus.



TravTechTM in business partnership with TRUST International provides a comprehensive range of applications and solutions to support every aspect of a hotel group's distribution strategy.

From reservation technology and connectivity to the GDS and IDS, to integrating and managing data in the central reservation system, GDS or call centre, we support the hotel group's sales and marketing activities with the latest distribution solutions.

The range of services includes CRS software, connectivity to all GDS and IDS channels, an Internet booking engine and third party integration to PMS, RMS and CMS systems.

Via TRUST International's operated communication centres located in North America, Europe and The Far East customers in 46 countries are served with private label telephone reservation, concierge and telemarketing services.



HEDNA (Hotel Electronic Distribution Network Association) is an international association focused on identifying distribution opportunities and providing solutions for the lodging industry and its distribution community. HEDNA is able to meet its objectives through:

In association with HEDNA we help hotel chains and properties;

- Optimize the use of current and emerging technologies
- Influence development of current and emerging electronic distribution channels
- Providing an opportunity for an open exchange of information among members
- Educate industry members

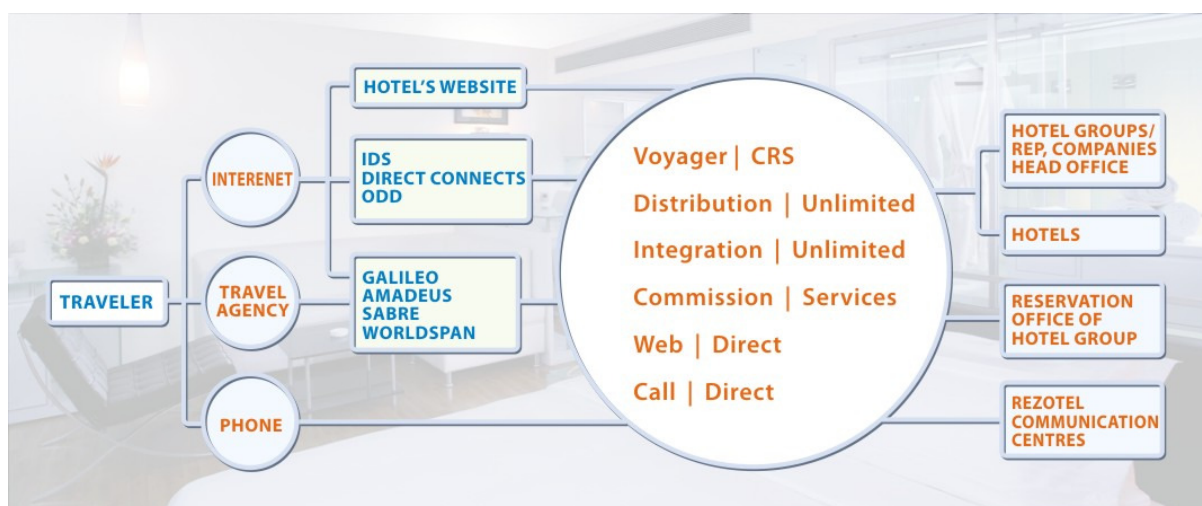
HEDNA is a not-for-profit trade association whose worldwide membership includes executives and managers from the most influential companies in the hotel distribution industry. Founded in 1991, all of HEDNA's activities are intended to stimulate the booking of hotel rooms through the use of Global Distribution Systems (GDSs), the Internet and other electronic means. HEDNA brings all segments of the hotel industry together to evolve systems and services into electronic distribution that is easy and efficient.

Microsoft®

As a Microsoft partner, we appreciate that each business has its own unique requirements. We develop and integrate a wide range of customised business solutions for our clients worldwide. From cutting edge business applications like ERP, SCM, CRM, HRM, & Integrated Accounting Systems to top B2B & B2C portals, TravTechTM has done it all. We provide complete business solutions in areas like intranet, extranet, internet, cluster-based implementation and client-server architecture, Travel Booking Engines to Hotel CRS and Distribution Systems.

