

WHOLESALE CONTRACT

Travel Agent: **NUBA**
Address: Calle Velázquez 100, 1º Izq. 28006 Madrid
Email Address: alessandra.girardi@nuba.com
Validity: April 1, 2024 – March 31, 2025
Issued: March 19, 2024

Dear Ms. Alessandra Girardi,

We are pleased to present your contracted rates valid for the period stated above for our island resorts in El Nido, Palawan: **Miniloc Island** and **Lagen Island**. Please take note of the following items reflected in our contract for this period:

1. Room rates quoted are per room per night, not per person.
2. Rates for Miniloc Island remain full board throughout the contracting period.
3. Rates for Lagen Island remain full board from April 1 to May 31, 2024.
4. Lagen Island will be closed for renovation from June 1 to October 31, 2024.
5. Compulsory dinner supplements will apply for Christmas Eve (December 24), and for New Year's Eve (December 31) bookings.
6. Compulsory peak period surcharge will apply to all peak period December 22-31, 2024 (Christmas) and January 1-5, 2025 (New Year) bookings.
7. Minimum of 4-night stay is required during peak periods.
8. Group bookings (10 rooms and above) are contracted separately and are subject to group terms and conditions.

We trust you find the details of this contract in order. Kindly affix your signature below and on each page to signify your acceptance of the terms and conditions specified herein.

Thank you for your support and promotion of El Nido Resorts to your markets. We look forward to a more fruitful business relationship with you, and to welcoming your clients at El Nido Resorts.

Very truly yours,



Pio Sanchez
Assistant Director of Sales



Jose Marie Bernardino
Group Director of Sales & Marketing

Conforme:



Ms. Alessandra Girardi
Product Director
NUBA

WHOLESALE CONTRACT FOR EL NIDO RESORTS MINILOC ISLAND

Effective starting 1 April 2024 - 31 March 2025

	Rack Rates (nett)	CONTRACTED RATES (nett)	
		High Season Apr 1-May 31, 2024; Oct 26, 2024-Mar 31, 2025	Lean Season Jun 1 – Oct 25, 2024
Cliff Cottage (max. capacity of 4 Adults only)			
Single Occ.	PHP 37,000 nett	PHP 26,600 nett	PHP 23,700 nett
Double Occ.	PHP 45,000 nett	PHP 33,400 nett	PHP 30,500 nett
Garden Cottage (max. capacity of 2 Adults only)			
Single Occ.	PHP 38,000 nett	PHP 27,400 nett	PHP 24,300 nett
Double Occ.	PHP 46,000 nett	PHP 34,200 nett	PHP 31,100 nett
Family Garden Cottage (max. capacity of 4 Adults only)			
Single Occ.	PHP 39,000 nett	PHP 28,100 nett	PHP 25,000 nett
Double Occ.	PHP 47,000 nett	PHP 34,900 nett	PHP 31,800 nett
Beachside Room (max. capacity of 3 Adults only)			
Single Occ.	PHP 41,000 nett	PHP 29,500 nett	PHP 26,200 nett
Double Occ.	PHP 49,000 nett	PHP 36,300 nett	PHP 33,000 nett
Seaview Room (max. capacity of 4 Adults only) / Waterside Cottage (max. capacity of 2 Adults only)			
Single Occ.	PHP 43,000 nett	PHP 31,000 nett	PHP 27,500 nett
Double Occ.	PHP 51,000 nett	PHP 37,800 nett	PHP 34,300 nett
Water Cottage (max. capacity of 2 Adults only)			
Single Occ.	PHP 45,000 nett	PHP 32,400 nett	PHP 28,800 nett
Double Occ.	PHP 53,000 nett	PHP 39,200 nett	PHP 35,600 nett
Deluxe Seaview Room (max. capacity of 3 Adults + 1 child 11 y/o. & below only)			
Single Occ.	PHP 48,000 nett	PHP 34,600 nett	PHP 30,700 nett
Double Occ.	PHP 56,000 nett	PHP 41,400 nett	PHP 37,500 nett
Extra Adult: PHP 14,000 nett per night (non-commissionable, inclusive of full board meals)			
Extra Child (7-11 years old): PHP 8,000 nett per night (non-commissionable, inclusive of full board meals)			
Peak Period Surcharge: PHP 6,000 nett per room per night, added to High Season rates for bookings within Peak Periods: December 22-31, 2024 (Christmas); January 1-5, 2025 (New Year).			

