



BAWAH RESERVE TOUR OPERATOR CONTRACT

Company : NUBA Expediciones
Name : Silvia García - López
Designation : Product Manager
Phone : + (+34) 917 454 745
Email : silvia@nuba.com

8 April 2025

Dear Silvia,

We are pleased to extend to you our Tour Operator contract rates for 2025 to 2026.

Bawah Reserve offers 33 sustainably refined guest suites and villas.

Elang Private Residence offers 6 lodges with 7 bedrooms total and is only available for buy out.

Room Type	Units	Size (m ²)	Features
Tented Garden Suite	1	70	Outdoor veranda, tropical garden setting
Tented Oceanfront Suite	4	70	Outdoor veranda, direct lagoon access
Tented Beach Suite	11	70	Outdoor veranda, direct beach access
Overwater Suite	11	105	Balcony, sun deck, direct lagoon access
2-Bedroom Treehouse Lodge	1	140	Elevated jungle retreat, living room, playroom attic, outdoor veranda
2-Bedroom Garden Pool Villa	1	210	Tropical garden setting, private pool, outdoor living and dining area
2-Bedroom Infinity Pool Villa	2	203	Private infinity pool, outdoor living and dining area with lagoon views, direct lagoon access
2-Bedroom Deluxe Pool Villa	2	200	Private pool and sun deck, outdoor living and dining area with bar, direct lagoon access
3-Bedroom Deluxe Pool Villa <i>(Combination of a 2-Bedroom Deluxe Pool Villa & an adjoining Oceanfront Suite)</i>	1	310	Combination of a 2-Bedroom Deluxe Pool Villa & an adjoining Oceanfront Suite, private pool, outdoor living and dining area
4-Bedroom Infinity Pool Villa <i>(Combination of two, 2-Bedroom pool Villas)</i>	1	750	Combination of a 2-Bedroom Deluxe Pool Villa & an adjoining 2-Bedroom Infinity Pool Villa, two private pools, two outdoor living and dining areas

Kindly refer to Bawah Reserve resort fact sheet, brochure and guestroom configuration for more information, floor plans and inclusions.



Validity 01 Jul 2025 – 31 Dec 2026
Currency US Dollars
Rate Basis Tour operator rates are calculated at a 20% discount off published rates for accommodation only

Minimum stay Requirement Season 1* - **THREE** nights, CNY 14-28 February 2026 **FOUR** nights
 Season 2 Festive Period (27 Dec – 5 Jan) – **FIVE** nights
 *2-Bedroom Treehouse Lodge and 2-Bedroom Garden Pool Villa have a minimum stay of **FOUR** nights in Season 1

Special Offers During Season 1 dates the promotion – Stay 7 Pay 6
 01 Feb - 27 Mar | 01 May - 31 July | 01 Sep - 30 Nov

Peak Season dates 01 – 31 Aug 2025 | 20 Dec 2025 – 05 Jan 2026
 28 March – 11 Apr 2026 | 01 – 31 Aug 2026 | 21 Dec 2025 – 05 Jan 2027

Rates based on double occupancy per room per night in USD	Bed Configuration	Season 1 Off-peak Published rate	Season 1 Off-peak NETT rate	Season 2 Peak Published rate	Season 2 Peak NETT rate
Tented Garden Suite	King	\$1,980	\$1,584	\$2,280	\$1,824
Tented Oceanfront Suite	King or Twin	\$2,200	\$1,760	\$2,500	\$2,000
Tented Beach Suite	King or Twin	\$2,300	\$1,840	\$2,700	\$2,160
Overwater Bungalow	King or Twin	\$2,800	\$2,240	\$3,200	\$2,560
2-Bedroom Treehouse Lodge * (4 people)	King and Twin	\$3,950	\$3,160	\$4,500	\$3,600
2-Bedroom Garden Pool Villa * (4 people)	King and Twin	\$4,200	\$3,360	\$4,900	\$3,920
2-Bedroom Infinity Pool Villa (4 people)	King and Twin	\$5,050	\$4,040	\$5,800	\$4,640
2-Bedroom Deluxe Pool Villa (4 people)	King and Twin	\$5,200	\$4,160	\$6,200	\$4,960
3-Bedroom Deluxe Pool Villa (6 people) <i>Combination of a 2-Bedroom Deluxe Pool Villa & an adjoining Beach Suite</i>	King and Twin	\$7,200	\$5,760	\$8,200	\$6,560
4-Bedroom Infinity Pool Villa (8 People) <i>Combination of a Two-Bedroom Deluxe Pool Villa and an adjoining 2-Bedroom Infinity Pool Villa</i>	King and Twin	\$9,850	\$7,880	\$11,500	\$9,200

