

One&Only

DESARU COAST

Malaysia

Ms. Alessandra Girardi
Nuba – Net Rates Director
NUBA EXPEDICIONES S.L. including
NUBA EXPEDICIONES DE MEXICO, S. DE R.L. DE C.V., Nuba USA, Inc.
96 Serrano
Madrid Spain, 28006
Email: alessandra.girardi@nuba.net
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21 December 2023

Dear Alessandra,

Greetings from One&Only Desaru Coast, Malaysia.

We are delighted to attach our **2024/5 Net Tour Operator Rates, Terms and Conditions valid from 1 April 2024 to 31 March 2025.**

Please review the entire document and do not hesitate to contact us should you have any questions.

In order to enjoy the preferential rates, please duly sign, date each page, scan and return a copy at your earliest convenience.

Thank you for your support to One&Only Desaru Coast, Malaysia. We are looking forward to a fruitful partnership and working closely with your esteemed organisation in the upcoming contracted period.

Warm regards,



Goh Kaixuan
Senior Sales Manager
ONE&ONLY DESARU COAST, MALAYSIA

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DESARU COAST

Malaysia

2024/5 NET TOUR OPERATOR AGREEMENT

THIS AGREEMENT (the "Contract") is made on 21 December 2023 BETWEEN:

1. **Desaru Peace Holdings Club Sdn Bhd**, the owning company of One&Only Desaru Coast, Malaysia (hereinafter referred to as the "Resort")

And

2. **NUBA EXPEDICIONES S.L. including NUBA EXPEDICIONES DE MEXICO, S. DE R.L. DE C.V., Nuba USA, Inc.**, 96 Serrano Madrid Spain, 28006 (hereinafter referred to as the "Tour Operator")

This Agreement ("Contract") governs the relationship between the Resort and the Tour Operator for the provision by the Resort of bedrooms and ancillary services to the Tour Operator.

AGREEMENT

The undersigned are authorised to sign and enter into this Agreement on behalf of the Resort and the Tour Operator:

For and on behalf of the Resort:	For and on behalf of the Resort:	For and on behalf of NUBA EXPEDICIONES S.L.
Signature: 	Signature: 	Signature: 
Name: Caroline Semelin	Name: Goh Kaixuan	Name: Alessandra Girardi
Title: Director of Sales and Marketing	Title: Senior Sales Manager	Title: Product Director
Date: 21 December 2023	Date: 21 December 2023	Date: 21 December 2023

**2024/5 TOUR OPERATOR NET RATE SCHEDULE
APPLICABLE TO ALL MARKETS
Valid from 1 April 2024 to 31 March 2025**

ORDER OF CONTENT

1. ANNUAL RATES including booking rate codes
2. DETAILS OF ALL RATE INCLUSIONS AND SPECIAL INCLUSIONS BY ROOM CATEGORY E.G. JUNIOR SUITES, GRAND SUITES AND VILLA ONE, ETC
3. EXTRA GUEST AND CHILD POLICY RATES & INFORMATION
4. ROOM OCCUPANCY GRIDS
5. SELL & REPORT AND STOP SALE CONDITIONS
6. TRANSFER INFORMATION
7. TRANSFER RATES & CONDITIONS
8. RESORT GENERAL TERMS & CONDITIONS (BOOKING NOTES, TAX/CHECKOUT TIMES, ETC)
9. PAYMENT TERMS & CONDITIONS
10. CANCELLATION TERMS
11. BANK DETAILS
12. FINAL SENTENCE: *Net Tour Operator rates are valid for 30 days from the date of issue by One&Only Desaru Coast, Malaysia. A signed copy should be returned to One&Only Desaru Coast, Malaysia within 30 days from receipt to confirm acceptance of all rates and terms and conditions, otherwise they will no longer be valid.*

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2024/5 TOUR OPERATOR NET RATE SCHEDULE
APPLICABLE TO ALL MARKETS
Valid from 1 April 2024 to 31 March 2025

