

CONTRACTED B2B WHOLESale RATES

2010/2011 WHOLESale RATES CONTRACT



ecomantra

Connect to nature

'ECOMANTRA NATURE ADVENTURES PVT. LTD.'

WITH ECO LODGES / GREEN TRAVEL SUPPLIERS

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Ecomantra Nature Adventures Pvt. Ltd.

'The Ecomantra Nature Adventures Pvt. Ltd.' is a B2B wholesale Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges and its primary business is also to deal directly with the end consumer (the "Eco Traveller")

This contract is between the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges and 'The Ecomantra Nature Adventures Pvt. Ltd.', where both parties are acting as Independent Contractors. / USD We contract directly as our primary business with the Eco Traveller for the sale of sustainable travel products, services, support components etc. except as otherwise mentioned. We are not a travel agent and we are not acting as a travel agent. We contract only with a Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges for the sale of its sustainable travel products, services, support components etc via Ecomantra's network of contracted Sustainable Travel Agents and Responsible Ecotourism Operators. / USD

A Sustainable Travel Agents and Responsible Ecotourism Operators establishes a credit line by conforming to our and our partner suppliers and properties credit terms whereby they are provided with a credit line ("Credit Line") to access Ecomantra inventories through its proprietary online reservation system, book properties and ground services at best possible wholesale rates and receive instant email and sms confirmations. Once the credit line is established the Sustainable Travel Agents and Responsible Ecotourism Operators are deemed as a "Credit Customer".

Sustainable Travel Agents and Responsible Ecotourism Operators obtain a Credit Line by floating deposit or a bank guarantee (issued by an internationally recognized bank), equivalent to the value of one month's purchases along with the completed credit application. A credit line for the value of the floating deposit or bank guarantee is then established and the Sustainable Travel Agents and Responsible Ecotourism Operators are then provided with a Primary Administrator login ID and a password.

The Primary Administrator can subsequently create, activate or suspend as many users (both internally and externally) under the same company code and the Credit Line. The Primary Administrator is responsible for maintaining and monitoring the activities of all users and for all bookings, payments and cancellation penalties incurred by its users and clients.

A user management module is available on the home page to create, edit or suspend users as appropriate and individual user rights and mark ups for each user can be controlled by the Primary Administrator.

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1. BOOKINGS & RESERVATIONS PROCEDURES

Travel Agency Login ID and Password

To contract and form an affiliation with us and create a login ID and password to access our online reservation system available at www.Ecomantra.net, you must be a travel agent, tour operator, an airline, bus or car rentals, partners or resellers providing ground services to its customers (a Travel Company). We sell Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges and their various sustainable travel products, travel services or support sustainable travel products, services, support components etc. for onward sale by the Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators to an Eco Traveller. We do not necessarily supply, own or control the actual sustainable travel products, services, and support components etc. which are to be sold. We purchase or contract them from Responsible Travel & Tourism Suppliers including eco lodges, hotels, apartments, resorts, airlines, bus or car rentals and similar companies that do.

Common Booking Procedures

Our contract for the sale of sustainable travel products, services, support components etc. is with the Travel Companies, Travel Agencies and Tour Operators. / USD A Eco Traveller purchasing sustainable travel products, services, support components etc. contracts with the Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators and not us (unless they are buying from Ecomantra directly) or our partner Suppliers and Properties. The Onward Sale of sustainable travel products, services, support components etc. is the responsibility of the Travel Companies, Travel Agencies and Tour Operators. / USD

We do not accept any liability for B2C Sales made by Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators to the Travellers nor do we accept liability for anything which may go wrong with a travel component excepting when it's sold by Ecomantra directly to the traveller.

We are not responsible or liable for any dispute between the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges **and** Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators or their clients – 'Traveller' arising from the Onward Sale of a travel component by the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges to a Eco Traveller via Travel Companies, Travel Agencies and Tour Operators. / USD If any claim is made against Ecomantra following an Onward Sale by its Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators or the Travellers than the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges will indemnify us against all losses, fees, expenses and costs arising as a result of that claim. We are not liable to indemnify a Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges or Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators other than in relation to any personal injury or death caused by our negligence.

In particular we are not liable to indemnify a Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators against any negligence, failing, fault or omission on the part of any supplier, owner or controller of any travel component Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges or vice versa.

- (i) All applications for provisional or confirmed reservations made by the Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators by way of letter, facsimile, telex, voucher or e-mail addressed to Ecomantra.

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- (ii) No reservation is deemed made unless acknowledged and accepted in writing by Ecomantra.
- (iii) Provisional reservations are typically held for 14 days, after which the booking is automatically released.
- (iv) The Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators has to provide Ecomantra with the following information in respect of any reservations made:
 - a. Complete Details of the Properties as required in the Property Form in the Annexure
 - b. Number and category of rooms available.
 - c. Check in and Check out time

Bookings from Allocations

The Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges, and Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators will receive immediate confirmations for sustainable travel products, services, support components etc. that are shown as available.

The booking is instantly sent to the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges to update the booking with their reference number. This is automatically updated on the booking reference and may be viewed online.

Bookings on Request

A booking is considered to be **On Request** when our allocations are exhausted or the rate has expired. The booking is automatically sent directly to the Supplier who has the option to either accept or deny the request and every attempt is made to confirm the requested service on the contracted rate. The Supplier will also be given the option to confirm the booking on a different rate or room type. If rooms are not available on a different rate or room type the requested service is **denied** and we will attempt to offer an alternative property in the same category, location and price range.