ELANG PRIVATE ISLAND
Exclusive buy-out starting from: Published rate \$18,000 for 10 guests - NET rate at \$14,400 Published rate \$25,000 for 14 guests – NET rate at \$20,000 Extra bed charge of \$600 per person per night

Rates are quoted in USD and subject to change at the resort's discretion.



RATES INCLUSIONS FOR ALL ROOM TYPES

Below are the inclusions and benefits for all room categories:

Rates Include:

- Accommodation
- All meals in restaurants at meal times (breakfast, lunch and dinner)
- Breakfast on departure day
- Non-alcoholic beverages including fresh juices, coffees and soft drinks
- Laundry service up to 5 pieces per person per day (note there is no dry cleaning on island)
- In room and island wide WIFI
- Activities – more than 50 included activities; stand up paddle board, kayaking, sailing, snorkelling, hiking, open air cinema, permaculture tour, star gazing, art classes, architecture tour, sunset boat tour. Please refer to our [activities brochure](#) for a complete list of all activities.
- Daily group classes of Yoga, Pilates, meditation or movement at Aura Wellbeing
- Access to Aura Spa facilities including sauna, steam room and polar plunge pool during designated hours
- Selected wellbeing treatments at Aura Spa (one treatment per person per night e.g., a five-night stay, guest is entitled to five spa treatments)
- Service charge and existing government taxes

Rates do not include:

- Alcoholic beverages
- Round trip transfers from Singapore or Batam
- Private experiences or classes – dining, wellbeing, spa or activities
- Scuba Diving
- Wellbeing journeys
- Honeymoon packages
- Anniversary packages
- Wedding activities

CONTRACT TERMS AND CONDITIONS

The Resort prescribes the issuance of contract rates based on a commitment of volume by the Trade Partner. The Resort expects a minimum of 30 room/nights OR USD\$75,000 accommodation value within the Term of the annual contract. Based on actual room/nights at the end of such Term of contract, The Resort reserves the right to terminate or renew the contract.

A mid-year performance review will assess the Trade Partner's contributions. Should the targeted revenue not meet the predetermined expectations, both parties will collaborate on strategies to drive business. Under such circumstances, the contract may be transitioned to an ad-hoc arrangement, subject to mutual agreement.



01. RATES & TAXES

- All contract rates are quoted **NETT** and **non-commissionable**.
- All government taxes and a service charge are included.
- Rates may increase with a minimum of three months' notice due to any changes in or imposition of government charges, taxes, levies, inflation, etc. or at the resort's discretion.
- Rates are valid for individual leisure guests only.
- Rates are not valid until a signed copy of this contract is returned to the Sales office.

02. RESERVATIONS

- Availability at the resort is listed in the GDS system and reservations may be received this way with confirmation of seaplane transfers within 24 hours of receiving the booking.

GSD/IDS	CHAIN CODE	PROPERTY CODE
Amadeus (1A)	GD	LMUBRR
Sabre (AA)	GD	395816
Galileo/Apollo (UA)	GD	G9699
Worldspan (1P)	GD	SINBR

- Reservations may also be submitted in writing (preferably 5 days before arrival) to RESERVATIONS@bawahreserve.com and are subject to availability.
- Enquiries may also be received via our **text only** whats app number **+62 813 1297 2018**.
- You may also reach our Reservations team via **phone** at **+62 215 0889 668**.
- Reservations shall not be binding until guaranteed by written confirmation from Bawah Reserve.
- Please note that availability is also dependent on availability of the seaplane. PLEASE wait to book onward airline tickets until you receive confirmation from Bawah Reserve with seaplane flight times.

