



DESARU COAST

Malaysia

Ms. Sophie Suárez
Product Director Mexico & Luxury Travel Advisor

Nuba Expediciones de Mexico S. de R. L. De

Goldsmith 60, Colonia Polanco,
Ciudad de México, México, 11540
Mexico

Tel: 52 55 1560 7309

19 June 2024

Dear Sophie,

Greetings from One&Only Desaru Coast, Malaysia.

We are delighted to attach our **2025/2026 Net Tour Operator Rates, Terms and Conditions valid from 1 April 2025 to 31 March 2026.**

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,

Caroline Semelin

Caroline Semelin
Director, Sales & Marketing
ONE&ONLY DESARU COAST, MALAYSIA



DESARU COAST
Malaysia

2025/26 NET TOUR OPERATOR AGREEMENT

THIS AGREEMENT (the "Contract") is made on 19 June 2024 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 de Mexico S. de R. L. De**, Goldsmith 60, Colonia Polanco, Ciudad de México, México, 11540, Mexico (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 de Mexico S. de R. L. De
Signature: 	Signature: <i>Caroline Semelin</i>	Signature: 
Name: Jerome Pichon	Name: Caroline Semelin	Name: Sofia Suarez
Title: General Manager	Title: Director, Sales & Marketing	Title: Product Director Americas
Date: 19-Jun-24	Date: 19-Jun-24	Date: 01.Jul -24

**2025/2026 TOUR OPERATOR NET RATE SCHEDULE
APPLICABLE TO ALL MARKETS
Valid from 01 April 2025 to 31 March 2026**

ONE&ONLY DESARU COAST	LOW SEASON	HIGH SEASON	PEAK SEASON
ACCOMMODATION CATEGORY AND RATES	01 Apr - 06 Jun 2025 01 Sep - 02 Oct 2025 02 Nov - 18 Dec 2025 11 Jan - 12 Feb 2026 22 Feb - 12 Mar 2026 22 - 31 Mar 2026	07 Jun - 31 Aug 2025 03 Oct - 01 Nov 2025 13 - 21 Mar 2026	19 Dec 2025 - 10 Jan 2026 13 - 21 Feb 2026
Based on Single, Double or Twin Occupancy	WHLBB20	WHLBB20	WHLBB20
Rainforest Junior Suite	2,680	3,544	4,666
Ocean Junior Suite	3,112	4,062	5,272
Ocean Front Junior Suite	3,456	4,494	5,790
Ocean Grand Suite	5,184	6,222	7,518
Rainforest Grand Pool Suite	6,912	7,950	9,246
Ocean 2 Bedrooms Grand Suite	8,640	10,714	13,306
Rainforest 2 Bedrooms Grand Pool Suite	9,592	11,492	13,912
Villa One	32,920	44,324	52,360

RATE TERMS AND CONDITIONS

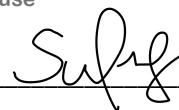
- Rates are per suite per night, quoted in Malaysian Ringgit (RM), and are non-commissionable.
- Rates include breakfast and 8% Sales & Service Tax (SST). The resort reserves the right to amend taxes and fees following increases imposed by the Malaysian government, without prior notice.
- Rates are exclusive of the RM 10 Tourism Tax per suite per night and payable by the guest upon check-out. The Tourism Tax applies to all non-Malaysian nationals staying at the resort.
- Rates include one activity per person per day for 2 adults.
- Rates must be packaged with at least 2 other components i.e., ground operator and airline.
- Rates are valid for FIT (individual) bookings up to 4 rooms per booking. Rates for group, conference, incentive, or event business are available upon request.
- Rainforest Junior Suite, Ocean Junior Suite, and Ocean Front Junior Suite are on Free Sale. Free sale reservations must be reported to the reservations department within 24 hours. The remaining suite categories are On Request.
- One&Only Desaru Coast reserves the right to modify or withdraw these rates at any time during the term of the agreement upon notice to the Contracting Partner. One&Only Desaru Coast may terminate this agreement on 30 days' written notice to the Contracting Partner. This agreement shall be governed by the laws of Dubai and the applicable Federal laws of the United Arab Emirates and in the event of dispute, the courts of Malaysia shall have exclusive jurisdiction.

