



THE MULIA, MULIA RESORT & VILLAS
NUSA DUA - BALI

27 February 2019

Mr. Rodrigo Garza
President & Owner
LOZANO TRAVEL DMC, LLC
President & Owner
201. W del Mar Blvd.- Suite 13
78041 Laredo, Texas, USA
Email : rodrigo@lozano.com



Negotiated Contract Rate

**"FAVORITE HOTELS & BEACH RESORTS IN THE WORLD BY CONDE NAST TRAVELER
GOLD LIST USA (2016)"**

Dear Mr. Garza,

We would like to thank you for your interest towards The Mulia, Mulia Resort & Villas - Nusa Dua, Bali as your preferred choice of resort in Bali.

Allow us to highlight our three distinguished unique properties:

The Mulia , Mulia Resort & Villas - Nusa Dua, Bali

With 1000 metres of private, white sandy beaches in the exclusive Nusa Dua area of Bali, The Mulia, Mulia Resort & Villas offer three distinctive properties, showcasing the finest Bali has to offer. **The Mulia**, residing beachfront, offers an unparalleled luxury of 111 Suites, Personal Butlers are available to cater your every need along with an exclusive pool and lounge area. **Mulia Resort**, with Nusa Dua's largest entry level accommodations and world-class dining options including the beachfront, Soleil restaurant. Relax in the sanctuary that is Mulia Spa, or simply indulge in the world's first designated purity reserve in the world. 108 oversized **Villas** are available for those wishing a little extra privacy, and the comforts of home. Ultra luxurious through every detail, each villa also has its own hydrotherapy pool within their landscaped garden.

Based on your clientele and guest profile I have attached our negotiated rates for your perusal and acceptance.

In order to validate this contract, please indicate your acceptance of the term and conditions by returning a signed copy within 7 business days from the date of this letter, failing to do so, the contract offer will automatically expire and become null and void without any further notification.

We look forward to welcoming you and your guests to our Resort and please do not hesitate to contact us should you require further information and assistance.

Yours sincerely,

Andy Dirgantara
Senior Director of Sales



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NEGOTIATED CONTRACT RATES FOR WHOLESALE
PERIOD: 01 MARCH 2019 – 31 OCTOBER 2020
EXCLUSIVELY FOR LOZANO TRAVEL FOR MEXICO & AMERICAS MARKET

Property	Room Type	Size in M2	Published Rate Nett in USD	Contract Rate Nett In USD
MULIA RESORT	DELUXE ROOM			
	Mulia Grandeur	57	460	245
	Mulia Grandeur – Deluxe	57	484	255
	Mulia Signature – Ocean Court	57	551	275
	Mulia Signature – Lagoon	57	599	305
	ROYAL SUITE			
	Ocean Court Suite	83	696	355
THE MULIA	THE BARON SUITE			
	Garden View	105	908	485
	Beachfront View	105	1089	585
	THE EARL SUITE			
	Garden View	130	1,029	535
	Beachfront View	130	1,186	660
MULIA VILLAS	RESIDENT			
	One Bed Room Villa – Garden View	505	1,186	740
	One Bed Room Villa – Ocean View	505	1,476	840
	Family Villa Garden View	600	1,730	940
	Family Villa Ocean View	600	2,021	1,040

Surcharge and allotment cut of date will be applied on the following dates:

Property	Season	Surcharge	Period
Mulia Resort	Regular	N/A	Within contracting period excluding High, and Peak dates
	High	USD 50.00nett	15 July – 31 August 2019 15 July – 31 August 2020
	Peak	USD 90.00nett	27 December 2019 – 5 January 2020
The Mulia	Regular	N/A	Within contracting period excluding below High and Peak dates
	High	USD 100.00nett	15 July – 31 August 2019 15 July – 31 August 2020
	Peak	USD 150.00nett	27 December 2019 – 5 January 2020



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Mulia Villas	Regular	N/A	Within contracting period excluding below High and Peak dates
	High	USD 100.00nett	15 July – 31 August 2019 15 July – 31 August 2020
	Peak	USD 200.00nett	27 December 2019 – 5 January 2020