ONE&ONLY DESARU COAST	LOW SEASON	SHOULDER SEASON	HIGH SEASON	FESTIVE
ACCOMMODATION CATEGORY AND RATES	02 - 22 May 2024, 01 - 06 Sep 2024, 15 - 27 Sep 2024, 01 - 21 Nov 2024, 08 - 28 Jan 2025, 03 Feb - 31 Mar 2025	01 - 26 Apr 2024, 23 May - 30 June 2024, 25 - 31 Aug 2024, 07 - 14 Sep 2024, 06 -31 Oct 2024, 22 Nov - 24 Dec 2024	27 Apr - 01 May 2024, 01 July to 24 Aug 2024, 28 Sep - 5 Oct 2024, 29 Jan - 02 Feb 2025	25 Dec 2024 - 07 Jan 2025
Based on Single, Double or Twin Occupancy	WHLBB20	WHLBB20	WHLBB20	WHLBB20
Rainforest Junior Suite	3,220	3,560	3,820	5,510
Ocean Junior Suite	3,560	3,900	4,330	6,360
Ocean Front Junior Suite	3,990	4,330	4,750	6,780
Ocean Grand Suite	5,770	6,110	6,950	9,330
Rainforest Grand Pool Suite	7,210	7,550	8,650	11,870
Ocean 2 Bedrooms Grand Suite	9,750	10,430	11,700	16,110
Rainforest 2 Bedrooms Grand Pool Suite	10,430	11,110	12,470	17,380
Villa One	33,330	38,250	44,690	55,120

- The above rates quoted in Malaysian Ringgit (RM) are based on per Suite per night including gourmet breakfast and selected guest's activities (once per person per day) for 2 adults daily.
- Gala dinner is compulsory for all guests who stay on 31 December 2024 (Rates to be advised).
- The room rates and Gala dinner are non-commissionable and inclusive of 6% Sales & Services tax (SST).
- Tourism Tax at RM 10 per Suite per night will be imposed for all non-Malaysian nationals staying in the Resort. This amount can be settled by the guests upon departure.

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**2024/5 TOUR OPERATOR NET RATE SCHEDULE
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EXTRA GUEST AND CHILD SUPPLEMENT				
	LOW SEASON	SHOULDER SEASON	HIGH SEASON	FESTIVE SEASON
	02 - 22 May 2024, 01 - 06 Sep 2024, 15 - 27 Sep 2024, 01 - 21 Nov 2024, 08 - 28 Jan 2025, 03 Feb - 31 Mar 2025	01 - 26 Apr 2024, 23 May - 30 June 2024, 25 - 31 Aug 2024, 07 - 14 Sep 2024, 06 - 31 Oct 2024, 22 Nov - 24 Dec 2024	27 Apr - 01 May 2024, 01 July to 24 Aug 2024, 28 Sep - 5 Oct 2024, 29 Jan - 02 Feb 2025	25 Dec 2024 - 07 Jan 2025
Additional Adult 12 years and above	RM 730.00	RM 730.00	RM 730.00	RM 730.00
Child 4-11 years sharing	Stay and dine free from children's menu on existing bedding	Stay and dine free from children's menu on existing bedding	Stay and dine free from children's menu on existing bedding	Stay and dine free from children's menu on existing bedding
Infant 0-4 years sharing	Complimentary	Complimentary	Complimentary	Complimentary

CHILD AND EXTRA GUEST SHARING POLICY
<ul style="list-style-type: none"> • The above rates quoted in Malaysian Ringgit (RM) are based on per unit per night. • Children up to 4 years old sharing a room with parents on existing bed stay and dine free of charge from the Kids menu. • Children from 4 to under 12 years old sharing a room with parents on existing bed stay and dine free of charge based on Kid's menu year-round. If an extra bed is required for the child, an additional cost of RM 730 per child per night will apply. • Children must be accompanied by the parents when dining in the Food & Beverage outlets. • An additional cost of RM 730 per person per day will apply for children 12 years and above or an adult sharing year-round. • The above rates are non-commissionable and inclusive of 6% Sales & Services tax (SST) • Tourism Tax at RM 10 per Suite per night will be imposed for all non-Malaysian nationals staying in the Resort. This amount can be settled by the guests upon departure.