03. CONDITIONS OF AGREEMENT

- Rates in this contract are private and confidential and for exclusive use of the above indicated business partner.
- If rates are to be published or promoted to potential clients on the Internet, a minimum of twenty five percent (25%) mark-up must be applied on the unpackaged rates and the rates where applicable must be packaged with international air transportation and other added arrangements so that the NETT rates are not revealed to the public.
- These NETT rates may not be sold to any third party who uses the internet as a medium for sales, advertising or distribution without the express prior written consent of Bawah Reserve.
- If any of the above conditions are breached Bawah Reserve reserves the right to either withdraw the rates or terminate the agreement.
- Rates offered are applicable only if reservations are made directly and only to the resort via the above indicated business partner.
- All information and rates offered are strictly confidential and may not be disclosed to third parties for whatsoever reason or purpose.



04. TRANSPORT CHARGE

- **USD\$800** per person return from Batam to Bawah Reserve via amphibious plane:
 - o Includes return car transfers from within Batam to one location each way
 - o Return amphibious plane journey between Batam and Bawah Reserve
- **USD\$900** per person return from Batam to Bawah Reserve to Singapore or vice-versa, via amphibious plane
 - o Includes arrival car transfer in Batam
 - o One way public ferry to Singapore
 - o Departure transfer to preferred destination in Singapore
 - o Return amphibious plane journey between Batam and Bawah Reserve
- **USD\$980** per person return from Singapore to Bawah Reserve
 - o Includes return car transfers in Singapore to one location each way
 - o One way escort service by Bawah representative from Singapore to Batam
 - o Return public ferry
 - o Expedited passport clearance in Indonesia
 - o Car transfers in Batam
 - o Return amphibious plane journey between Batam and Bawah Reserve
- Same price for all passengers regardless of age.
- Transfers are permitted from Batam and to Singapore or vice versa and the rate is pro-rated
- The resort reserves the right to make amendments to the transportation charges.
- Luggage Allowance - guests are allowed a maximum of 15kg luggage per person (including hand luggage). We can store any excess luggage at our secure office in Batam at no cost.
- Additional luggage up to a maximum of 30 kilos per person may be purchased at a rate of US \$12 PER kilo and prebooking is required. Excess luggage on date of arrival or departure will be charged at a rate of \$22 per kilo.

Please ensure that clients adhere to their assigned pick-up time to avoid missing the ferry to Batam and their connecting seaplane flight. Delays may result in an extended wait for the next available flight or, in some cases, departure on a subsequent day. Kindly note that Bawah Reserve will not be liable for any refunds or costs incurred due to such delays.

Our amphibious plane provider, Airfast Indonesia, reserves the right to amend the times of the seaplane flight due to weather, maintenance issues, force majeure or for any safety concern. Every effort is made to remain on the prescribed schedule; however, Bawah Reserve will not be held responsible for any expense due to act of God or force majeure.

05. NEW YEARS EVE GALA SUPPLEMENT

- **USD\$350 per adult and USD\$150 per child (5-12 years old)** supplement per person for the compulsory New Year's Eve Gala night on 31st December

06. ARRIVAL / DEPARTURE TIME

- Dependent on ferry timing and flight arrival and departure times



07. OCCUPANCY

- Two (2) persons per room with existing bedding, additional charge of USD\$600 per night per adult for additional bed
- Only one additional bed allowed per room (Includes all benefits as other guests in the room)