When an **On Request** booking or an **Alternate Property** is confirmed the Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators accepts the confirmation prior to the Cancellation Deadline or the booking is automatically released without penalty. An email confirmation is sent by the system to confirm acceptance.

Booking Procedures for Eco Lodges / Eco Hotels / Home Stays & Apartments

At Ecomantra, Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators are allowed reservation a maximum of 5 rooms and up to a maximum of 30 nights per stay can be booked online.

If 6 rooms or more are requested it is considered a group booking and the system will automatically redirect the request to the Group RFP (request for proposal) module.

HOTELS

- (i) Eco Lodges / Eco Hotels / Home Stays are classified as 5 star, 4 star, 3 star and 2 star. The classification is provided to us by the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges of the hotel component and we try to validate and authenticate this information. We cannot be held responsible for wrong and inaccurate information provided to us by the supplier. Images, descriptions and a list of amenities/facilities are also provided and this information is obtained from the Supplier of the hotel component.

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- (ii) The number of guests on the booking must equate to the room category e.g.: Single - 1 Adult, Double or Twin - 2 Adults, Triple - 3 Adults and Quad - 4 Adults. Extra beds for adults and children can also be requested and the system will automatically scan the database and display Eco Lodges / Eco Hotels / Home Stays with room types and categories that match the search criteria of the number of occupants allowed in the room as per the request.
- (iii) If children are being booked, the child ages are specified. In most cases the breakfast for children are not included in the rate especially when a child sharing the room is free of cost.

Rates for Eco Lodges / Eco Hotels / Home Stays are quoted per room, per night and may be as follows:

- Room only
- Bed & Breakfast (CP)
- Bed, Breakfast and Dinner (MAP)
- All Inclusive of all stay and all meals (AP)
- All Inclusive of all stay, all meals, all airport transfers, all excursions and eco adventures as indicated, and all government taxes (All Inclusive – AI)

The meal rates for adults and children and the type of meal available can be booked by selecting the number of additional types of meals to be booked. The rates must be quoted per meal, per person and are net commissionable or non-commissionable (please specify) and inclusive of taxes and service charges, except on MAP or AP or AI based packages.

APARTMENTS

- (i) Apartments are classified as Luxury, Superior, Standard and Budget.
- (ii) The classification must be provided to us by the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges of the apartment component and we endeavour to validate and authenticate this information. We cannot be held responsible for wrong and inaccurate information provided to us by the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges. Images, descriptions and a list of amenities/facilities are also provided and this information is obtained from the Supplier of the apartment component.
- (iii) The maximum number of guests on the booking must equate to the apartment room type e.g.: Studio - 2 Adults, 1 Bedroom - 2 Adults, 2 Bedrooms - 4 Adults, 3 Bedrooms – 6 Adults, 4 Bedrooms – 8 Adults and 5 Bedrooms – 10 Adults. Extra beds for adults and children can also be requested and our system will automatically scan the database and display apartments with apartment room types that match the search criteria based on the maximum number of occupants allowed in the apartment room as per the request.
- (iv) If children are being booked, the child ages are specified. In most cases the breakfast for children are not included and is specified in the tariff notes at the time of booking.

Rates for apartments quoted per apartment type as follows:

- Daily – 1 night
- Weekly – 7 nights
- Monthly – 30 nights

Group Travel Policies

- (i) The Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators are entitled to apply to Ecomantra and thus to the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges for a group reservation where the subject matter of the reservation comprises 10 or more full paying guests (herein referred to as “Groups” which definition excludes exclusive use of any of Ecomantra’s Lodges or Hotel / apartment / camp / lodges). Ecomantra will make such a reservation subject to the availability of rooms, taking into account the number of rooms allocated by the Sustainable Travel Agency and / or

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Responsible Tourism Operator and / or Eco Lodges to Ecomantra for the purpose of Group Reservations for the required reservation period.

(ii) A preliminary rooming list in respect of Groups is usually submitted at least 30 days prior to arrival with the final rooming list required no later than 15 days prior to arrival.

(iii) REDUCTION POLICY FOR GROUPS:

The Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges and Ecomantra reserve the right to raise the following charges in the case of a reduction or shortfall of numbers:

- a. Between confirmation and 60 days prior to the Group's arrival, up to 20% of the group's rooms may be cancelled. Any reduction in rooms reserved greater than 20% of the Groups size will incur cancellation fees based upon the value of the reduction of the reservations made by the Operator.
- b. Between 15 to 30 days prior to the Group's arrival, up to 10% of the Group's rooms may be cancelled. Any reduction in rooms reserved greater than 10% of the Group's size will incur cancellation fees based upon the value of the reduction of the reservations made by the Operator
- c. Between 0 to 14 days no reduction on rooms is allowed and cancellation fees is paid based upon the value of the reduction of the reservations made by the Operator.

CUSTOMISED GROUP TRAVEL POLICIES

(i) The Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators are entitled to apply to Ecomantra for exclusive use of a Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges's hotel / apartment / camp / lodge and this reservation will compromise the booking and charging for all the available beds in the Lodge/hotel / apartment / camp / lodge concerned (herein referred to as "Exclusive Groups"). Ecomantra and its agents will make such a reservation subject to the availability of rooms.