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**2024/5 TOUR OPERATOR NET RATE SCHEDULE
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RESORT INCLUSIONS

Complimentary Suites & Villa amenities/services:

- Complimentary high-speed internet access
- All Suites and Villa One have private plunge pools and/or lap pools.
- Welcome drink on arrival.
- Gourmet breakfast for two persons
- Guest's activities (once daily per person)
- Use of the state-of-the-art Fitness Centre featuring the latest Technogym and a Pilates studio
- KidsOnly Club for 4-11 years old (Children below 4 years old must be accompanied by parent or babysitter)

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**2024/5 TOUR OPERATOR NET RATE SCHEDULE
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ROOM OCCUPANCY				
ROOM CATEGORY	BEDDING	OCCUPANCY BASED ON ROOM RATE	PERMITTED MAXIMUM OCCUPANCY (WITH ADDITIONAL ROLLAWAY OR SOFA BED)	INFANT BABY COT (0-4 YEARS)
Rainforest Junior Suite 12 x king-bedded 2 x twin-bedded Size: 105sqm	1 king bed OR 2 single beds	2 adults	3 adults Or 2 adults + 2 children	Maximum 1 on request
Ocean Junior Suite 12 x king-bedded 3 x twin-bedded Size: 105sqm	1 king bed OR 2 single beds	2 adults	3 adults Or 2 adults + 2 children	Maximum 1 on request
Ocean Front Junior Suite 10 x king-bedded 3 x twin-bedded Size: 105sqm	1 king bed OR 2 single beds	2 adults	3 adults Or 2 adults + 2 children	Maximum 1 on request
Ocean Grand Suite 1 x king-bedded Size: 210sqm	1 king bed	2 adults	3 adults Or 2 adults + 3 children	Maximum 1 on request
Rainforest Grand Pool Suite 1 x king-bedded Size: 300sqm	1 king bed	2 adults	3 adults Or 2 adults + 3 children	Maximum 1 on request
Ocean Two Bedroom Grand Suite 1 x Ocean Grand Suite + 1 x Ocean Front Junior Suite Size: 315sqm	1 king bed and 2 single beds	4 adults	5 adults + 2 children Or 4 adults + 3 children	Maximum 1 on request
Rainforest Two Bedroom Grand Pool Suite 1 x Rainforest Grand Pool Suite + 1 x Rainforest Junior Suite Size: 405sqm	1 king bed and 2 single beds	4 adults	5 adults + 2 children Or 4 adults + 3 children	Maximum 1 on request
Villa One 4 x king-bedded Size: 1,500sqm	4 king bed	8 adults	8 adults + 4 children	Maximum 1 on request

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**2024/5 TOUR OPERATOR NET RATE SCHEDULE
APPLICABLE TO ALL MARKETS
Valid from 1 April 2024 to 31 March 2025**

FREE SALE AND CUT OFF POLICY				
	LOW SEASON	SHOULDER SEASON	HIGH SEASON	FESTIVE SEASON
ACCOMMODATION CATEGORY	02 - 22 May 2024, 01 - 06 Sep 2024, 15 - 27 Sep 2024, 01 - 21 Nov 2024, 08 - 28 Jan 2025, 03 Feb - 31 Mar 2025	01 - 26 Apr 2024, 23 May - 30 June 2024, 25 - 31 Aug 2024, 07 - 14 Sep 2024, 06 - 31 Oct 2024, 22 Nov - 24 Dec 2024	27 Apr - 01 May 2024, 01 July to 24 Aug 2024, 28 Sep - 5 Oct 2024, 29 Jan - 02 Feb 2025	25 Dec 2024 - 07 Jan 2025
Rainforest Junior Suite	Free sales	Free sales	Free sales	Free sales
Ocean Front Junior Suite / Ocean Junior Suite	Free sales	Free sales	Free sales	Free sales
Ocean Grand Suite	On Request	On Request	On Request	On Request
Rainforest Grand Pool Suite	On Request	On Request	On Request	On Request
Ocean 2 Bedrooms Grand Suite	On Request	On Request	On Request	On Request
Rainforest 2 Bedrooms Grand Pool Suite	On Request	On Request	On Request	On Request
Villa One	On Request	On Request	On Request	On Request