RATE INCLUSIONS

- Complimentary boat transfers (El Nido Airport – Miniloc Island, v.v.)
- Daily full board meals (excluding drinks)
- Brewed coffee, tea and fresh fruit juices during breakfast
- Complimentary use of snorkeling equipment and non-motorized water sports facilities (kayak, stand-up paddle board)
- Standard resort guided activities and tours
- Travel insurance for 18 to 65 years old, 50% policy limit coverage for 7 to 17 years old and 66 to 75 years old, and only optional insurance available for guests 6 months to 6 years old (Submission of full names and birth dates prior to arrival date is mandatory. Incomplete guest information will void the insurance coverage. For more information, please refer to the travel insurance program)

CONDITIONS ON PACKAGE RATES & CHILD POLICY

- **Room Rates:** In Philippine Peso, quoted per night and are based on number of adults in the room.
- **Child Policy:**
 - Children 12 years old and above are considered adults.
 - Child 7-11 years old sharing room with at least 1 adult shall be charged **Child Supplement of PHP 8,000 nett per night**, inclusive of full-board meals, transfers and use of non-motorized water sports equipment.
 - Child 6 years old and below sharing room with at least 1 adult stay for free, and shall be extended complimentary meals. Ala carte orders will be charged accordingly. If a child/children require/s a separate room without an adult companion, 1 child shall be charged the full single room rate.



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- **Compulsory Dinner Supplements:**

- **Christmas Eve: PHP 5,500 nett per adult** (12 years old and above) and **PHP 1,900 nett per child** (7-11 years old) will be charged to all child guests staying over the night of December 24 to cover the upgraded menu and entertainment in welcoming Christmas Day.
- **New Year's Eve: PHP 6,700 nett per adult** (12 years old and above) and **PHP 2,400 nett per child** (7-11 years old) will be charged to all child guests staying over the night of December 31 (New Year's Eve) to cover upgraded menu and entertainment in welcoming the New Year.

Note: Children of 6 years old and below are free of charge for Christmas Eve and New Year's Eve supplement.

- **Contracted rates are inclusive of applicable taxes and service charge.**

WHOLESALE CONTRACT FOR EL NIDO RESORTS LAGEN ISLAND

Effective until 31 May 2024 or Start of Renovation

	CONTRACTED RATES (nett)	
	Rack Rates (nett)	High Season Apr 1 – May 31, 2024
Forest Room (max. capacity of 3 Adults or 2 Adults + 2 children 11 y/o. & below only)		
Single Occ.	PHP 43,000 nett	PHP 31,000 nett
Double Occ.	PHP 52,000 nett	PHP 38,700 nett
Beachfront Cottage (max. capacity of 3 Adults or 2 Adults + 2 children 11 y/o. & below only)		
Single Occ.	PHP 45,000 nett	PHP 32,600 nett
Double Occ.	PHP 54,000 nett	PHP 40,300 nett
Forest Suite (max. capacity of 4 Adults + 1 child 11 y/o. & below only)		
Single Occ.	PHP 47,000 nett	PHP 34,200 nett
Double Occ.	PHP 56,000 nett	PHP 41,900 nett
Water Cottage (max. capacity of 3 Adults or 2 Adults + 2 children 11 y/o. & below only)		
Single Occ.	PHP 49,000 nett	PHP 35,800 nett
Double Occ.	PHP 58,000 nett	PHP 43,500 nett
Extra Adult: PHP 16,000 nett per night (non-commissionable, inclusive of full board meals)		
Extra Child (7-11 years old): PHP 9,000 nett per night (non-commissionable, inclusive of full board meals)		