4. Hotel CRS and Distribution Solutions.

4.1. Overview:



4.1.1. Voyager|CRS

Powerful yet Friendly Technology

Trust|Voyager CRS is designed specifically to address the challenges of multi-channel distribution, while driving down overall cost-per-transaction. It is highly user-friendly and incorporates sophisticated features and benefits that optimize your hotel reservations system. Some of the features and benefits of the Trust|Voyager CRS include:

Features:

- ▶ Full support of Next Generation Seamless functionality to all GDSs
- ▶ Direct interfaces with multiple property management systems (PMS) such as Fidelio via the Serenata integration platform or MSI, revenue

- management systems (RMS) such as Ideas or Maxims, customer relation management systems (CRM) and other management systems
- ▶ Complete set of unique data maintenance tools that improve service levels and data integrity functions for the CRS Support of sophisticated yield functions such as hurdle rates
 - ▶ Exceptional processing power for simultaneous users and transactions
- Integration of rate and data management tools for GDS and IDS channels

Benefits:

- ▶ State-of-the-art reservation technology with user-friendly and easy navigation
- ▶ Single image inventory for GDSs, IDSs as well as outsourced and own call centers
- ▶ Cost-effective and highest level of security
- ▶ Stable system with fast response time
- ▶ More financial control
- ▶ Frequent software updates
- ▶ Full range of customizable service options
- ▶ Customer participation in ongoing enhancements
- ▶ Improved yields and profitability

4.2. Distribution | Unlimited

What could be more important than having your product seamlessly distributed to all important markets? Not only can you distribute through all four Global Distribution Systems (GDS) with Next Generation Seamless Technology, but Trust International also allows distribution and channel management of your product to an unlimited variety of websites (IDS), call centre reservation agents, and your own hotel brand website. Trust International provides immediate access to all these channels - access that is fast, stable, and reliable. Reach out to hundreds of thousands of travel agents and be at the forefront of internet distribution!

4.2.1 Trust | GDS

Trust|GDS Service provides Next Generation Seamless connectivity (the highest level of connectivity available) to the 4 major GDSs: Galileo, Amadeus, Sabre and Worldspan. Member hotels are accessible from over 500,000 travel agencies worldwide. Trust International provides support services ranging from account coordinators and consultancy on electronic marketing to data maintenance professionals and a dedicated GDS Helpdesk.

Features:

- ▶ Real- time, online interfaces with the 4 major GDSs: Galileo, Amadeus, Sabre & Worldspan; as well as other Internet sites powered by the GDSs
- ▶ Next Generation Seamless GDS connectivity - highest level of connectivity available
- ▶ Private Label service under a unique GDS Chain Code or Trust's own Umbrella Code service using a generic chain code (YH) for multiple small hotel groups
- ▶ GDS Helpdesk to provide support to travel agents & hotels
- ▶ Electronic Marketing, consultancy & reporting
- ▶ Rates and room types maintained in GDS databases, including security tables for negotiated rates, with automated tools such as Easy Access Plus Rate Manager from Wizcom
- ▶ Hotel Descriptive data maintained in GDS databases using the automated tool Easy Access Plus HOD (Hotel Descriptive Content Tool) from Wizcom
- ▶ Chain information pages maintained in GDS databases
- ▶ Complete history log of all GDS transactions available
- ▶ Handling of manual review reports for rejected reservations, rates & availability to ensure the highest level of data quality
- ▶ GDS Helpdesk to provide support to travel agents & hotels
- ▶ Account coordinator assigned as single point of contact for all GDS related topics, including consultancy and quality assurance

4.3. TRUST | Connect

Trust|Connect - an advanced interface solution - offers an easy and inexpensive integration answer for your 3rd party system to the Trust|Voyager CRS. It allows data exchange between the Trust|Voyager CRS and various third party systems: Property Management Systems (PMS), Revenue Management Systems (RMS) and other databases that may share data with Trust|Voyager. i.e., reservations for your hotel, received from any booking channel, can be easily made available to your PMS. Without manual intervention, your PMS or RMS is linked to your CRS, helping optimize your distribution strategy. Apart from the exchange of reservation records from the CRS, Trust|Connect is designed to transmit changes in availability and rates from your PMS. The use of an interface helps by saving time and money, reducing errors by limiting human interaction and increasing revenue opportunities by streamlining communication to and from your distribution channels.

Depending on the third party system and your needs, Trust|Connect is available as an one-way reservation or profile download solution or a rich two-way solution, allowing the download of reservations and the upload of rate and availability status information to the Trust|Voyager CRS and onwards to the various distribution channels.