Terms and Conditions

- **All rates quoted are in US Dollars on nightly basis, valid for single or double occupancy**
- Nett Rates are inclusive of 21% service charge and prevailing government tax.
- Contract rates quoted are non commissionable, applicable strictly for the sole use of the Tour Operator.
- All reservations are subject to room's availability at the time of reservation or as per allotment agreement.
- Contract rates are applicable on your Company's account against the authorized Travel Agent Voucher.
- Contract rates are valid for specific market as stated in the contract and each booked accommodation must be supported with a prevailing/valid Passport or Permanent Residence ID. Failing to do so, Resort will charge based on the prevailing rates and will charge the company for any outstanding rate disputes. Kindly state the guest's nationality or country of residence upon making the booking and state it at the guest voucher to be presented upon check in.
- Rates are valid for FIT only or small group maximum of 9 rooms for Mulia Resort or maximum of 4 rooms for The Mulia and Mulia Villas. Please contact Sales department for any booking more than the maximum number of rooms.
- The contract rates are inclusive of daily International breakfast up to two (2) person for all categories, except, up to four (4) persons Family Villa
- Breakfast venue for Mulia Resort guests in all room categories are only served at the Café (buffet). Guests staying at The Mulia and Mulia Villas can enjoy at their choice daily International breakfast either at The Lounge (a la carte), Living Room (a la carte) or at The Café (buffet).

Standard benefits for all categories throughout properties

- Welcome drink and scented chilled towel upon arrival
- Daily turn down service
- Tropical fruits upon arrival
- Daily newspaper on request
- Complimentary tea & coffee making facility
- Complimentary use of fitness centre
- Complimentary access to ZJ's Bar, except during special event
- Complimentary array of sport and leisure activities (details to be forwarded separately)
- Complimentary use of Mulia Kidz facility during normal operating hours. All special events to be charged separately.
- Complimentary internet access in public areas and inside guest's room for all room categories for the whole properties (subject to enrollment of Mulia Privilege (MP) Loyalty Program).

The Mulia Benefits

- Exclusive use of The Lounge, offering a mixed-use space with a Lounge and a Restaurant.
- Complimentary Entrance to use exclusive facilities at Mulia Villas and Mulia Resort
- Complimentary daily afternoon tea or coffee and cocktail with canapés in The Lounge
- Complimentary Butler service



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Mulia Villa Benefits

- Exclusive use of Residence at Villas, Living Room, offering a mixed-use space with a Lounge and a Restaurant.
- Complimentary Entrance to use exclusive facilities at The Mulia and Mulia Resort.
- Complimentary daily afternoon tea or coffee and cocktail with canapés in The Living Room
- Complimentary Butler service

Contracted Offer

Valid for all stays between 01 March 2019 – 31 October 2020 (Including High & Peak Season)
Bonus night is combinable with Honeymooner and Early Bird Benefit

Mulia Resort, apply for all contracted room types:

- Pay 4 nights get 1 night complimentary (stay 5 pay 4) and pay 8 nights get 2 nights complimentary (stay 10 pay 8), on bed and breakfasts and is multiple condition.
- **Daily** USD 25nett/night F&B Credit, excluding on free night(s), non accumulative on each night and not valid for In Room Dining and Minibar
- 1x USD 25nett Spa Credit per stay with minimum 4 paid nights stay

The Mulia, apply for all contracted suite types:

- Pay 3 nights get 1 night complimentary (stay 4 pay 3), and pay 6 nights get 2 nights complimentary (stay 8 pay 6), on bed and breakfast and is multiple condition.
- **Daily** USD 35nett/night F&B Credit excluding on free night(s), non accumulative on each night and not valid for In Room Dining and Minibar
- 1x USD 35nett Spa Credit per stay with minimum 3 paid nights stay

Mulia Villas, apply for all contracted villa types:

- Pay 3 nights get 1 night complimentary (stay 4 pay 3), and pay 6 nights get 2 nights complimentary (stay 8 pay 6), on bed and breakfast and is multiple condition.
- **Daily** USD 50nett/night F&B Credit excluding on free night(s), non accumulative on each night and not valid for In Room Dining and Minibar
- 1x USD 50nett Spa Credit per stay with minimum 3 paid nights stay