08. CHILDREN POLICIES

- We welcome children five (5) years of age and above.
- Children aged 5 – 7 years old: USD\$150 / per child / per day / sharing existing bedding with parents/ no spa inclusion
- Children from 5 – 12 years old: USD\$450 / per child / per day with no spa inclusion.
- Children above 12 years old will be considered at the adult rate.
- The most suitable rooms for families are:
 - o 2-Bedroom Treehouse Lodge – a traditional wooden house set on higher ground into the jungle, offering two bedrooms (1 king & 2 twin beds), a kids' attic lounge, kitchenette, and a spacious outdoor veranda with distant sea views.
 - o 2-Bedroom Garden Pool Villa – A tropical hideaway with a private pool, expansive deck, and outdoor living and dining area. The bedrooms (1 king & 2 twin beds) are separated by the pool and deck, ensuring space and privacy.
 - o 2 or 3 Bedroom Deluxe Pool Villa - Ideal for families, featuring a private pool, spacious deck, and outdoor dining and living pavilion. The two bedrooms (1 king & 2 twin beds) are separated by a small hallway for added privacy, rooms are not adjoining.

09. BEDDING

- Bedding requirements and room type to be discussed with reservations for each enquiry:
 - o One extra bed can be added to Tented Garden, Oceanfront, and Beach Suites, but space will be cramped and is not recommended.
Overwater Suites can accommodate an extra bed, but due to surrounding water, they are only recommended for guests over eight years old who can swim.
 - o Guests are not permitted to move furniture or cushions to create additional bedding
- Please refer to the below bedding capacity

Room Category	Bedding Capacity
Tented Garden or Tented Beach Suite or Tented Oceanfront Suite	2A1C / 3A (3A is NOT recommended)
Overwater Suite	2A1C / 3A
2-Bedroom Treehouse Lodge	4A1C / 5A
2-Bedroom Garden Villa	4A1C / 5A
2-Bedroom Infinity Pool Villa	4A1C / 5A
2-Bedroom Deluxe Pool Villa	4A1C / 5A
3-Bedroom Deluxe Pool Villa	6A1C / 7A
4-Bedroom Villa	8A 1C / 9A
Codes	A: Adult / C: Child

10. GUEST EXTENSION AND COMMISSION

- Guests should extend stays through their travel agent. If requested directly, Bawah Reserve will attempt to notify the agent. If no response is received in time, the resort may proceed, granting a **10% commission** to the agent for any extension.



11. ROOM ALLOTMENT

- The Resort will not offer room allotments. All bookings will be made on a “REQUEST” basis.

12. BROCHURE INCLUSION

- When Bawah Reserve is included in an overseas Tour Operator/Travel Agent's brochure, a copy must be signed off by the Resort prior to printing. Incorrect information will be the responsibility of the Tour Operator/ Travel Agent and not of Bawah Reserve.

14. CANCELLATIONS AND NO SHOWS

The cancellation policies are as below:

- Cancellations will be accepted with no charge up to 60 days before arrival and any deposit made will be refunded without interest
- Cancellations within 60 days before arrival will be charged 25% of the entire stay.
- Cancellations within 30 days before arrival will be charged 50% of the entire stay.
- Cancellations within 14 days before arrival will be charged 100% of the entire stay and any deposit and/or other payments made will be forfeited.
- For **FESTIVE** peak season, 20th December – 5th January, cancellations within 30 days before arrival will be charged 100% of the entire stay.
- Acceptance of cancellations must be confirmed by Bawah Reserve in writing prior to the minimum notice dates.
- No refund of the deposit or any payment already made shall be applicable for no-show, days not used due to early check out or delayed arrivals.

15. DEPOSIT & PAYMENT POLICY

- 25% deposit required at time of booking.
- Balance due 60 days prior to arrival.
- Bookings made within 60 days of arrival, 100% payment required at time of booking.
- If monies not received by the “60-day limit”, the booking will be cancelled, and any deposit forfeited.

16. DETAILS FOR PAYMENT

- The resort uses FlyWire to process payments, you will receive a payment link with various ways to make payment. Payment **must be made** into the designated account on the invoice issued at time of confirmation.
- Please use Flywire payment link for all payments including bank transfer.