(ii) In respect of exclusive Groups, the final rooming list is submitted no later than 30 days prior to arrival.

(iii) REDUCTION POLICY: In respect of exclusive Groups, no reduction is allowed and the full value of the reservation made by the Operator is paid.

(iv) BONA FIDE TOUR LEADER ACCOMPANYING CLIENTS: Special discounts is granted as follows in respect of Bona Fide Tour Leaders accompanying the Operator's Clients:-

<u>Based on paying clients</u>	<u>Tour Leader</u>
15 clients +	Free of charge
10-14 clients	Applicable discounted Pilot rate
1-9 clients	Applicable negotiated contract rate

- a. Ecomantra insists on behalf of the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges that the Tour Leader must be a member of staff actually working on the trip for the group. Subject to availability, the tour leader (on discounted accommodation) may have to sleep in guide's accommodation, which need not be the same standard as the clients' accommodation.
- b. There is a maximum of one tour leader per group and unless otherwise negotiated only one tour leader's room needs to be available per group.

Other General Policies accepted by default with Travel Agents & Tour Operators

PRIVATE VEHICLES

Can be requested and can only be confirmed 14 days prior to arrival. Alternatively, one (1) room can be booked at double occupancy at applicable contract rates and a vehicle should be than arranged

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immediately, if available. An open vehicle or any other special vehicle format request is not guaranteed.

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CHILDREN POLICY

Children of all ages are permitted in hotel / apartment / camp / lodge.

- a. 0 – 2 years described as infant. Infant (s) are accommodated free
- b. 3 – 11 years described as child. Child sharing with 2 adults is charged at 50% of the per person sharing rate.
- c. 0 – 13 years MUST share a room with adult(s) for safety reasons in all experiential properties.
- d. Children between 5 – 9 years may go on game drive at the discretion of the Camp Manager.
- e. Children under 5 years are typically NOT permitted on game drives for safety reason.

REGISTRATION

All guests are obliged on checking-in, to sign a registration and indemnity card reflecting the terms and conditions to which they is subject, and which they will at all times observe, whilst staying in the hotel / apartment / camp / lodges/lodge.

Please be aware that Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators and their travellers are correctly oriented regarding experiential or wildlife holidays. Neither Ecomantra, nor their employees, nor Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators can be held responsible for any injury death or incident on safari or whilst residing in the lodge / hotel / apartment / camp / lodge.

Ecomantra and its Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges cannot be held responsible for delays or additional costs incurred as a result of airlines / charter companies not running to schedule for what ever reason (including but not limited to weather conditions, international flight delays)

HEALTH

Anti-malaria precautions should be shared with us on the system or with the Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators and their clients prior to departure.

INSURANCES

We recommend that all Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators must inform their guests to take out comprehensive insurance cover when paying their confirmation deposit, to cover them for cancellation, curtailment, medical expenses, personal baggage, emergency evacuation back home and money. If you as a Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges have any insurance policy for the benefit of the travellers, please inform us in advance so that we can share the same in our promotions.

CONFIDENTIALITY

All the provisions of this contract shall remain strictly confidential to Ecomantra and to the Supplier

VARIATION OR WAIVERING

Variation or wavering of the Terms and Conditions is at the sole discretion of Ecomantra, except if informed at least 120 days in advance by the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges

OTHER

This contract shall be interpreted in accordance with, and be governed by, the law of India. In this contract, and unless the contents otherwise requires, the singular includes the plural and vice versa and any gender includes the other genders.

MINIMUM STAYS IN ECO LODGES

All hotel / apartment / camp / lodges in the Ecomantra portfolio are typically subject to a two night minimum stay. Please inform us if there are any exceptions to this rule.

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2. CANCELLATIONS, NO SHOW, AMENDMENTS AND REFUNDS

Confirmed bookings can be cancelled or amended without any charges prior to the cancellation and amendment deadline.

Rates for transfers and tours are either by private vehicles or scheduled. For private vehicles, the rates must be quoted "per vehicle" up to the maximum capacity of the vehicle. For scheduled transfers and tours, the rates must be quoted for the total number of passengers and varies on the type of vehicle used.

For each service booked and confirmed the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges are provided with a cancellation or amendment deadline along with the any cancellation charges that will apply if cancelled or amended after the deadline. Ecomantra's Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges understands and agrees that to avoid cancellation or amendment penalties, the confirmed travel component should be cancelled or amended before the date and time specified on the cancellation and amendment deadline. Bookings cancelled or amended after the cancellation and amendment deadline and before the check in date are automatically invoiced with the cancellation or amendment charges.

Cancellation or Amendment

If a booking is cancelled or amended after the cancellation or amendment deadline the charges is displayed. On acceptance of the charges the booking can be cancelled or amended and the system will automatically generate an invoice for the charges.

The Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators are required to contact our reservations department in writing if a booking is to be amended or cancelled after the check in date. Normally this can attract a minimum of 1 Night to 100% charges as per the Supplier's booking policy.

Reservations cancelled are charged as indicated herein below:

- (i) Between 60 and 31 days prior to arrival a 25% cancellation fee is charged.
- (ii) Between 30 and 15 days prior to arrival a 50% cancellation fee is charged.
- (iii) Between 14 and 0 days prior to arrival a 100% cancellation fee is charged
- (iv) Low and High season: 1 night of accommodation fee apply for cancellation less than 7 days.
- (v) Peak season: 1 night of accommodation fee apply for cancellation less than 14 days. Late Arrived and No-Show Policy

Cancellation fees are calculated on the contact rate per person and on the total value of the reservation(s) made

No Shows

Bookings cannot be cancelled or amended after the check in date. Ecomantra's Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators understand that request needs to be made in writing to our reservations department to action these requests.