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**2024/5 TOUR OPERATOR NET RATE SCHEDULE
APPLICABLE TO ALL MARKETS
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SELL & REPORT AND STOP SELL POLICY

- Free sale reservations are required to be reported to the reservations department within twenty-four hours (24) hours / one (1) Working Day and prior to the applicable Closed-out Date. Reservations reported prior to the Close-out Date may be considered confirmed upon receipt of a Resort Confirmation.
- The free sale facility is subject to closed out dates/stop sale, as detailed in the Inventory Availability Report.
- It is the responsibility of the Tour Operator to ensure that their availability records are updated accordingly. Any change in inventory as defined in the Inventory Availability Report must be processed within 24 hours of receipt.
- It is the responsibility of the Tour Operator to ensure that the Resort has the correct email address for Inventory Availability Reports to be sent to.
- All reservations, amendments and cancellations must be reported to Resort within twenty-four (24) hours by e-mail to reservations@oneandonlydesarucoast.com.
- Should the need arise for the Resort to close any date at any time, Partner will be required, within twenty-four (24) hours / one (1) Working Day of notification, to report reservation detail for all Rooms sold, cancelled or amended for the period concerned and not yet reported. All Rooms reported at that time are confirmed on receipt of Resort Confirmation.

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**2024/5 TOUR OPERATOR NET RATE SCHEDULE
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Valid from 1 April 2024 to 31 March 2025**

TRANSFER INFORMATION			
ROUTE	TRANSFER TYPE	RATE PER CAR PER WAY	CONDITIONS
Johor Bahru, Senai Airport to One&Only Desaru Coast	Tesla Model X	700	Up to 3 persons with: Up to 4 x 30 inches luggage
	Mercedes V-Class 300D (6-seater)	850	Up to 4 persons with: Up to 5 x 30 inches luggage
Singapore, Changi Airport to One&Only Desaru Coast	Tesla Model X	1600	Up to 3 persons with: Up to 4 x 30 inches luggage
	Mercedes V-Class 300D (6-seater)	1700	Up to 4 persons with: Up to 5 x 30 inches luggage
KLIA / KLIA2 to One&Only Desaru Coast	Mercedes V-Class 300D (6-seater)	2000	Up to 4 persons with: Up to 5 x 30 inches luggage

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**2024/5 TOUR OPERATOR NET RATE SCHEDULE
APPLICABLE TO ALL MARKETS
Valid from 1 April 2024 to 31 March 2025**

TRANSFER TERMS AND CONDITIONS

- Rates quoted in Malaysian Ringgit (RM) are inclusive of 6% Sales & Service Tax (SST) and non-commissionable.
- Advance reservation is required and subject to availability.
- Pricing are subject to changes without prior notice.
- Vehicle specific makes or models within a car class may vary depending on availability.
- Land transfers to One&Only Desaru Coast, Malaysia are currently operated by One&Only Desaru Coast, Malaysia.
- All terms, conditions, rates and information are subject to change without notice.
- Dedicated luxury vehicles for the transfers operate on a private touring basis, with flexible departure times.
- Transportation request shall be made 12 hours prior to transfer time and is subject to availability.
- Please provide your clients with the resort's telephone number to contact in the event of any delays
- One&Only Desaru Coast, Malaysia has the right to substitute another vehicle if the vehicle chosen by the guest is unavailable. Same price will be applied even though chosen vehicle not available.
- **Meeting point for Airport Arrivals is as follows:**
 - Singapore (Changi Airport Singapore)**
 - T1 - Terminal 1 Arrival Hall 1st Level (Near to Information Counter)
 - T2 - Terminal 2 Arrival Hall 1st Level (Near to Information Counter)
 - T3 - Terminal 3 Arrival Hall 1st Level (Information counter next to Avis/Budget Car Rental)
 - T4 - Terminal 4 Arrival Hall 1st Level (Information Counter next to Avis/Budget Car Rental)
 - Johor Bahru (Senai International Airport)** - Arrival Gate (Near to Lavender Bistro & Café)
 - Kuala Lumpur (Kuala Lumpur International Airport)** - 3rd Level Arrival Hall (near to Exit Door of 5 & 6)
 - Kuala Lumpur, Kuala Lumpur International Airport 2 (KLIA 2)** - 2nd Level Arrival Hall (Near to Information Counter)
 - The driver will be waiting with a sign and a baggage trolley.
 - Drivers will adhere to the below timeframes before considering guest to be a no-show. Please note extra charges will apply if the driver is required to wait after these times. Drivers will try to contact the agent where possible to locate guests.
 - Domestic Airport Terminal: 30 minutes
 - International Airport Terminal: 60 minutes
 - Easily accessed from a number of major and local airports, including:
 - Singapore Changi International Airport (2.5 hours)
 - Senai International Airport, Johor (45 minutes)
 - Kuala Lumpur International Airport 1 & 2 (4 hours)
 - Additional 50% midnight surcharge applies for all pick-up and drop-off times that fall from 2300hrs to 0700hrs.