Platinum Member of HTNG

Ongoing investments in cutting edge technology and our leading role in developing industry-wide standard interfaces through such groups as HTNG and OTA are leveraging this role. We proudly point to our longstanding and committed partnerships with market leading and respected PMS and RMS providers. Depending on the provider's technology and interface design, Trust|Connect is available in various file formats including generic XML, HTNG, OTA XML or OXI XML format. Trust|Connect can accommodate most individual requirements and additional customization is also available.



HTNG's certification program is now fully operational. It is the industry's first program that certifies compliance of products against industry standards of interoperability and design. The information available to buyers and to other vendors provides assurance that products can interface easily, and delineates the key functions that each certified product can support.

Trust International's Trust|Voyager CRS and Trust|Connect v1.0. product has been newly certified to HTNG's Property/Distribution Solution 2007a specification.

4.3.1. Current Interfaces in Place:

Between Trust|Voyager and PMS Provider (one way and two way interfaces)

PMS/CRS	Version	Reservations (inclusive of profiles)	Rates	Group rates	Room Type availability	Rate Type availability	Segment Type Availability	Group room/rate availability	
Fidello	V6 – V7	↓ ↑	↓ OR ↑		↑	↑			
Fidello	V8	↓							
Opera	V2	↓							
Opera	V3-V4	↓ ↑	↓ OR ↑		↑	↑			
ASA	NA				↑				
Galaxy	LightSpeed 2.5 / Galaxy UX 3.2.11.2	↓			↑	↑			
Hotel Concept		↓							
INNSIST	V8	↓							
Medasys	Proprietary	↓							
MSI	DOS-PM	↓	↓		↑				
MSI	WIN-PM	↓ ↑	↓	↑	↑			↑	
NEC	NEHOPS AG	↓							
Nuconga		↓	↑		↑	↑	↑		
PAR Springer Miller	V15.010720 and V16.0x	↓	↓ ↑		↑	↑			
PHOBS	V1.6.0	↓	↑		↑				
Pelican		↓	↑		↑				
Protel		↓							
RedSky IT (Ramesys)		↓	↓		↑				
RoomKey		↓	↑		↑	↑			

Between Trust|Voyager and RMS Provider

- ▶ IDaaS
- ▶ Easy RMS

Between Trust|Voyager and Content Provider

- ▶ Lanyon's Content Control Center
- ▶ Leonardo's Digital Management Asset Platform

4.4. Commission | Services

Trust|Com - a module of the Trust|Voyager CRS, is the central commission payment plan for monthly settlement of travel agency commissions. It offers you a complete solution for all commission payments. This means all bookings received via Trust|Voyager CRS, but also bookings received via other sources or directly on property, can be processed via Trust|Com. All your travel agents are guaranteed to receive their commissions on time.

Features

- ▶ Consolidation of all reservation related data by Trust International
- ▶ Payments issued in each agent's local currency and drawn on a national bank
- ▶ Performance of detailed quarterly checks on authorized commission payments
- ▶ Complete service package included: helpdesk, quality check, claim service etc.
- ▶ Bi-weekly commission payments to travel agencies
- ▶ Reporting on a monthly basis for the hotels reduces costs, saves time and simplifies procedures in the hotel's accounting departments.

4.4.1. How it works

- ▶ On the client's behalf, Trust International consolidates the data, issues the payments and reports on a monthly basis.
- ▶ Travel agencies receive commission checks drawn on a national bank bi-weekly in local, or requested, currency.
- ▶ A statement including all reservation details is automatically sent to travel agents along with the payments.
- ▶ The service can be used as an individual module within the Trust|Voyager CRS or as a direct interface between your PMS commission module (e.g. TAP module from Micros-Fidelio) and the Trust|Voyager CRS

Benefits

- ▶ By using Trust|Com, you will save time and money on commission payments to travel agencies. Plus, you will eliminate bank charges as we take care of all payments. Money management is made easy because your expense procedures are predictable with only one monthly payment to us.
- ▶ Manual workload and costs reduced significantly in your accounting department
- ▶ Less complicated and more cost efficient payments of global commissions
- ▶ Hotelier remains in full control of commission payments
- ▶ Prompt and punctual payments generate a positive brand awareness of the hotel company with the travel agent community
- ▶ Service is free of charges for travel agents which will increase customer loyalty
- ▶ Consortia can receive centralized payment to a specific office, if desired.
- ▶ Your travel agencies will also benefit from the efficient dispatch of commissions because they will never have to wait for their commission payments.

- ▶ Travel agents are THE opinion leader in your electronic distribution process. Agents who receive their commissions from your hotel group punctually and reliably will develop a positive brand awareness towards your chain.