NO SHOWS

- a. No shows normally attract a minimum charge of 1 night to 100% charges as per the suppliers booking policy.

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- b. No show without any informs is charged as arrival as usual. Informed of late arrived or change the Check In date of the rest days will apply under the rule of cancellation policy.

LATE ARRIVALS OR EARLY CHECK OUTS

- a. Late arrived without any informs is charged as arrive as usual. Informed of late arrived or late arrived or change the Check In days will apply under the rule of cancellation policy.
- b. Early Check Out: Minimum of 1 night or 100% of accommodation fee apply for all early check out as per the supplier's booking policy.

MINIMUM STAYS

- a. The system will automatically apply the minimum stay restrictions imposed by the Supplier and display the rates and availability for the period of the minimum stay even if the request is for a period less than the minimum stay.

Refunds

- (i) Should any client arrive late or request an early departure, no refund is granted.
- (ii) Whilst Ecomantra and its Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges will ensure that all anticipated accommodation is available as planned, there shall be no claim of any nature against Ecomantra or Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges by Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges of their clients for a refund, either in part or whole, if any accommodation and or excursion is unavailable and a reasonable alternative was found – or if guests were unable to make use of the service for any reason.
- (iii) Refund requests will only be processed if received in writing within 30 days from the completion date of the travel component.
- (iv) Refund requests for partially utilized services are not processed unless we receive written proof from the Supplier that the guest has not utilized all the services in full as specified on our final confirmation and the Supplier confirms in writing that a refund will apply to the un-utilized services.
- (v) Refund requests for fully un-utilized services are processed only when we receive the written request.
- (vi) Refunds are subject to receiving confirmation from our supplier. The refundable amount provided by the Supplier is final including cases when no refund is applicable.
- (vii) A period of 21 days is required from our Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators to process any refund requests. No claims would be entertained after a refund is processed.

Details can be viewed on the Cancellation Report.

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3. CONTRACTED RATES & PAYMENT PROCEDURES

Contracted Rates

- (i) RATES: Indian Rupees or USD currency applies to all nationalities visiting our hotel / apartment / camp / lodges in India.
- (ii) The Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators are entitled to make reservations for accommodation or travel services at the rates quoted in the annexure here to.
- (iii) All amounts can be denominated in Indian Rupees or US Dollars. / USD
- (iv) Unless otherwise specified the terms and conditions are applicable to all hotel / apartment / camp / lodges and lodges within the Ecomantra portfolio.
- (v) The quoted rates vary depending upon whether a reservation is made for the high or low season.
- (vi) Rates are calculated in the currency as per the attached annexure and are inclusive or exclusive as indicated:
 - a. Nightly accommodation at selected hotel / apartment / camp / lodge
 - b. These are usually billed as indicated except if otherwise mentioned or in all Inclusive itineraries
 - 1. All scheduled travel support at lodges, Eco Lodges / Eco Hotels / Home Stays etc/
 - 2. Laundry services.
 - 3. All meals.
 - 4. All alcoholic and non alcoholic beverages
 - 5. Road transfers to/from hotel / apartment / camp / lodge from the nearest airport / railhead / port * excepting in all inclusive itineraries
- (vii) When booking Tailor Made itineraries, all calculations is calculated by using the daily hotel / apartment / camp / lodge rate and by adding the additional component costs as follows:
 - a. National Park Fees.
 - b. Road transfers to and from domestic and/or international airports.
 - c. Beverages if any
- (viii) PILOT / GUIDE DISCOUNTED RATE: Pilot & Guide rates as per the rate sheets. Guide rates are applicable to qualified and registered professional guides.
- (ix) INTERPRETER ACCOMPANYING GUESTS: Interpreters, who by necessity accompany guests on all activities, is charged the applicable contract rate.
- (x) These rates are subject to increase by the amount of any future increases in fuel, currency fluctuations, park fees and/or component costs. Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges will give Sixty (60) days written notice to the Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators and Ecomantra of any future increase and of the consequentially revised rates and any such increases will take effect upon the expiry of such notice period.
- (xi) Each quoted rate is a rate per couple per night sharing with a single supplement, applicable for single occupancy, where indicated on the rates sheet.
- (XII) A per person Christmas supplement applies to stays in India between the 24 December and 1 January of each year (both days inclusive). If the supplier has any such black out or premium dates, please share the calendar at the time of the signing of contract.

Incentives and Loyalty Bonus

Loyalty Bonus

Ecomantra has a policy of providing a loyalty bonus to Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators that is given month-end on the net sale as per the Table below:

Loyalty Bonus to Agencies	Revenue Level Per Month	Loyalty Bonus
Level 1	INR 1,00,000-4,99,999	3.50%
Level 2	INR 5,00,000-15,00,000	4.50%
Level 3	INR 15,00,000 and above	5.00%

Payment Procedures

- (i) Payments are adjusted against the credit deposit, or via NEFT / RTGS or via credit card immediately using the online payment gateway.
- (ii) Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators having credit facility clear Payments within 21 days from the date of invoice and before the outstanding reaches the credit limit.
- (iii) Invoices are issued on the commencement date of the respective service and the value of the invoiced amount is reduced from the available credit to reflect the current available credit on the account in real time.
- (iv) New Bookings is processed if the available credit is above zero.
- (v) If the current available credit is insufficient, the new booking will not be processed and the data entered for the booking is automatically saved. The account is temporarily suspended and the booking will only be reprocessed based on availability and current rates once the account is reactivated. The account is reopened immediately on proof of payment.
- (vi) The Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges reserve the right to cancel all forward bookings if the credit limit is exceed and payment is not made in a timely manner.