17. TRAVEL TO BAWAH RESERVE

Guest originating in Singapore

- Guests will be picked up from the airport, their hotel, or residence in Singapore at the scheduled time by a preferred outsourced car service and transferred to either Harbour Front or Tanah Merah Ferry Terminal (approx. 30-minute drive).



- A public ferry ride (approx. 30 minutes) from Tanah Merah Ferry Terminal to Batam is provided by Majestic Fast Ferry Pte Ltd. (a Singapore registered company). A Bawah Reserve representative will be on hand to assist throughout the journey. In the event of any operational disruptions, Bawah Reserve reserves the right to make necessary alternative arrangements.
- Upon arrival at Batam Centre Ferry Terminal, guests receive fast-track VIP immigration clearance and luggage assistance. A Bawah Reserve representative will ensure luggage is correctly labelled and will submit required documents for Visa on Arrival.
- Guests will be transferred via a private outsourced car (approx. 20 minutes) to Batam International Airport for check-in, security clearance, and departure.
- Guests will board a Twin Otter Seaplane for an approx. 75-minute flight to Bawah Reserve.
- For the return, guests will be transferred from Batam Airport to the ferry terminal, where a Bawah Reserve staff member will assist with check-in and expedited immigration.
- The return ferry to Harbour Front Ferry Terminal (approx. 60 minutes) does not include an escort but one can be arranged for an additional fee of USD \$150.
- Upon arrival in Singapore, a private outsourced car will transfer guests to Changi Airport, their hotel, or residence. An additional stop can be arranged for a charge of USD\$20 - \$75 depending on location. Additional stops must be pre-arranged.
- Seaplane flights operate only during daylight hours, from 30 minutes after sunrise and 30 minutes before sunset.
- Flights may be delayed due to weather conditions, hence travel insurance is recommended.

***As we rely on an outsourced ferry service, where timing is changed without notice, please refrain from making onward flight bookings until timings are confirmed with our reservations team.**

Guest originating in Indonesia

- Guests can begin their journey to Bawah from another location in Indonesia joining or departing to/from Batam airport (BTH)
- To connect with the seaplane service, guests must arrive at Batam Airport by 8:30 AM (Batam time) or as confirmed at the time of booking.
- Guests leaving from Batam can connect to a flight from 14:30 (Batam time) to Jakarta, or other domestic destinations
- Bawah Reserve is not responsible for delayed inbound flights and missed connections

Luggage allowance

- **Seaplane Limit:** Strictly 15 kg per passenger (including hand luggage)
- **Group Allowance:** Each bag must not exceed 20 kg for handling purposes, even when it is grouped
- **Hotel Storage:** Ideally, guests staying in Singapore or Indonesia before/after Bawah Reserve should leave excess luggage at their hotel
- **Excess Luggage:** Can be stored free of charge at our Batam office (advance arrangement required)
- **Ferry Limit:** Majestic Ferries allows 20 kg free per passenger; excess baggage fees apply (paid directly at check-in). Maximum checked bag weight is 30 kg
- **Bags Over 30 kg:** Cannot be stored in Batam and should be kept at the guest's hotel in Singapore

Visas and Travel Insurance

- Passports must have at least TWO blank pages and be valid for at least six months beyond the date of their departure from Indonesia.
- Most foreign visitors are required to purchase a visa on arrival for IDR 500,000 at their own expense. Bawah Reserve will facilitate this process, and pay on the guests behalf, with an IDR 550,000 charge posted to the guest's room account.
- **Guests are responsible for ensuring they meet all visa requirements for entry into Indonesia and Singapore.**



- Bawah Reserve is not responsible for missed connection(s) caused by factors beyond its control of the Carrier, such as but not limited to meteorological conditions, Force Majeure, air traffic control procedures, aircraft / passenger handling.
- Guests are strongly advised to purchase **travel insurance** to cover missed connections or additional accommodation costs as Bawah Reserve cannot be held responsible for missed connections or additional accommodation costs.