4.5. WEB | Direct

Increase revenues and guest conversion with our new dynamic Internet Booking Engine Trust|Booker 1.0. Customize your website's booking capability to your needs and provide guests with direct access to your product via the most cost effective distribution channel - your own!

Trust|Booker 1.0 answers the needs of hotel groups to market their hotels online. Completely revised, this Internet Booking Engine offers powerful configuration options for both, functionality and style, using a highly flexible component architecture that combines performance, attractive designs and usability proven navigation. You decide how Trust|Booker 1.0 looks and which information shall be provided to your guest!



- 5. RezotelTM** a sales and marketing division of TravTechTM Business Solutions empowers a mix of hotels to maximize their brand recognition and realize their full sales potential.

As a joint initiative between TravTechTM Business Solutions Pvt. Ltd. and Trust International, TravTechTM has extensive experience and resources to take your company to the forefront of an increasingly competitive marketplace.

We begin with a deep understanding of your distinctive identity and vision. We complete the picture with our services and then globalize its reach. The results are increased revenue, greater brand recognition, and improved value for your company.

5.1. Rezotel | Dedicated Sales and Marketing Support

The RezotelTM sales team acts as an extension of your staff to carry out the following services:

- ▶ Co-development of sales strategies
- ▶ Delivery of monthly sales activity reports
- ▶ Market trend evaluations Assistance with PR and joint sales calls
- ▶ Recommendations for pre-opening market development, repositioning, and development of new brand identity
- ▶ TravTechTM / RezotelTM Account manager shall work with the Hotel Managers with Sales Targets and Promotions.
- ▶ Sales activities and results will be monitored every fortnight.
- ▶ Reports will be provided to the hotel property every fortnight and as required on need basis.

5.2. Rezotel | Corporate and Transient Rate Management

The Rezotel sales team solicits, secures, and administers new and current corporate rate management programs on behalf of your company by:

- ▶ Obtaining new, incremental business opportunities
- ▶ Utilizing RFP management tools to facilitate corporate and consortia programs
- ▶ Ensuring corporate rates are loaded accurately in the GDSs, including precise and appropriate descriptions
- ▶ Liaising with corporate travel managers and communicating updated information from and to the hotels
- ▶ The TravTechTM / Rezotel Account Manager will be responsible to bring in more corporate business for the hotel in coordination with

the Hotels Sales Account Manager in order to avoid clash of business.

- ▶ TravTechTM / Rezotel will also be responsible to bring in business from Travel Agents and Consortia's from India as well as other International Markets.

5.3. Group Sales Leads

By utilizing our extensive network of group and meeting planners around the world, Rezotel provides your company with profitable group leads. The service results in incremental room, food and beverage, and meeting room revenue.

5.4. Rezotel | Voice

We provide customized support, including individual scripts that can be tailor-made to complement your brand. Moreover, our call environment has programs that will afford redundant, redirect, and uninterrupted services during disaster related situations. We have internal quality control policies to ensure all services meet your level of satisfaction.

In addition to reservations processing, we are equipped to offer other voice related programs, such as a customer loyalty helpdesk, special promotion services, and more.

Whether you wish to outsource your voice services entirely or complement your existing services with overflow and after-hour options, RezotelTM voice support will meet your needs.

5.4.1. Inbound Services

- ▶ Handling of incoming calls, 12 hours a day, 6 days a week, except Sunday.
- ▶ Call forwarding and reservation-related support to travel agents, companies and private callers
- ▶ Support Hotel Properties with any product queries
- ▶ Travel Agents hotel support with regards rates and reservations.
- ▶ TravTechTM / Rezotel Reservation Desk will accept reservations from Travel Agents, Corporate and Direct Customers.
- ▶ The Reservations received at the Rezotel Call Centre shall be sourced seamlessly through the Voyager Hotel CRS allocation.

5.4.2. Telemarketing

- ▶ Postage of printed reservation confirmations
- ▶ Storage and mailing of hotel brochures, directories and other marketing materials
- ▶ Attention to customers' special requests
- ▶ Calling Travel Agents for Reservation, Support and Promotions.