Subject to any separate credit arrangements which may exist between Ecomantra and the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges, payment in respect of reservations shall be as follows:-

- (i) A non-refundable deposit upon acceptance of reservations is credited to Supplier account by Ecomantra from the travel agency within seven (7) working days from date of confirmation in respect of the following type of bookings as follows:
 - a. Exclusive Groups : 20% of the total value of the reservations;
 - b. Groups : 10% of the total value of the reservations
 - c. All others : 10% of the total value of the reservations.

Failure to do so can result in automatic cancellation of the reservation(s) being held. Thereafter the balance is payable as follows:-

- a. Exclusive Groups : The final balance of 80% is payable at least 07 days prior to arrival
 - b. Groups : A further 40% of the total value of the reservation(s) is payable at least 14 days prior to arrival and the final balance of 50% of the total value of the reservation(s) is payable at least 7 days prior to arrival of the Group.
 - c. All others : The final balance of 90% of the total value of the reservation(s) is payable at least 7 days prior to their arrival
- (ii) Bookings can also be made in the following currencies:
 - a. INR

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b. US Dollars

The option of changing the default currency to any of the above mentioned currencies can be done at the time of booking a service. Invoices are issued in the currency that the service is booked and payment is made in the same currency that is selected by the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges at the time of booking. If the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges wishes to collect the invoice in a different currency the exchange rates is determined in mutual agreement with 'The Ecomantra Nature Adventures Pvt. Ltd.'.

Note: -

- (i) All rates quoted are net and non-commissionable, inclusive of all taxes and service charges (including ST) along with Rack Rates mentioned to indicate our Maximum Selling Price (MSP).
- (ii) Rates are quoted in the default currency selected by the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges at the time of registration.

Ways Ecomantra Make Payments

Payments are made by cash, demand draft, banker's cheque, wire transfers or Corporate Credit Cards.

ADVANCE CREDIT

This advance payment is made by Ecomantra in the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges designated bank account, if advance credit option is selected by the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges. Ecomantra can make bookings up to the value of the deposited amount and replenish the same when the amount has been utilized.

All Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators using this method of payment clearly follow the prescribed process. Payments are made into our designated bank account by either cash, bank transfer or by cheque.

All Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators using this method of payment clearly follow the prescribed process. Payments are made into our designated bank account by either cash, bank transfer or by cheque. The bank details are attached.

We would like to request that all details must be entered correctly and clearly so as to avoid any delays in uploads.

CASH

1. Paid by ECOMANTRA Finance Department against which we require an official receipt.
2. Deposited into any of the SUPPLIER Bank Accounts as shown below with a copy of the stamped & sealed

Once the payment has been reconciled the amount is uploaded into your Credit Account for use.

BANK DEPOSIT

Demand Draft or Banker's Cheque: Drawn on Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges account

1. Paid by ECOMANTRA Finance Department against which we require an official receipt
2. Deposited into any of the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges Bank Accounts as shown below & a copy of the Stamped & Sealed Bank Deposit Slip is faxed, Mailed or Couriered to the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges

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WIRE TRANSFERS

To any of your Bank Accounts shown below & a copy of the Bank Transfer slip along with the SWIFT / RTGS / NEFT copy is than emailed / faxed to +91.22.42155226

CREDIT CARDS

Ecomantra can pay by our corporate Master/Visa/ card for processing booking on the website. Ecomantra agents can use the agency corporate card or a passenger's card to book. The transaction fee is absorbed by the supplier.

Payments by Credit Card can be made either by automatic IVR or Web links to a maximum amount of INR 5, 00,000 per transaction excluding the bank charges.

The following format is used:

- (i) To: 'The Travel Suppliers and Properties'
- (ii) We Ecomantra Travel Management Company the Visa / Master Card holder, authorize you to charge our Credit Card INR/USD..... , (In words,) towards the Booking / Invoice Number
- (iii) Card Holder Name (As mentioned on the Card):
- (iv) Card Number :
- (v) CVV Number (last 3 numbers on the reverse side of the Card):
- (vi) Expiry Date : (MM/YY)
- (vii) Billing Address : (as per the Card Statement):
.....
.....
- (viii) Attachment required for Mail Order: Front & Back copy of the Credit Card and any Personal Identification copy.

I understand and agree to the cancellation conditions with reference to the above mentioned Booking/Invoice. In case of cancellation, No show or Service Charges, I agree to pay these necessary charges. The information given above is correct.

Card Holder's Signature: Date:

UPDATES

Ecomantra sends regular circulars to all registered Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges and Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators to keep them updated or any updating, revisions or modifications made by the Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges pertaining to fares, cancellation policies, general terms and conditions etc. If you make any changes in your policies, rates, please email salesdesk@ecomantra.in for corrections in emails else we will honour all Sustainable Travel Agents, Partners, Resellers and Responsible Ecotourism Operators bookings at contracted rates. For our general policies, terms and conditions and FAQ's please visit our website www.Ecomantra.net. We have tried to make the above procedures as simple as possible; however, in case you face difficulty anywhere do not hesitate to contact our contract team.