RATE INCLUSIONS

- Complimentary boat transfers (El Nido Airport – Lagen Island, v.v.)
- Daily full board meals (excluding drinks)
- Brewed coffee, tea and fresh fruit juices during breakfast
- Complimentary use of snorkeling equipment and non-motorized water sports facilities (kayak, stand-up paddle board)
- Standard resort guided activities and tours
- Travel insurance for 18 to 65 years old, 50% policy limit coverage for 7 to 17 years old and 66 to 75 years old, and only optional insurance available for guests 6 months to 6 years old (Submission of full names and birth dates prior to arrival date is mandatory. Incomplete guest information will void the insurance coverage. For more information, please refer to the travel insurance program)

CONDITIONS ON PACKAGE RATES & CHILD POLICY

- **Room Rates:** In Philippine Peso, quoted per night and are based on number of adults in the room.
- **Child Policy:**
 - Children 12 years old and above are considered adults.
 - Child 7-11 years old sharing room with at least 1 adult shall be charged **Child Supplement of PHP 9,000 nett per night**, inclusive of full-board meals, transfers and use of non-motorized water sports equipment.
 - Child 6 years old and below sharing room with at least 1 adult stay for free, and shall be extended complimentary meals. Ala carte orders will be charged accordingly. If a child/children require/s a separate room without an adult companion, 1 child shall be charged the full single room rate.
- **Contracted rates are inclusive of applicable taxes and service charge.**

TRANSFER ARRANGEMENTS

- ❖ For guests taking an AirSWIFT flight:
 - Upon arrival at Lio Airport in El Nido, guests will be welcomed by the resort's airport representative and will be guided to the Terminal Exit. There will be a 10 to 15-minute club car ride to the El Nido Resorts Jetty Lounge where light snacks will be served, followed by a boat ride to the island resort from the Lio Jetty.
- ❖ For guests not taking an AirSWIFT flight:
 - Guests that have alternative flight/transfer arrangements and are not arriving via AirSWIFT flights may join any of the resorts' regular boat transfer schedules which are based on AirSWIFT flights' arrival and departure times.
 - Pick-up point to join the complimentary boat transfer going to the resort is at El Nido Resorts Jetty Lounge, accessible through Lio Tourism Estate. Guests are requested to be at the jetty lounge at least 1 hour before the scheduled departure. A resort representative will assist your guest to the **Lio Jetty** for their boat transfer to the resort.
- ❖ November to May is the *Amihan* Season (Northwest Monsoon) and these trade winds affect water and tide conditions in the bay area. For guests' safety and convenience, we are able to read tide forecasts and can tell whether it is necessary for us to make alternative port arrangements. Please expect that transfers to the islands may either be at our very own Lio Jetty, **El Nido Town Pier**, or **Dagal-dagal Pier**. Rest assured all land transfer arrangements are taken care of by our resort team. For reference, Lio Airport to El Nido Town Pier will be a short 20-30 minutes van transfer.
- ❖ On Departure Day:
 - Our Front Office team will reconfirm with the guest the boat jump-off schedule during their last night.
 - The resort adheres to a fixed airport transfer schedule as we take due considerations of unavoidable circumstances during land and sea transfers that would require time for backup or support on our end such as unfavorable weather and tide conditions.
 - Non-AirSWIFT flight guests may join any of the boat transfers to back to the mainland. Drop-off will only be either at the El Nido Resorts Jetty Lounge in Lio Beach or Lio Airport.

OTHER APPLICABLE CHARGES

Eco-Tourism Development Fee: PHP 200.00 nett per adult; PHP 100.00 nett per child (0-11 y/o)

- All visitors to El Nido are **required to pay** an Environmental Fee per person for the duration of stay. This fee is collected by the Municipality of El Nido for various conservation projects, and shall be settled at the resorts upon check-out.