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**2024/5 TOUR OPERATOR NET RATE SCHEDULE
APPLICABLE TO ALL MARKETS
Valid from 1 April 2024 to 31 March 2025**

- For Domestic/International arrivals, please provide One&Only Desaru Coast, Malaysia's Reservation team with the flight arrival and departure details of your clients and their contact details.
- Cancellation Policy:
 - Transfers cancelled up to 7 days prior: no cancellation fee applies
 - Transfers cancelled within 3 days of transfer: 50% cancellation fee applies
 - Transfers cancelled within 48 hours of transfer: 100% cancellation fee applies
- Transfer booking codes are to be provided at the time of reservation.
Please note above Terms and Conditions are subject to change.

LAND TRANSFER BOOKING REQUIREMENTS

To confirm a limousine or land transfer, the following information is required by the service provider:

- Name and mobile number of the main contact person
- Name of each guest travelling.
- No of adult and children
- Flight arrival number and time (if transfers are required from airport arrival).
- Flight departure number and time (if transfers are required for departure from resort).
- Number of luggage required to travel on transfer and estimated size and weight of each piece of luggage.

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2024/5 TOUR OPERATOR NET RATE SCHEDULE
APPLICABLE TO ALL MARKETS
Valid from 1 April 2024 to 31 March 2025