Terms and Conditions

- F&B credit and Spa credit are **not** combine-able with any other special promotions, valid in all of the restaurants and F&B outlets on daily basis, except below dates when the F&B credit only applies in selected outlets such as Mulia Deli, The Bar & Sky Bar (not applicable in the main restaurants of Soleil, The Café, Table8 & Edogin).
 - Christmas Eve and Day 24 & 25 December 2019
 - New Years Eve and Day 31 December 2019 and 01 January 2020
- Above celebratory dates are subject to change based on the government announcement closer to the date.

Early Bird booking offer

- Book 45 – 59 rolling days in advance, receive 10% rate reduction from contracted rates
- Book 60 – 89 rolling days in advance, receive 15% rate reduction from contracted rates
- Book 90 rolling days in advance and above, receive 20% rate reduction from contracted rates
- Valid for stay 01 March 2019 – 31 October 2020.
- Apply for all contracted room types





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Honeymooners Benefit

In order to receive the following honeymoon amenities (served in room upon arrival), copy of wedding certificate valid up to six months after the wedding date must be emailed upon reservation and presented upon check in.

Grandeur/Grandeur Deluxe, Signature Ocean Court & Signature Lagoon: Chocolate amenities
Royal Suite and above: A bottle of sparkling wine and chocolate amenities

Additional Breakfast

Additional breakfast for a child with age between of 6 – 11.99 years of age is charged at USD 19 net / child and child with age of 5.99 years and below is free of charge when accompanied by paying adults.

Room & Child Policy

Accommodation is complimentary for children with 11.99 years of age and below (maximum of 1 child per room, except Royal Suite of Mulia Resort with maximum of 2 children) using existing bedding, or a baby cot subject to advance request for infants less than 3 years of age.

Rollaway beds ARE NOT AVAILABLE IN ALL PROPERTIES. The Resort strongly recommends guests with children to book connecting rooms or a Royal Suite for additional bedding.

Breakfast for children below the age of 6 is complimentary. Children aged 6-11.99 years are charged at USD 19 net / child.

MAXIMUM OCCUPANCY

- All rooms, maximum occupancy is 2 adults and 1 child (11.99 years and below) OR 1 infant using baby crib.
- Royal Suite at Mulia Resort, can accommodate maximum 3 adults OR 2 adults and 2 children (11.99 years and below). Breakfast for the 3rd adult or 2 children has been included in the room rate, additional bedding for the 2nd child is available upon request at USD 30 net/night.
- The Earl Suite (Garden & Beachfront) and one Bedroom Villa (Garden & Ocean) maximum occupancy is 2 adults and 2 children (below 12 years) with compulsory surcharge at USD 60 net/night inclusive 1 breakfast and 1 child bedding.
- Afternoon tea & canapé benefits are extended for a child staying at The Earl Suite (Garden & Beachfront) and One Bedroom Villa (Garden & Ocean)
- Family Villa maximum occupancy is 4 Adults and 1 child (11.99 years and below sharing on the existing bedding) OR 1 infant using baby crib

Holiday Special Condition

- Festive season: no minimum nights required but check out date is NOT allowed on 31 December 2019
- Nyepi “Balinese Seclusion Day” : no arrival and departure are allowed on 07 March 2019 & 25 March 2020

SPA TREATMENT CONTRACTED OFFER

Treatments	Publish Rate Nett	Contract Rate Nett
60 Minutes Balinese Massage	USD 143	USD 121
90 Minutes Balinese Massage	USD 187	USD 159
120 Minute Magical Almond Package (Balinese Massage with Almond Scrub and Honey Body Wrap)	USD 262	USD 223



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Spa Treatment Contracted Offer conditions:

- 100% cancellation fee is incurred for cancellation of single reservations within 24 hours
- Not Combine-able with any other special promotions
- Rates are inclusive of 21% prevailing service charge and government tax.
- Not valid on below dates:
 - Christmas Eve and Day 24 & 25 December 2019
 - New Years Eve and Day 31 December 2019 and 01 January 2020