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ANNEXURES

WHOLESALE RATES CONTRACT

The Parties

This MOU is made on 1st of August 2008 between the undernoted parties.

1. M/s Ecomantra Nature Adventures Pvt. Ltd. Pvt. Ltd, represented by Ravi Goel and Mahrukh Goel, both directors.
2. M/s Property / Supplier Pvt. Ltd., represented by

For considerations of initiation and expanding the business both the above parties have decided to work together for commercially beneficial reasons.

Preamble

Ecomantra Nature Adventures Pvt. Ltd. hereinafter referred in this document as Ecomantra is a both B2C and B2B Sustainable Travel Agency and Responsible Tourism Operator and Eco Lodges based in Mumbai, with sales offices in Bangalore and Kolkata as of now.

..... Property / Supplier Pvt. Ltd., hereafter called as. Property / Supplier, having its office/s at.and having its resort property/ies at

The parties hereto now find it mutually beneficial to have a formal understanding between them selves in forming an alliance based on giving exclusive / non exclusive Marketing and Sales rights of. Property / Supplier to Ecomantra Nature Adventures Pvt. Ltd.

2. Premise & Objectives / Details of proposed alliance

- Property / Supplier to be promoted by Ecomantra Nature Adventures Pvt. Ltd. as an Exclusive Distributor, Reseller, Representative, and Promoted Property in Western India including the state of The states of _____ and / or India, and through our partner in other states of India. All the Channel partners is defined and are usually Eco tourism specialists

3. Terms of Agreement

It Is Hereby Agreed As Follows:

1. **Sale and Marketing of. Property / Supplier Pvt. Ltd.**
 - Ecomantra Nature Adventures Pvt. Ltd. is the exclusive / non exclusive / sole / preferred selling concessionaire of. Property / Supplier in the states of _____ and no other GSA or self marketing in these areas would be entertained with out the express consent or knowledge of The Ecomantra Nature Adventures Pvt. Ltd. if it's a sole or exclusive concessionaire.
 - Property / Supplier would ensure that subsequent to sales and marketing, and word of mouth marketing, all customers from these areas that are attracted to. Property / Supplier are catered through Ecomantra Nature Adventures Pvt. Ltd. as its Marketing affiliate only till the period of this MOU

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2. Other Terms and Conditions

- Time of Payment – Ecomantra Nature Adventures Pvt. Ltd. will settle. Property / Supplier's account before the 10th of every month, failing which interest @ 1.00% per month would be credited to. Property / Supplier's account.

4. Details of Understanding and Responsibilities

1. For Property / Supplier, Ecomantra Nature Adventures Pvt. Ltd. will bear the total cost of marketing, sales, advertising and promotion in the states of _____.
2. On any Itinerary and pricing changes, Ecomantra Nature Adventures Pvt. Ltd. should be taken into confidence and informed in advance by a period of at least 6 months. All bookings made before the price changes is honored at the old rates by. Property / Supplier.
3. Facilities for the visitors.
 - Accommodation in ___ cottages / rooms of the eco lodge is provided to the visitors. / USD
 - Property / Supplier F&B department will serve meals as per the menu suggested by Ecomantra Nature Adventures Pvt. Ltd., if required and maintaining the food theme at. Property / Supplier as agreed upon. Special food preferences like Vegetarian and / or Vegan and / or Jain can be / cannot be catered (please specify) at the Suppliers properties and itineraries.
 - Eco Adventures, if any can be suggested / developed mutually by Ecomantra Nature Adventures Pvt. Ltd. & Property / Supplier and is delivered and serviced by. Property / Supplier as per agreement.
 - Pick up and drop charges are covered at Rs. / USD for pick up and drop and is revised as per mutual agreement along with rack rate every year at review time.
 - Guides are of the highest quality and needs to be approved by Ecomantra Nature Adventures Pvt. Ltd. Ecomantra Nature Adventures Pvt. Ltd. might recommend the competencies required including but not limited to good knowledge and tracking skills, great communication skills etc. and. Property / Supplier shall ensure that these competencies are met by their in-house or outsourced naturalists.
1. Ecomantra Nature Adventures Pvt. Ltd. shall prepare realistic target business plans once a year for the purpose of assessing the scope in business. These set targets will have to be reviewed every 6 months for the first year and thereafter once a year. Ecomantra Nature Adventures Pvt. Ltd. will collect and transfer all tariff collected at the office of Ecomantra Nature Adventures Pvt. Ltd. to the Supplier / Eco Lodges as per agreed schedule. We will also hold a review meeting at. Property / Supplier once a year. The Parties will evolve a mechanism for exchange of experiences and expertise for mutual benefit of both the organisations. Ecomantra Nature Adventures Pvt. Ltd. & Property / Supplier shall mutually decide on the Annual Business Targets and niche marketing strategies to ensure that. Property / Supplier meet the predefined annual average occupancy level.
2. Ecomantra Nature Adventures Pvt. Ltd. shall make a separate web page/s or micro sites on. Property / Supplier and separately market. Property / Supplier through at its Ecomantra Nature Adventures Pvt. Ltd. network and marketing setup. Similarly. Property / Supplier will mention Ecomantra Nature Adventures Pvt. Ltd. in on web-site & stating that Ecomantra Nature Adventures Pvt. Ltd. is. Property / Supplier's India and / or state _____ sales office)
3. Corporate Management Programs or Incentive Travel or Meetings, Conferences etc. can be conducted at. Property / Supplier on an exclusive / non exclusive basis by Ecomantra Nature Adventures Pvt. Ltd. in the state of _____ or India. All business whether arising directly through Ecomantra Nature Adventures Pvt. Ltd. or to. Property / Supplier from these

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regions are treated as business provided by Ecomantra Nature Adventures Pvt. Ltd. and is serviced by Ecomantra Nature Adventures Pvt. Ltd.