GENERAL RESORT TERMS AND CONDITIONS

- **RATES:** All net rates are per Suite, per night quoted in Malaysia Ringgit (RM) and **non-commissionable**.
- Changes in taxes or fees implemented after booking will affect the total room price.
- One&Only Desaru Coast, Malaysia reserves the right, in the event of new taxes being imposed, to introduce these in accordance with Malaysia Law.
- Twin rooms are limited and subject to availability upon confirmation.
- Tour Operator will ensure that the rates published by it will represent rates that are on parity with publicly available rates for the Resort. One&Only Desaru Coast, Malaysia requires that all Tour Operator rates be published with a minimum mark-up of 20%. One&Only Desaru Coast, Malaysia reserves the right to withdraw the Net contracted rates agreement in case the rate parity is not maintained by the Tour Operator or any third-party offering rates or packages based on this Agreement.
- **NIGHTLY INCLUSIONS:** nightly rates include gourmet breakfast and guest's activities for 2 adults. Any additional services, activities, private touring, spa treatments will be charged directly to the guest's account.
- **RATE CODES:** Please quote relevant rate codes as detailed in this Rate Schedule at time of booking. Rack rate will apply for all bookings if Rate Code is not quoted at time of booking. Special offers cannot be applied retrospectively if dedicated rate code is not provided in writing at time of booking.
- **CHECK-IN/CHECK-OUT:** Check-in time for all guests is 3.00pm local time. Check-out time is 12.00pm local time. For guaranteed earlier access to guest rooms, payment of 100% of the full contract daily rate is required for the night prior and is strictly subject to availability. Late check-out fees may apply for check-out after 12.00pm.
- **GROUP RATES:** Rates are valid for FIT (individual) bookings up to maximum of four (4) rooms only. Rates for group, conference, incentive or event business are available upon request. Please contact Polly.Kan@oneandonlydesarucost.com for a tailored proposal. Additional Terms may apply for bookings of 5 rooms and above.
- **ROOM ALLOCATION:** Resort is unable to guarantee any request for a specific room number at time of booking. Resort will make every effort to confirm such requests, however, will only be able to advise at the time of the guest's arrival.
- **OCCUPANCY AND NUMBERS OF GUESTS:** Upon guest arrival, should there be any discrepancies from the confirmed reservation details (villa, number of people, age of children etc.) the Resort reserves the right to charge the guest directly for any applicable supplements. The Resort's bedding policy will strictly apply without exception.
- Please note that extra beds are subject to availability.
- **PAYMENT:** All prices listed are for payments by either a valid credit card number (and expiry date) or bank transfer.
- **RESERVATIONS:** Please direct all reservations, amendments, and cancellations to reservations@oneandonlydesarucost.com or Telephone: +60 (7) 8783400.
- **Festive period: Minimum stay of 3 consecutive nights is applicable for all guests.**
- Failure to comply with any guarantee requirements by the due date will result in an automatic release of the booking.
- **ARRIVAL INFORMATION:** Arrival and departure details are to be provided to One&Only Desaru Coast Reservations 3 days (72 hours) prior to arrival.
- One&Only Desaru Coast, Malaysia should be featured in the highest category in any brochure, website or any other promotional material. A proof before printing must be sent to the Resort for approval.
- **KERZNER NET RATE PARTNER AGREEMENT:** Please refer to your signed evergreen Kerzner Net Rate Partner Agreement for full and complete terms and conditions.

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**2024/5 TOUR OPERATOR NET RATE SCHEDULE
APPLICABLE TO ALL MARKETS
Valid from 1 April 2024 to 31 March 2025**

GUARANTEE AND PAYMENT TERMS AND CONDITIONS	
<p>All period except (25 Dec 2024 – 7 January 2025)</p>	<ul style="list-style-type: none"> • Booking Deposit: All Grand Suites and Villa One bookings must be guaranteed with a payment by either a valid credit card no. (& expiry date) or direct bank transfer. A deposit equals to one night’s accommodation is required at the time of booking. • If one-night deposit is not supplied within 48 hours of confirmation, Resort reserves the right to cancel the reservation in its entirety. • Final Deposit/Payment (Junior Suites, Grand Suites and Villa One): Full prepayment is required 7 days prior to arrival for all Suite and Villa reservations. • Should prepayment not be received and processed prior to guest arrival, guest will be charged the full rack rate applicable to their confirmed room category upon arrival. The Resort reserves the right to release the booking without prior notice if full payment is not received on time as per the above policies. • All prices listed are for payments by credit card or bank transfer. • All amounts are payable in RM based on NET rates as provided in this document. • Bank charges incurred in transferring funds are not the responsibility nor undertaken by the Resort.
<p>25 Dec 2024 – 7 January 2025</p>	<ul style="list-style-type: none"> • Booking Deposit: 50% deposit is required at time of booking for all room categories. • If deposit is not supplied within 48 hours of confirmation, Resort reserves the right to cancel the reservation in its entirety. • Final Deposit/Payment (Junior Suites, Grand Suites and Villa One): Payment for the remainder of the total accommodation charge is required 45 days prior to arrival. • Festive terms and conditions and cancellation and amendment policy apply to all festive bookings. • Should prepayment not be received and processed prior to guest arrival, guest will be charged the full rack rate applicable to their confirmed room category upon arrival. The Resort reserves the right to release the booking without prior notice if full payment is not received on time as per the above policies. • All prices listed are for payments by credit card or bank transfer. • All amounts are payable in RM based on NET rates as provided in this document. • Bank charges incurred in transferring funds are not the responsibility nor undertaken by the Resort.