18. ADVANCED PASSENGER INFORMATION

In order to process the required immigration procedures for Indonesia & Singapore we require the following information at time of booking sent to reservations@bawahreserve.com:

- Full name of each passenger
- Copy of their passports
- Body weight (for the seaplane transfer)
- **These details need to be communicated at time of booking**

To provide a personalised guest experience, allow for pre-check in requirements and to make pick up arrangements for Bawah Reserve, we will follow up 60 days prior to arrival requesting the following information:

- Details of the international flights in and out of Singapore
(this can also be submitted earlier if available at time of booking)
- Details of their hotel pre & post in Batam or Singapore to enable collection / drop off
(this can also be submitted earlier if available at time of booking)
- A contact number and/or email in order to reach guest, in case of any disruption to travel
- Shoe size (for snorkelling equipment)
- Any dietary requirements (need clarity on allergy or preference)
- The resort will ensure the privacy of this information and will only use for official purposes

19. BROCHURE MARKETING FEATURES

- Bawah Reserve will be featured as a sustainable resort
- BELOW THE WIND PTE. LTD. will not contribute to brochure costs. Any brochure feature will be at sole cost and expense of the Travel Organisation
- All advertising and promotional material pertaining to Bawah Reserve, must be approved in writing by the Director of Sales & Marketing of BELOW THE WIND PTE. LTD., prior to any form of print or production
- BELOW THE WIND PTE. LTD. reserves the right to cancel this agreement should the above indicated Travel Organisation misrepresent in any advertising brochure promotion or press release information pertaining to Bawah Reserve, which may damage the image of Bawah Reserve
- Bawah Reserve will provide a curated selection of approved digital images and copy to ensure accurate representation of the island.
- Please note that all photography and images of Bawah Reserve are protected by copyright. All images used for any purpose must always be credited with the name of Bawah Reserve and destination. Failure to do this will result in legal charge being made to protect against copyright infringements



20. RENOVATION / UPGRADING

- **Resort Maintenance:** Repairs, renovations, and maintenance work to maintain optimal conditions. Guests will be notified in advance of any major work that could affect their stay.
- **Annual Closure:** The Resort will be closed for annual maintenance from **1 to 18 December** each year. During this period, no bookings or guest stays will be accepted.

21. DISPUTES, ACTIONS OR OTHER MATTERS ARISING

- It is expressly agreed and declared that the proper law of this agreement is the law of the Republic of Singapore and that any disputes, actions or other matters arising hereunder shall be determined in a court of law in the Republic of Singapore and under any all circumstance.

22. CONFIDENTIALITY

- The Tour Operator/ Travel Agent confirms and agrees that this Agreement is confidential and agrees not to divulge or disclose the contents of this agreement.
- This contract may not be transferred to another company without the Resort's explicit authorization.

23. RIGHT TO TERMINATE

- If either the Tour Operator or the Resort (the defaulting party) fails to meet its obligations under this Agreement and does not remedy the breach within seven (7) days of written notice from the non-defaulting party, the non-defaulting party may terminate the Agreement. Termination shall not affect any rights, claims, or remedies accrued prior to termination.

24. ACT OF GOD

- In the event of an Act of God or of unpredictable events against which it is powerless or which are beyond reasonable control, the party concerned (the Resort or the Tour Operator/Travel Agent) shall be released from its obligations without compensation.

25. VALIDITY AND ACKNOWLEDGEMENT OF THIS OFFER

- To validate this Agreement, it must be signed and returned. Until a signed copy is received, it will be deemed null and void, and reservations will be charged at published rates. By signing, both parties acknowledge and accept the terms outlined herein.

On behalf of Bawah Reserve:
Name: Kristen Graff

Accepted by Company Name: NUBA Expediciones
Name: Silvia García - López / Alessandra Girardi

Title: Global Head of Branding, Marketing & Sales

Title: Product Manager

Date: 8 April 2025

Date: 15 April 2025