4. Ecomantra Nature Adventures Pvt. Ltd. might promote. Property / Supplier Resort with a different name (though the name of the resort will remain the same) if it feels that it will enable a better brand positioning in our marketing strategy and definitely if it's a non exclusive contract.

5. Tariff applicable and Payable Agreement

1. **“Accommodation Only”** amount offered to. Property / Supplier owners would be Rs. / U\$D per pax for stay and meals OR Rs. / U\$D per person per day for Stay, meals and activities as mentioned below.
2. The value increase for 2D1N versus 1D1N is ___% i.e. Rs. / U\$D _____ for 2D1N versus Rs. / U\$D _____ for 1D1N.

Days	With activities		Without activities	
	Rack Rate	Net Price to Ecomantra Nature Adventures Pvt. Ltd.	Rack Rate	Net Price to Ecomantra Nature Adventures Pvt. Ltd.
1 Day				
2D1N				
3D2N				
4D3N				

3. Activities have been individually priced as mentioned below

Adventures	Complimentary	Rs. / U\$D per pax rack rate	Rs. / U\$D per pax rack rate	Rs. / U\$D per pax rack rate	Rs. / U\$D 3..... 50 per pax rack rate
<i>Over Land</i>					
<i>Over Water</i>					
<i>Cultural</i>					
<i>Adventure</i>					
<i>Workshop</i>					

4. **“Services Only”** Cost for activities like Guide services for Hiking and Trekking, Massage etc. would be Payable to. Property / Supplier as mentioned in the chart below. Please note that 1 Service person for every 10 pax is required from. Property / Supplier and temporary service person has to be arranged by. Property / Supplier at its own cost for the duration of the customer stay. Please note that Ecomantra Nature Adventures Pvt. Ltd. would include its services charges on the additional services as mentioned above at its own discretion. Please note that any activity that cannot be conducted is reduced from the rack rate OR from the transfer price at ___% lower than the above mentioned rates.
5. **“Complimentary Stay”** for PR and Communication, Agents, Reporters, Competitions, Influence clients, resource people and management of Ecomantra Nature Adventures Pvt. Ltd. is serviced by. Property / Supplier at the discretion of. Property / Supplier and recommendation by Ecomantra Nature Adventures Pvt. Ltd.

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6. Service Level Agreement

Ecomantra Nature Adventures Pvt. Ltd. for. Property / Supplier -

- Ecomantra Nature Adventures Pvt. Ltd. would be the sole / exclusive / preferred / non exclusive / affiliate for Sales and Marketing of. Property / Supplier in The states of _____ and / or India.
- Ecomantra Nature Adventures Pvt. Ltd. would include. Property / Supplier in all its sales and marketing collaterals and services including Website, brochures, campaigns, third party tie-ups and promotions, its marketing and corporate campaign and advertisement in print media or other forms of advertising if its an sole concessionaire or an exclusive.
- Ecomantra Nature Adventures Pvt. Ltd. would provide clear and crisp communication on all aspects of services to the customers including menu and services & logistics expected, and its delivery methods.
- Ecomantra Nature Adventures Pvt. Ltd. would over a period of time provide suggestions, market knowledge, concepts and ideas to the General Manager or owner or both for the purpose of expanding, updating and/or improving the services and marketability of. Property / Supplier Pvt. Ltd. at mutually beneficial terms as and when required as per agreed conditions.

Ecomantra Nature Adventures Pvt. Ltd. for Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges -

- Ecomantra Nature Adventures Pvt. Ltd. will network the property for Corporate Groups only with its existing and future network of agents, resellers, representative etc. across the world at ___% Mark down on Retail Rack rate, and is serviced by Ecomantra Nature Adventures Pvt. Ltd. only till the period of this agreement and its renewal thereafter

..... For Ecomantra Nature Adventures Pvt. Ltd. -

- Property / Supplier would ensure that the retreat and its surrounding are extremely clean, without any litter before the arrival of the customers.
- Property / Supplier would ensure that services and other logistics (For instance clean bed-sheets and blankets, Adequate beds and mattresses, dust-free atmosphere, etc) expected by Ecomantra Nature Adventures Pvt. Ltd. 's and its customers as defined are fully met
- Property / Supplier would ensure that excellent quality of food and services as expected by The Ecomantra Nature Adventures Pvt. Ltd.'s and its customers as defined are provided

7. Date of Effect

This Memorandum of Understanding will come into effect on the date of signature and will remain in force for a minimum period of two years until either side delivers written notification to the other of its intention to terminate the agreement, in which case it will terminate three months after the receipt of such a notification. Any violation/deviation in the above can render the entire understanding null and void.