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**2024/5 TOUR OPERATOR NET RATE SCHEDULE
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CANCELLATION TERMS AND CONDITIONS	
All period except (25 Dec 2024 – 7 January 2025)	<ul style="list-style-type: none"> Cancellations made 7 days or less prior to arrival will be subject to a 100% of total room charge. Reservations made within 7 days prior to arrival, will require guarantee within 24 hours of reservation. Any cancellation thereafter will be charged in full. 'No Shows' or early departures are subject to a cancellation fee equivalent to 100% of total cost of booking or early departure days. Above cancellation policy/changes apply to reduction in room nights or length of stay.
25 Dec 2024 – 7 January 2025	<ul style="list-style-type: none"> Cancellations made 45 days or less prior to arrival will be subject to 100% of total room charge. 'No Shows' or early departures are subject to a cancellation fee equivalent to 100% of total cost of booking or early departure days. Above cancellation policy/changes also apply to reduction in room nights or length of stay.
<ul style="list-style-type: none"> In case of a shortened length of stay, early departure, or date amendments the cancellation policy will apply for cancelled nights. Where guests directly extend their stay after check-in, the hotel's best available rates will apply on the additional nights booked, subject to suite availability and non-commissionable. To avoid disappointment, it is recommended to purchase adequate travel insurance prior to confirming a reservation and accepting the terms and conditions of One&Only Desaru Coast, Malaysia's cancellation policy. No duplicate reservations will be held for the same guest from same or different operators. Full client Names are to be made available at time of booking and no name changes will be allowed within the cancellation periods. Bookings for 5 Suites and above - Guarantee and Cancellation policies may be amended by One&Only Desaru Coast, Malaysia Management at time of booking should special considerations need to apply. 	

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Valid from 1 April 2024 to 31 March 2025**

PROMOTIONAL OFFER	
EARLY BIRD OFFER: RATE CODE - WHLEB001	
Offer	Book 30 days in advance of arrival date and Receive 25% off the Nightly Rate (WHLEB001)
Validity Dates for Travel	1 April 2024 to 31 March 2025 (both dates are inclusive)
Black-Out Dates	27 December 2024 to 4 January 2025 (both dates are inclusive)
Book-by/Sale Date	28 February 2025
Room Category	All Room Categories
Minimum Length of Stay	Not applicable
Other or Special Conditions	<ul style="list-style-type: none"> - This does not apply to group bookings of 5 rooms and above. - This offer applies to NEW BOOKINGS. - Offer is not combinable with any other promotional offers. - Special Offers must be clearly marked on all booking requests/ accommodation vouchers in order to ensure these are applied in the correct way to bookings, failing which, normal conditions apply. Offers will not be applied retrospectively once a booking is confirmed. - One&Only Desaru Coast reserves the right to limit the rooms available and to discontinue the promotions at any time. - No penalty charge will be imposed if the booking is cancelled 60 days or longer prior to arrival date. Any cancellation made from 59th to arrival day will incur a cancellation fee based on the entire duration of stay.

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**2024/5 TOUR OPERATOR NET RATE SCHEDULE
APPLICABLE TO ALL MARKETS
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BANK DETAILS			
ACCOUNT NAME	Desaru Peace Holdings Club Sdn Bhd	BANK NAME	Malayan Banking Berhad
ACCOUNT NO	5512 7607 7310	ADDRESS	Maybank Islamic Berhad 10 & 12 Jalan Pingai, Taman Pelangi 80400 Johor Bahru, Johor, Malaysia
SWIFT CODE	MBBEMYKL		
BRANCH NUMBER	5127		

CREDIT CARD PAYMENTS
<ul style="list-style-type: none"> • Should payment be made via credit card and not bank transfer, the Resort will issue a secured online payment link via a payment gateway • Manual credit card authorization forms will no longer be accepted due to finance compliancy at the Resort

These Net Tour Operator rates, terms and conditions are valid for 30 days from the date of this issuance and is required to be electronically signed on each page and submitted accordingly. Alternatively, a signed copy must be scanned and returned via email within 30 days.

A manually or electronically signed copy of the Agreement delivered by email, facsimile or other electronic transmission shall be deemed to have the same legal effect as delivery of an original signed copy of the Agreement.

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