FOOD & BEVERAGE PACKAGE CONTRACTED OFFER

Packages	Contract Rate (Nett) USD/ person	
	Adult	Child (3 - 8 years old)
Half Board – Lunch or Dinner Buffet at The Café or Table8	USD 37	USD 19
Full Board – Lunch & Dinner Lunch: Buffet at The Café or Table8 Dinner: Set menu at Edogin or Soleil	USD 82	USD 41

Food & Beverage Packages Contracted Offer conditions:

- Reservation is required at the least 48 hours prior to arrival
- Surcharge will be applied on the following dates, available upon request only:
 - Christmas Eve and Day 24 & 25 December 2019
 - New Years Eve and Day 31 December 2019 and 01 January 2020
- Above prices are per person on food only excluding beverages and non commissionable
- The Café: International Cuisine
- Table8: Chinese Cuisine
- Edogin: Japanese Cuisine
- Soleil: Pan Asian and Mediterranean Cuisine

Confidentiality

- All information contained within this agreement is private and confidential.
- Negotiated rates given cannot be disclosed to third parties for any reason or purpose
- Negotiated rates given are not publishable directly or indirectly to the b2c website or to end user client without any mark up (minimum of 25 % higher from negotiated rate) or being packaged with other travel products such as airfare or other meaningful components.
- We reserve the right to cancel this agreement should the noted confidentiality term and conditions are not honored.

All information contained herein this proposal including, but not limited to commercial terms, rate, prices, quotations are to be upheld with the strictest confidentiality and shall not be divulged to any other party (ies) especially to any other resort(s) and/or services outlet(s) and/or in any manner prejudicial to the interest of The Mulia, Mulia Resort & Villas - Nusa Dua, Bali.

Internet Rates & Conditions

If the rates are to be published or promoted by your Company to potential clients on the internet, a minimum twenty five percent (25%) mark-up must be applied on the rates and the rates when applicable must be packaged with air travel and other sightseeing arrangements so the contracted rates are not revealed to the public online.



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The Tour Operator may not sell or resell on these rates to a third party who uses the internet as a medium of advertising/ distribution without the prior written consent of the Resort. If the Tour Operator breaches the obligations above, the Resort reserves the right at its option to either withdraw the rates or terminate this agreement without notice.

The above rates shall not apply to availability sourced and reservations made through The Mulia Bali website.

Reservation Procedures

All reservations have to be submitted to the resort's reservation department within 48 hours upon receipt and are subject to availability or allotment agreements. Reservations shall not be binding until written acceptance and confirmation has been received from the Resort.

For inquiries of **Mulia Resort** please call +62 361 301 7777 or fax +62 361 301 7888, for **The Mulia**, please call +62 361 302 7777 or fax +62 361 302 7888 and for **Mulia Villas**, please call +62 361 846 7777 and fax +62 361 846 7888. Email inquiries, please send to booking@themulia.com.

Check in & Check out Time

Check in Time: 15:00 hours and Check out Time: 12:00 hours. Late check outs and early check in requests are charged at a full day contracted rate, subject to availability.

Early Departure

Full costs as per original reservation will be charged

Split Seasons

Rates will be identified based on seasonal dates above. Should any booking fall over two seasons, a split season rate offering will be permitted. Should your clients take advantage of a Stay/Pay offer, the free night will be deducted from the lowest price retreat night.

Brochure or Website Feature Inclusion

A proof read document must be forwarded to us prior to being printed or published in the website.

Connecting Rooms

Request of having connecting or adjoining rooms are subject to advance booking. Specific room number request will only be able to disclose upon arrival.

Cancellations Policy

Regular Season: A cancellation fee equivalent up to two room nights for cancellation made less than 72 hours prior to arrival
High Season: A cancellation fee equivalent up to two room nights for cancellation made less than 14 days prior to arrival
Peak Season: Cancellation within 30 days prior to arrival is charged the full length of stay
Split Seasons: A cancellation that falls into two seasonality, its fee will be defined based on policy of whichever seasons that has greater and longer cancellation policy.