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FREE SALE AND ON REQUEST POLICY			
SEASON	LOW SEASON	HIGH SEASON	PEAK SEASON
DATES	01 Apr - 06 Jun 2025 01 Sep - 02 Oct 2025 02 Nov - 18 Dec 2025 11 Jan - 12 Feb 2026 22 Feb - 12 Mar 2026 22 - 31 Mar 2026	07 Jun - 31 Aug 2025 03 Oct - 01 Nov 2025 13 - 21 Mar 2026	19 Dec 2025 - 10 Jan 2026 13 - 21 Feb 2026
Rainforest Junior Suite	Free sales	Free sales	Free sales
Ocean Junior Suite	Free sales	Free sales	Free sales
Ocean Front Junior Suite	Free sales	Free sales	Free sales
Ocean Grand Suite	On Request	On Request	On Request
Rainforest Grand Pool Suite	On Request	On Request	On Request
Ocean 2 Bedrooms Grand Suite	On Request	On Request	On Request
Rainforest 2 Bedrooms Grand Pool Suite	On Request	On Request	On Request
Villa One	On Request	On Request	On Request

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GENERAL POLICIES & INFORMATION

CHECK-IN/CHECK-OUT

Check-in time for all guests is 15.00hrs (3 pm) local time and check-out time is 12.00hrs (12 noon) local time. For guaranteed earlier access to guest rooms, 100% of the contracted rate will be charged for the night prior, subject to availability. Late check-out fees may apply for check-out after 12.00hrs (12 noon). Arrival and departure details are to be provided to One&Only Desaru Coast Reservations 3 days (72 hours) before arrival.

CHILD AND EXTRA GUEST SHARING POLICY

Infants 0-3.99 years of age inclusive are complimentary when sharing the room with adult(s) on a bed and breakfast basis, including a cot if required. Children 4 years of age and above are subject to a supplement charge of RM 373 per child per night when sharing the room with adult(s) on a bed and breakfast basis. Guests aged 12 years and above are subject to a supplement charge of RM 745 per guest per night when sharing the room on a bed and breakfast basis.

PEAK SEASON

A minimum stay of 3 consecutive nights is applicable for all guests and full pre-payment including mandatory New Year's Eve and Chinese New Year's dinners. Gala dinner is compulsory for all guests who stay on 31 December 2025 (rates to be advised).

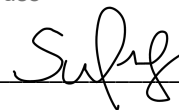
PAYMENT

All rates listed are for payments by cash or bank transfer. One&Only Desaru Coast will not be responsible for nor cover any bank charges associated with transferring funds. Should payment be made via credit card and not bank transfer, One&Only Desaru Coast will issue a secured online payment link via a payment gateway. Manual credit card authorization forms will no longer be accepted.

RESERVATIONS

Please direct all reservations, amendments, and cancellations to +60 7 878 3400 and email reservations@oneandonlydesarucoast.com.

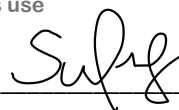
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ROOM OCCUPANCY				
ROOM CATEGORY	BEDDING	OCCUPANCY BASED ON ROOM RATE	PERMITTED MAXIMUM OCCUPANCY (WITH ADDITIONAL ROLLAWAY OR SOFA BED)	BEDDING POLICY
Rainforest Junior Suite 12 x king-bedded 2 x twin-bedded Size: 105sqm	1 king bed OR 2 single beds	2 adults	3 adults Or 2 adults + 1 child	Maximum 1 Rollaway Bed Or 1 Baby Cot (0 to 3.99 y.o)
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 + 1 child	Maximum 1 Rollaway Bed Or 1 Baby Cot (0 to 3.99 y.o)
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 + 1 child	Maximum 1 Rollaway Bed Or 1 Baby Cot (0 to 3.99 y.o)
Ocean Grand Suite 1 x king-bedded Size: 210sqm	1 king bed	2 adults	3 adults Or 2 adults + 1 child	Maximum 1 Rollaway Bed Or 1 Baby Cot (0 to 3.99 y.o)
Rainforest Grand Pool Suite 1 x king-bedded Size: 300sqm	1 king bed	2 adults	3 adults Or 2 adults + 1 child	Maximum 1 Rollaway Bed Or 1 Baby Cot (0 to 3.99 y.o)
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	6 adults Or 1 adult + up to 5 children	Maximum 2 Rollaway Beds Or 2 Baby Cot (0 to 3.99 y.o)
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 2 Rollaway Beds Or 2 Baby Cot (0 to 3.99 y.o)
Villa One 4 x king-bedded Size: 1,500sqm	4 king bed	8 adults	3 adults Or 2 adults + 1 child	Maximum 2 Rollaway Beds Or 2 Baby Cot (0 to 3.99 y.o)