8. MODIFICATION

The MOU may be amended by mutual consent through a modified MOU between the two Partners.

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9. SIGNATURES

Signed, on the day of September, 2010

For Ecomantra Nature Adventures Pvt. Ltd.

(Ravi Goel)

(Mahrukh Goel)

For _____ The Sustainable Travel Agency and / or Responsible Tourism Operator and / or Eco Lodges

(_____)

(_____)

THIS CONTRACT IS VALID FROM 01/01/2010 TO 31/12/2011 AND IS DEEMED NULL AND VOID UNLESS SIGNED AND RETURNED TO THE ISSUING PARTY.

WE KINDLY REQUEST THAT YOU THOROUGHLY READ THROUGH THIS CONTRACT, COMPLETE THE RELEVANT DETAILS AND THEN RETURN IT TO US VIA POST OR FAX

CONTACT: RESERVATIONS MANAGER ON TEL: 91.22.42155222
OR FAX: 91.22.42155226
E-MAIL: helpdesk@Ecomantra.net

Supplier / Property / Rentals Registration Form

BUSINESS DETAILS

Industry Sector:

Accommodation Tours Car / Bus Rental Excursions Other:

Rating (if Industry Sector is Accommodation):

B&B 1* 2* 3* 4* 5*

Type of Establishment:

Business Leisure Eco Lodge Home Stay Heritage Hotel Concept Hotel
 Serviced Apartments Adventure Resort Religious Spa

Full Legal Name of Business	
Business Trading Name	
Group / Individual	
Business Registration/Licence No.	
Full Business Address	
Nearest Airport / Distance :	Railway Station / Distance:
City / State :	Postal code :
Contact Person's Name :	Position :
Daytime Phone :	Fax :
Email :	Mobile:
Website Address :	

Reservation Contact Details

Name:	Email:
Phone:	Mobile:

Accounts Contact Details

Name:	Email:
Phone:	Mobile:

Name all Properties/Tours to be included:

Relative Positions (Distance from Nearby Places):

SIGNED OFF BY DULY AUTHORISED SIGNATORY:

Name :

Date

Thank you for your application, we look forward to welcoming you to the Ecomantra Nature Adventures Sustainable Travel Community.

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Ecomantra & its Partner's Fees and Charges for Suppliers

Businesses using ECONET TMS System will set a retail price. Ecomantra will charge the following fees on all transactions:

	non exclusive	Sole / Exclusive
Final Agent TAC	10%	15%
Ecomantra Nature Adventures Pvt. Ltd. Aggregation, Consolidation, Marketing & Travel Agent Support by Ecomantra Presale Fee	5%	10%
Wholesaler / GDS Booking Charge, if any	5%	5%
Transaction Fee for Payment Gateway Master & Visa	2.5%	2.5%
EcoNet Online and Offline Distribution Charges	2.5%	2.5%
TOTAL	25%	35%

The invoice is subject to any applicable taxes

I agree (initial)
(Please tick and initial to accept)

CONTACT US

If you have any questions about ECONET TMS System or please call us on +91.22.42155224 between Mon – Fri or email: helpdesk@ecomantra.in

Digital Pictures

Instructions:

- | | Status |
|--|-------------------------------|
| 1 Take 2 digital pictures of each category of room | <input type="checkbox"/> Done |
| 2 Take 2 digital pictures of the front façade of the building or apartment | <input type="checkbox"/> Done |
| 3 Take a few pictures of the adventure activities and activities | <input type="checkbox"/> Done |
| 4 Name the pictures (if the picture is of your standard room, name it "standard room") | <input type="checkbox"/> Done |
| 5 High resolution pictures preferred | <input type="checkbox"/> Done |

Supplier Information Sheet

Short Description of Business:

Give a short 2/3 line description of your property

Long Descriptions of Business:

In about 200-300 words please write a long description of your bed and breakfast. It should contain points about the owners, the B&B, the facilities, neighbouring market, connectivity etc.

Hotel Amenities:

Few examples of hotel amenities: 24-hour Front Desk, 24-hour Room Service, Car Rental Desk, Casino, Coffee Shop, Concierge Desk, Currency Exchange, Doctor on call, Elevators, Health Club, Jacuzzi, Restaurant, Laundry/Valet Service, Parking, Tour/Sightseeing Desk, Wakeup Service, Handicap Rooms, Pool, Business Centre, Bar, Luggage Storage, Kids Club, Golf, Fitness Centre, Spa, conference room

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Room Description and Price

Total No. of Rooms		Room Rates per night *		Meal Plan**
Room Category (E.g., Standard, Deluxe, etc.)		No of rooms	Single Occupancy	Double Occupancy
1				
2				
3				
4				
5				
Extra bed Cost				
Check-in Time:			Check-Out Time:	
<i>*Room rate should be inclusive of Ecomantra Nature Adventures Pvt. Ltd. Fees and all applicable taxes. ** Meal Plans: EP (Room Only basis), CP (Room with complementary Breakfast), MAP (Room with Breakfast, Lunch or Dinner), AP (Room with all Meals)</i>				
Child Policy:				

Describe your rooms, facilities etc briefly

Rooms	Room Description and amenities (facilities like TV, fridge, AC, sofa, breakfast in the morning, flexibility to use kitchen, Room service, Safe deposit box, Internet, High Speed Internet, Wi-fi etc)
Category 1 Room	
Category 2 Room	
Category 3 Room	
Category 4 Room	

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