Integrated Protected Area Fund: PHP 200.00 nett per adult; PHP 160.00 nett per child (6-11 y/o), per lagoon visit

- All visitors to the Big and/or Small Lagoons 6 years old and above, **are required to pay** a fee of PHP 200.00 per adult, PHP 160.00 per child, per lagoon visit in line with the efforts of the Protected Area Office (PAO) of El Nido-Taytay. The funds collected will be utilized solely for the conservation and management activities of the islands in Bacuit Bay & the protected areas involved, and may be settled at the resorts upon check-out.

TERMS AND CONDITIONS FOR EL NIDO RESORTS TRAVEL AGENT CONTRACT

A. RESERVATION POLICIES

1. Full payment is required to finalize the booking. If full payment is not received by the option date, the reservation will be automatically released without penalty and without prior notice.
2. Partial payments with the approval of the account manager may be accommodated for bookings with arrival dates 6 months or above from the date guaranteed.
3. Minimum 4-night stay per resort shall be required during peak periods.
4. Bookings for rooms at contracted rates are strictly prohibited from being sold directly or indirectly (whether through sub-agents, resellers, or any other means) to any online travel agents. The parties agree that any such sale is a ground for the immediate termination of this contract by Miniloc and Lagen Island Resorts or the suspension of the contract for a specific period as follows:
 - 1st offense – one (1) month suspension valid for Miniloc and Lagen Island Resorts
 - 2nd offense – three (3) months suspension valid for Miniloc and Lagen Island Resorts
 - 3rd offense – automatic termination of contracts valid for Miniloc Lagen, and Pangulasian Island Resorts

The above is without prejudice to the rights of Miniloc and Lagen Island Resorts to avail of any other recourses available to it under law or contract.

B. REBOOKINGS

1. Revisions should be sent using the same email thread as the original booking with reference to details of previous confirmation. A revised confirmation will be sent back by email.
2. Guaranteed room reservations during peak periods are **non-rebookable** and subject to our cancellation policy.
3. Guaranteed room reservations outside peak periods **may be rebooked without penalty** up to **8-days prior** to initial check-in date.
 - a. Rebooking of stays 7 days or less prior to initial tour date will already be subject to forfeiture of total night stay per room.
4. Allowed rebooking is within 1-year from original check-in date.
5. No refund shall be extended for re-bookings. Any increase in rates prevailing for new tour dates shall be charged accordingly.

C. CANCELLATION POLICY

1. All confirmed/guaranteed rooms shall be subject to penalty when cancelled, as follows:

CANCELLATION CHARGES	VALIDITY	
	Off-Peak Periods	Peak Periods
1-night charge per room	8-21 days prior to arrival/check-in date	21-40 days prior to arrival/check-in date
No refund (forfeiture of total night stay per room)	7 days or less prior to arrival/check-in date, no-show, or shortened stay	20 days or less prior to arrival/check-in date, no-show, or shortened stay

2. Group bookings (10 rooms and above) are contracted separately and are subject to group cancellation policy.

D. STANDARD BOOKING PROCEDURE

1. Booking orders should be sent by email with the requested resort, room type, and number of rooms, and complete names, birthdates (mandatory), international/connecting flight details (if applicable), and contact details of all guests. Advice on special requests/guest information (preferences, medical conditions, dietary restrictions, etc.) is also encouraged.
2. Our Reservations team will acknowledge by return email with details of rooms booked with an **Option date to Guarantee** the booking. Bookings must be guaranteed on or before the date specified. Otherwise, the reservation will be automatically released without penalty and without prior notice by 4:00PM of the said date. Request for reinstatement will be subject to room availability.
3. Once booking is Guaranteed, a Statement of Account (SOA), which lists the total charges for the booking, will be issued.
4. Full payment is required to finalize the booking. If full payment is not received within **3 working days upon receipt of SOA (Option Date to Pay)** the reservation will be automatically released without penalty and without prior notice.
5. Endorsement/s to/from other agencies will not be honored. Bookings should first be cancelled by the original agent and then booked by the new agent. The booking will be then treated as a new booking.
6. For bookings of 9 persons and below, El Nido Resorts Reservations can block seats for flights to and from El Nido via AirSWIFT. Complete names, birthdates, and contact details are necessary to block flights. A booking code and option date will be provided once blockings are made. Afterwards, it is the responsibility of the travel agent to monitor their option date and make payment through the AirSWIFT website.