5.5. Concierge

- ▶ Reservation-related support to travel agents and other callers
- ▶ Offering special services to hotel guests, such as transfers, dinner reservations, VIP-attention, extra bed and event information

5.6. Private-label Chat and Call Back Services

- ▶ Chat or Call Back Services to support your Internet strategies
- ▶ Full integration of chat button on your Internet booking engine to enable online-customers to contact our agents for immediate assistance during the booking process

5.7. Service Level

- ▶ Typically 80% of the incoming calls are answered within 20 seconds.
- ▶ Excellent performance in answering times and call conversion guaranteed.
- ▶ Concierge and Telemarketing service activities are executed within 24 hours.
- ▶ All services are handled by courteous, experienced and highly-dedicated staff

5.8. Training

- ▶ Continuous in-depth and professional agent training including reservation, rate management and inventory. These trainings are free of cost. However should TravTechTM need to provide training at the hotel property the travel expenses will be borne by the client (hotel property / chain)
- ▶ A separate training program for senior management staff shall be provided as well.
- ▶ Regular call monitoring and mystery calls are in place to do quality checks.
- ▶ Basic Training syllabus shall cover Voyager Hotel System Set-up as mentioned below.
- ▶ Should the hotel require refresher courses TravTechTM shall arrange for through WebEx or at the hotel property.
- ▶ TravTechTM shall update with training during Schedules Product Enhancements twice a year through WebEx.

5.9. Training Schedule

DAY 1:

- ▶ Overview of Voyager Hotel
- ▶ Content Management - Overview
- ▶ Policy Settings
- ▶ Receiving Reservations
- ▶ Hotel Profile

DAY 2:

- ▶ Availability Management
 - ▶ Rate Management
 - ▶ Commission Processing

6.0. Customers:

We service leading hospitality companies worldwide - be it a global hotel group, Representation Company, marketing association or Regional Corporation.

Partial list of Hotel Customers through TravTechTM;

Hotel	City
Sahara Star	Mumbai
Peninsula Grand	Mumbai
The Residence Hotel	Mumbai
Krishna Palace	Mumbai
Hotel New Bengal	Mumbai
Ramada Powai	Mumbai
Hotel Sahil	Mumbai
Hotel Tunga	Mumbai
St. Larn Business Hotels	Pune
St. Larn Suites	Pune
The Pride Hotels	Pune
The Pride Hotels	Ahmedabad
The Cambay Sapphire	Ahmedabad
The Cambay Spa & Resort	Ghandinagar
The Pride Hotels	Nagpur
The Pride Hotels	Chennai
Le Waterina	Chennai
Sun Kissed Resorts	Goa
Hotel Lagoa Azul	Goa
Hotel Marinha Dourado	Goa

Hotel Riveira De Goa	Goa
Hotel Sun City	Goa
Hotel Maia Beacon	Bangalore
Hotel Golden Palms	Bangalore
Goldfinch	Bangalore
The Ffort Resort	Kolkota
Hotel Mathura Palace	Mathura
Katriya Hotel and Towers	Hyderabad
Katriya De Royal	Hyderabad
Goldfinch	Mangalore
The Cambay Palm Lagoon	Kerala
The Cambay Spa & Resort	Jaipur
The Cambay Boutique Hotel	Gurgaon

Trust International Customers;

- ▶ Abba Hotels
- ▶ AC Hoteles
- ▶ Amerisuites
- ▶ Banyan Tree Hotels & Resorts
- ▶ Dorchester Collection
- ▶ Four Seasons Hotels & Resorts
- ▶ Global Hyatt/ Select Hotel Group
- ▶ Global Hyatt/ US Franchise Systems
- ▶ Inn Select Intercontinental
- ▶ Jolly Hotels
- ▶ Langham Hotels International
- ▶ The Leading Hotels of the World
- ▶ Mandarin Oriental Hotel Group
- ▶ New Otani Hotel Group
- ▶ NH Hotels
- ▶ Oberoi Hotels & Resorts
- ▶ OneTech Solutions
- ▶ PANA Hotels
- ▶ Okura Hotels & Resorts
- ▶ Rocco Forte Collection
- ▶ Ramada Worldwide
- ▶ RCI
- ▶ Small Luxury Hotels of the World
- ▶ Starhotels
- ▶ Swissôtel Hotels & Resorts
- ▶ Taj Hotels, Resorts & Palaces
- ▶ TravTechTM Business Solutions Pvt. Ltd.
- ▶ West Paces Hotels
- ▶ WORLDHOTELS
- ▶ Your Hotels Worldwide
- ▶