No Show Policy:

Regular Season: A no show equivalent up to two nights will be charged for each room whereby booking will be cancelled immediately.
High Season: A no show fee equivalent to 50% of the total room nights or two nights whichever is greater will be charged for each room whereby booking will be cancelled immediately.
Peak Season: A cancellation fee equivalent to full length of stay.



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Split Seasons: A no show that falls into two seasonality, its fee will be defined based on policy of whichever seasons that has greater no show charges

Allotment (applicable if only extended):

Room allotment will be released automatically within the mentioned cut off date. The resort reserves the right to withdraw or reduce the allotment, subject to prior advance notice, in the event that the agent constantly fails to achieve 60% materialization rate. Where a room is released after the cut of date or release period or a client fails to check in, resort shall be entitled to charge the Tour Operator a cancellation fee as per policy.

Cut off date: Regular Season: 14 days, High Season: 21 days, Peak Season: 45 days.

Allotment of blackout periods will be advised as and when with adequate notice.

For Sell and Report, we require all bookings made against your allotment to be reported at the same day/24 hours by fax or email to the reservations department throughout the contracted period.

Name Changes

Resort will only accept one time name change for the booking before the validity of the entitlement.

Should any additional name change, we will treat this as a new booking where the cancellation policy and payment condition will automatically be applied.

Renewal

A minimum of 100 room nights materialization is required within the contracting period for a contract renewal.

Payment System:

Reservations will only be accepted with full pre-payment for non-credited agents and individuals. Accredited agents are to settle full payment within 14 days, from Check out date. Late payments exceeding 14 days are subject to 0.1% interest per day based on the total invoice from the 15th day after check out. All payments have to be settled in the currency indicated on the invoice to our bank account. An agent may establish credit facilities with the Resort through direct application, available upon request.

Please transfer payment for this booking to the following Bank Account:

1. Applicable for Mulia Resort & The Mulia – Nusa Dua, Bali

Account name: PT Mulia Graha Tatalestari
Bank Name: Panin Bank
KCP Nusa Dua
Bank Address: Jl. Komplek Tragia, Nusa Dua, Bali, Indonesia
Account number: 802. 5013805 (IDR)
802.6000825 (USD)
Swift Code: PINBIDJA

2. Applicable for Mulia Villas – Nusa Dua, Bali

Account name: PT Mulia Graha Tatalestari
Bank Name: CIMB Niaga
Cabang Kuningan Plaza
Bank Address: Jl. H.R. Rasuna Said Kav. C11-14, Jakarta 12940, Indonesia
Account number: 233.01.00367.00.4 (IDR)
233.02.00103.00.9 (USD)
Swift Code: BNIAIDJA



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Payment by VCC method for future booking will be executed based on net room rates for all reservations as recorded in the reservation system of Mulia Bali. Payment will be settled by Virtual Credit Card (VCC), card details shall be included upon sending the booking. Mulia Bali will charge the booking in IDR based on the Hotel's daily exchange rate on the date of payment.

In order to validate this contract, please indicate your acceptance of the term and conditions by signing and returning a copy with the authorized signature within seven (7) business days from the sent date. Failing which, the contract offer will automatically expire and become null and void without any further notification.

In the event either party is not respecting the terms of this contract, the other party has the right to cancel the agreement by giving 30 days notice in writing.

We look forward to welcoming you and your guests soon to The Mulia, Mulia Resort & Villas - Nusa Dua, Bali.

Yours sincerely,

Andy Dirgantara
Senior Director of Sales
27 February 2019

Agreed & Accepted by,

Name: Rodrigo Garza Medina
Title: President & Owner
Date: March 01st, 2019.