E. RESORT ROOM POLICIES

1. Check-in time is 3:00 PM; Check-out time is 12:00 noon. Early check-in and late check-out may be requested from the Front Office, **subject to availability**.
2. A deposit of **PHP 4,000.00** per room shall be required upon check-in to cover incidental charges at the resort. Kindly take note that should the amount of resort charges reach or exceed the incidental

deposit, guest may settle the amount through credit card or cash to keep the incidental deposit intact.

3. Guests extending stay beyond original reservation indicated in the booking order shall be charged prevailing published rates at the resort, non-commissionable to the agent.

F. TRAVEL INSURANCE

The travel insurance included in the room rate is a Personal Accident Insurance and not a Medical Insurance. All expenses including but not limited to testing, medical evacuation, transportation to the nearest health facility that are related to COVID-19 or symptoms thereof, will be on the personal account of the guest.

G. PAYMENT

Payment options for Travel Agency bookings are the following:

1. Cash in local currency or US dollar (subject to our prevailing forex rate)
2. Managers' check in Philippine pesos only
3. Current dated company check in Philippine pesos payable to: **Ten Knots Development Corporation**
 - Check payment should be made not later than 5-banking days prior to guest arrival; **otherwise, cash/manager's check payment is required.**
4. Bank or telegraphic transfer should be sent immediately upon confirmation of booking. Kindly note that a bank transfer charge of US\$ 10 or Euro 8 shall be imposed on all bank/telegraphic transfer payments.
5. Bills Payment via Online

Below are the **Bank Account Details**:

Bank Name	Bank of the Philippine Islands
Bank Address	111 Paseo de Roxas Avenue Legaspi Village, Makati City
Account Name	TEN KNOTS DEVELOPMENT CORPORATION
Account Number	1663-0061-57 (Philippine Peso Account)
SwiftCode	BOIPPHMM

When paying through BPI, please take note that you will be required to provide a **Reference Number** which is a combination of the Resort + Confirmation No. + Surname of lead guest. Below is a guide for your easy reference:

Resort:	Miniloc Island Resort (MIR)
Guest Name:	Juan dela Cruz
Confirmation No.	12345678-1
Reference Number:	MIR12345678DELACRUZ

1. Maximum of 20 characters only.
2. Use the first 8 digits only of the confirmation no. (do not include -1)
2. Reduce the letters of the surname if characters will exceed **20 characters**.
Example: MIR12345678DELOSSANTOS = 22 characters
MIR12345678DELOSSANT = 20 characters
3. You may use only 1 Reference number per booking regardless of no. of rooms

G. FORCE MAJEURE

In case of acts of God, fortuitous events, or any condition beyond our control, El Nido Resorts or our carriers shall not be held responsible for failure to deliver services, nor be obligated to provide additional services. Delays and/or cancellations of flights and/or boat transfers resulting from or related to weather disturbances or as mandated by Government authorities are beyond the control of El Nido Resorts. El Nido Resorts or our carriers will not be responsible for unused rooms or missed flights and no refund will be given on account of these events.



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H. PRIVACY POLICY

At El Nido Resorts, we value your trust very highly, and we strive to protect the confidentiality and appropriate use of any personal information you provide to us. All personal information we collect are for the purpose of responding to your feedback, inquiries and improving our services. This information will be stored in accordance with the provisions of the National Archives of the Philippines Act for as long as necessary for the fulfillment of the purpose. Should you wish to learn more about our Data Privacy Policy it is available at www.ayalaland.com.ph/privacy-policy.

El Nido Resorts reserves the right to terminate this agreement at any time by giving notice in writing should your company fail to fulfill any of the above terms and conditions.

-End of Contract-