7.0. Trust Voyager Hotel Implementation Process

- ▶ Agreement Sign off from both parties
- ▶ TravTechTM shall provide the Hotel a Start-up form which will enable Trust to prepare a Shell in the Voyager|Hotel.
- ▶ Training dates and venue is confirmed. The training would be scheduled for two days
- ▶ Once the shell is ready, Content is loaded alongside Rates and Availability.
- ▶ Content is confirmed and uploaded in the database to cutover to a LIVE environment.
- ▶ GDS Switch is now ON.
- ▶ Hotel bookable now on all 4 GDS and IDS channels.
- ▶ TravTechTM will monitor the hotels reservations and data regularly and call the hotel daily for any assistance.
- ▶ TravTechTM Global Help Desk is available for any queries or support thereon.

8. Commercials:

- ▶ Hotel shall use TravTechTM as the exclusive Technology Solution Provider at all their office locations.
- ▶ Hotel shall contract services to TravTechTM for a minimum period of 3 years.
- ▶ TravTechTM shall provide all necessary support and training.

Service Fees & Charges for GDS, IDS, Standard & Premium Channel Websites				
Fee	Unit	Frequency	All Fees in USD	Date to be invoiced
TRAVTECH, Trust Voyager Software Implementation Fee	Per Property	Per Annum	Fees Waived	N / A
TRAVTECH, Trust Booker (Hotel Website Booking Engine, <i>without Payment Gateway</i>), Implementation Fee.	Per Property	Per Annum	Fees Waived	N / A
Trust-GDS/IDS/Web Booking Engine Without Payment Gateway: Hosting, Maintenance & Distribution Fees.	Per Property	Per Annum	\$600.00	On Signing Agreement
Trust-GDS/IDS/Web Booking Engine With Payment Gateway: Hosting, Maintenance & Distribution Fees.	Per Property	Per Annum	\$700.00	On Signing Agreement

TRAVTECH, Trust Voyager Software Reservation Fees				
Fee	Unit	Frequency	All Fees in USD	Date to be invoiced
IDS: Reservation Fee From Premium Channel Websites	Per Net Reservation	Monthly	\$12.00	At the end of each month
GDS: Reservation Fee	Per Net Reservation	Monthly	\$12.00	At the end of each month
Call Centre (Central Reservation Office): Reservation Fee	Per Net Reservation	Monthly	\$12.00	At the end of each month
Hotel / Property Website (Without Payment Gateway): Reservation Fee	Per Net Reservation	Monthly	\$12.00	At the end of each month
Hotel / Property Website (With Payment Gateway-Optional): Linkage & Distribution Fee Through Voyager CRS + Reservation Fee	Per Net Reservation	Monthly	\$8.00 + 6% of Total Transaction Value	At the end of each month

OPTIONAL FEES				
TRAVTECH Commission Processing Charges - For Travel Agent Commissions Worldwide				
Fee	Unit	Frequency	All Fees in USD	Date to be invoiced
Lanyon RFP Content Control Center Minimum 3 Years Contract	Per Hotel	Per Annum	\$700.00	On Signing Agreement and thereafter on renewal of agreement
Lanyon RFP Content Control Center Minimum 1 Year Contract	Per Hotel	Per Annum	\$900.00	On Signing Agreement and thereafter on renewal of agreement
TRAVTECH, Trust Com Activation + Deposit	Per Hotel	One-time	\$25 + \$300	\$300 Refundable Deposit
TRAVTECH, Trust Com Transaction Fee/ Commission Delivery Charges (Self Service Processing)	Per Transaction	Monthly	\$1.00	At the end of each month
OTHER OPTIONAL FEES				
TRAVTECH, Trust CRO (Central Reservation Office Module)	Per Hotel	One-time	\$125	On Signing Agreement
Fax Delivery Fee (Only If the hotel does not acknowledge reservation within 24 hours, this fee will be applicable)	Per Transaction	Monthly	\$1.50	At the end of each month

9. Account Management:

Hotel will be assigned with a dedicated Account Manager with TravTech™ Business Solutions and in all those markets where TravTech™ has established or will establish a presence. Such Account Managers will be experts in Hotel Distribution and online travel management and the portfolio of Trust and TravTech™ Solutions.

Key Contacts:

Piccadily Group Hotels
Mr. Dhiraj Kukreja
GM
gm@piccadilylucknow.co.in

TravTech™ Business Solutions
Zubin Bilimoria
CEO
+91 9987270009