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Awards and Accolades

- The Best Resorts in the World ~ Condé Nast Traveler USA – Readers' Choice Awards (2018)
- #5 on Top Resorts in Asia ~ Condé Nast Traveler USA – Readers' Choice Awards (2018)
- World's Most Luxurious Hotels – Forbes Travel Guide Verified Lists (2018)
- #6 on Top 100 Hotels in The World ~ Travel+Leisure USA – World's Best Awards (2018)
- #2 on Top 10 Resort Hotels in Asia ~ Travel+Leisure USA – World's Best Awards (2018)
- #2 on Top 5 Resort Hotels in Indonesia ~ Travel+Leisure USA – World's Best Awards (2018)
- Top Resorts in Asia ~ Condé Nast Traveler USA - Readers' Choice Awards (2017)
- 21 of the world's most beautiful beachfront hotels ~ CNN (2016)
- Best Luxury Hotel ~ Travel Weekly Asia's Readers Choice Awards (2016)
- Favorite Hotels in The World ~ Condé Nast Traveler USA – Gold List (2016)
- Favorite Beach Resorts in The World ~ Condé Nast Traveler USA – Gold List (2016)
- The World's Best Hotels and Resorts ~ Condé Nast Traveler China – Gold List (2016)
- Top 25 Luxury Hotels in Indonesia - Mulia Villas ~ TripAdvisor Travelers' Choice Award (2016)
- Top 25 Resort in Southeast Asia ~ Condé Nast Traveler USA - Readers' Choice Awards (2015)
- The Best Spas in The World ~ Condé Nast Traveler USA – Readers' Choice Awards (2015)
- 30 Best Hotels in The World ~ Business Insider USA (2015)
- Top 25 Hotels in Indonesia - The Mulia and Mulia Villas ~ TripAdvisor Travelers' Choice Award (2015)
- The #1 Beach Resort in The World ~ Condé Nast Traveler USA - Readers' Choice Awards (2014)
- Rank 3 on Top 100 Hotels & Resorts in the World ~ Conde Nast Traveler - Readers' Choice Awards USA (2014)
- Rank 1 on Top 10 Beach Resorts in Asia ~ Conde Nast Traveler - Readers' Choice Awards USA (2014)
- Best of the Best: Best Resort ~ Robb Report China (2014)
- Bali's Leading Villas ~ World Travel Awards (2014)
- Best New Beach Resort ~ TTG Travel Awards (2014)
- Top 20 Holiday Hotels, Asia & India ~ Conde Nast Traveller UK Readers' Travel Awards (2014)
- Editor's List Hot 10 Resorts ~ ForbesLife Indonesia (2014)
- The Best Family Hotel ~ Conde Nast Traveller Russia Readers' Choice Award Nominees (2014)
- Top 101 Suites of the World: Marquess Suite – The Mulia ~ Elite Traveler (2014)
- Best of Booking's Best: Mulia Resort ~ Booking.com (2014)
- The Best Beach Hotel ~ Marusya Cup Russia (2014)
- The Best of Asia ~ Voyage China (2014)
- The Most Beautiful Resort ~ Traveller's World German (2014)
- Best New Arrival Luxury Hotel in Southeast Asia ~ Hurun Report China (2014)
- Top 25 Hotels in Indonesia: Mulia Villas ~ TripAdvisor Travelers' Choice Award (2014)
- The Best Overseas Luxury Hotel ~ Travel.ru Russia (2014)
- Best New Hotels in the World ~ Conde Nast Traveler Hot List USA (2013)
- The World's Most Romantic New Hotels ~ Conde Nast Traveler Hot List USA (2013)
- Luxury 50 – Best New Luxury Hotels Worldwide ~ World Spa & Travel Magazine (2013)
- The Luxe List ~ DestinAsian Magazine (2013)
- The Luxe List ~ Most Luxurious Hotel ~ Inspire Travel Magazine (2013)
- Top 25 Leisure Hotels & Resorts ~ Smart Travel Asia Awards (2013)
- Best Newly Opened Overseas Resort ~ Top Travel Magazine China (2013)
- Most Luxurious Resort ~ The Korea Economic Daily Newspaper (2013)
- Hotel Development Excellence ~ Indonesia Hospitality & Tourism Investment Conference Awards (2013)
- The Best and Most Popular Hotel Ballroom above 1,500 SQM ~ The 6th Indonesia MICE Awards (2013)