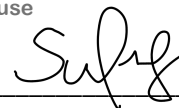
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TRANSFER INFORMATION				
ROUTE	TRANSFER TYPE	RATE PER CAR PER WAY	NUMBER OF GUESTS	LUGGAGE CASES
Johor Bahru or Senai Airport International Airport to One&Only Desaru Coast	Tesla Model X	800	Up to 3	2 (30 INCHES) & 2 (22 INCHES)
	Mercedes Vito	950	Up to 5	2 (30 INCHES) & 2 (22 INCHES)
	Toyota Alphard	1050	Up to 5	2 (30 INCHES) & 2 (22 INCHES)
Desaru Coast (including Desaru Coast Ferry Terminal) to One&Only Desaru Coast	Tesla Model X	60	Up to 3	2 (30 INCHES) & 2 (22 INCHES)
	Mercedes Vito	70	Up to 5	2 (30 INCHES) & 2 (22 INCHES)
Singapore or Changi International Airport to One&Only Desaru Coast	Tesla Model X	1,700	Up to 3	2 (30 INCHES) & 2 (22 INCHES)
	Mercedes Vito	1,900	Up to 5	2 (30 INCHES) & 2 (22 INCHES)
	Toyota Alphard	2,100	Up to 5	2 (30 INCHES) & 2 (22 INCHES)
Kuala Lumpur City Centre or Kuala Lumpur International Airport to One&Only Desaru Coast	Mercedes Vito	2,200	Up to 5	2 (30 INCHES) & 2 (22 INCHES)
	Toyota Alphard	2,400	Up to 5	2 (30 INCHES) & 2 (22 INCHES)

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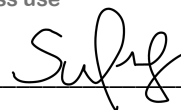


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TRANSFER TERMS AND CONDITIONS

- Rates quoted in Malaysian Ringgit (RM) are inclusive of 8% Sales & Service Tax (SST) and non-commissionable.
- Advance reservation is required and subject to availability. 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.
- Dedicated luxury vehicles for the transfers operate on a private touring basis, with flexible departure times. Transportation requests 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 has the right to substitute another vehicle if the vehicle chosen by the guest is unavailable. The same price will be applied even though the chosen vehicle is 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 guests 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 several 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 23.00 hrs to 07.00 hrs.
 - 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.
- All terms, conditions, rates, and information are subject to change without notice.

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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 traveling.
- Number of adults 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 the resort).
- Number of luggage required to travel on transfer and estimated size and weight of each piece of luggage.

RESORT INCLUSION

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)

CANCELLATION TERMS AND CONDITIONS

LOW SEASON, Cancellations made within 7 days prior to arrival, 100% charge of total booking.

HIGH SEASON, Cancellations made within 7 days prior to arrival, 100% charge of total booking.

PEAK SEASON, Cancellations made within 30 days prior to arrival, 100% charge of total booking.

NO SHOW, 100% charge of total booking, applicable for all seasons.

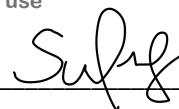
EARLY DEPARTURE, 100% charge of total booking. In case of pre-payment, the amount will be non-refundable.

NAME CHANGE REQUEST, All requests will be treated as cancellations and rebooked based on prevailing rates and availability.

DATE CHANGE REQUEST, All requests will be made based on prevailing rates and availability.

REINSTATEMENT REQUEST, All requests will be treated as a new booking based on prevailing rates and availability.

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GUARANTEE AND PAYMENT TERMS AND CONDITIONS	
Low Season High Season	<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 equal to one night's accommodation is required at the time of booking. • If a one-night deposit is not supplied within 48 hours of confirmation, One&Only Desaru Coast 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 before arrival for all Suite and Villa reservations. • Should prepayment not be received and processed before guest arrival, guests 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.
Peak Season	<ul style="list-style-type: none"> • Booking Deposit: A 50% deposit is required at the time of booking and no later than 45 days before arrival for all categories. If a one-night deposit is not supplied within 48 hours of confirmation, One&Only Desaru Coast reserves the right to cancel the reservation in its entirety. • Final Deposit/Payment (For all categories): Full and final payment is required no later than 45 days before arrival for all categories. Reservations made within 45 days of arrival require full payment within 24 hours and will incur a fee of 100% of the total room charges, including Christmas Eve Dinner (if applicable), New Year's Eve Dinner, and Chinese New Year's Dinner. Peak Season terms and conditions and cancellation and amendment policy apply to all bookings. • Should prepayment not be received and processed before guest arrival, guests will be charged the full rack rate applicable to their confirmed room category upon arrival. One&Only Desaru Coast reserves the right to release the booking without prior notice if full payment is not received on time as per the above policies.

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Signature
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BANK DETAILS – Pay in RM			
ACCOUNT NAME	Desaru Peace Holdings Club Sdn Bhd (968279W)	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	MBBEMYKLXXX		
BRANCH NUMBER	5127		

Bank charges incurred in transferring funds are not the responsibility nor undertaken by 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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