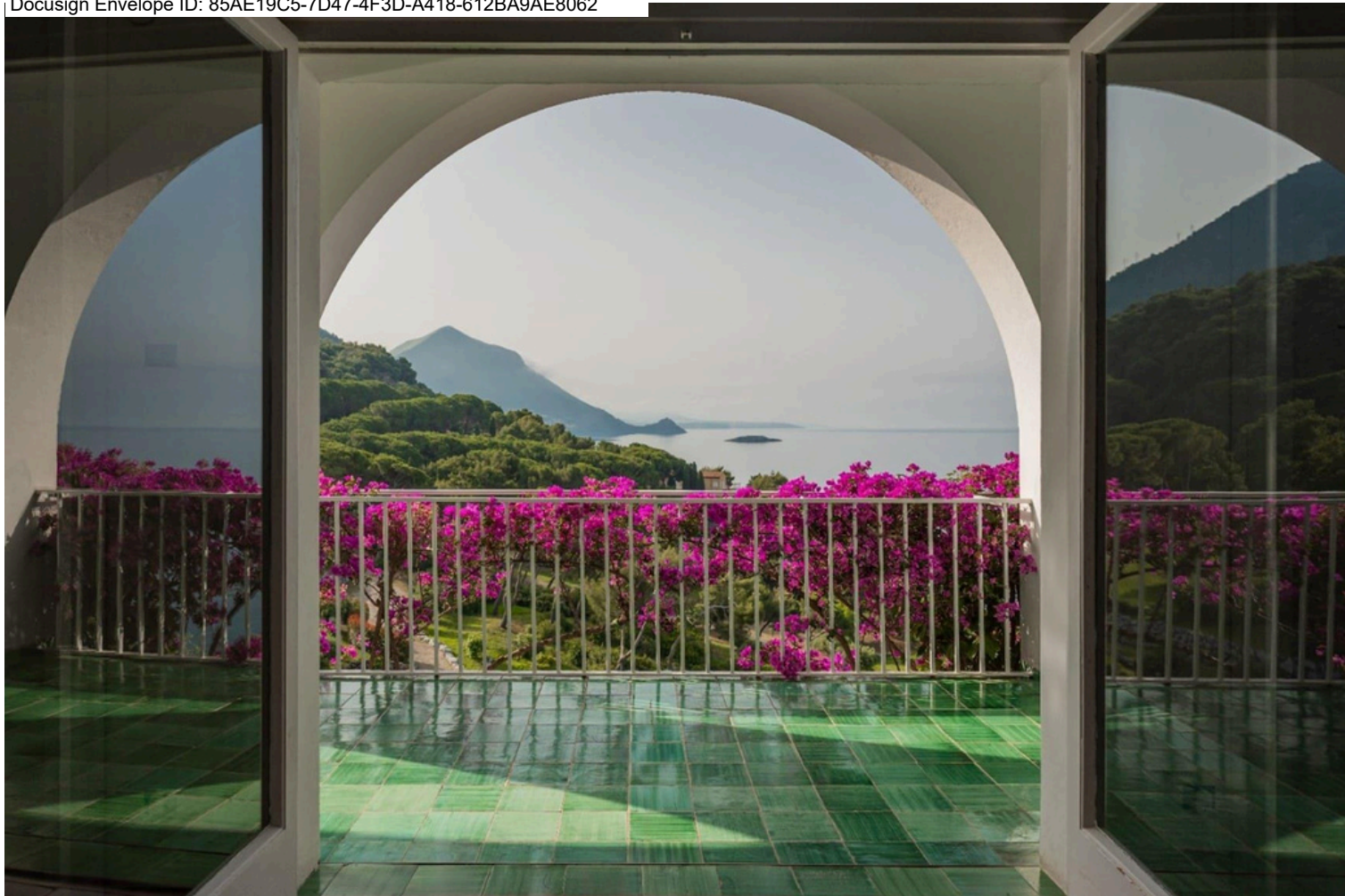




SANTAVENERÈ
MARATEA · ITALY





Maratea, 24/07/2025

Dear Sofia,

My name is Nicola Loiodice, your Hotel Manager at Santavenere.

We thank you for your continued support and we are pleased to send you the 2025 Partnership Agreement for Santavenere. We are thrilled to start a new year together and create long-lasting memories for our Guests.

Our mission is to keep enhancing our Guests' experience during their stay.

We look forward to welcoming your Guests at Santavenere in 2025.

MARKETING TOOLS

- [MANIFESTO](#)

Inside you will find pages dedicated to the rooms descriptions

- [PHOTO GALLERY](#)

VIDEO

- [OVERVIEW](#)

SOCIAL MEDIA

- [WEBSITE](#)
- [FB](#)
- [IG](#)

Please refer to the above-mentioned marketing tools only for your brochures and web sites.

We highly recommend checking the links periodically for any new content.

Warmest regards from Basilicata,

Nicola Loiodice

PARTNERSHIP



PARTNERSHIP AGREEMENT

between

Santavenere

and

**Nuba Expediciones De Mexico
INTERNATIONAL TRAVEL
GROUP S.A.**

Contract Definitions and Interpretation In this document, the following is agreed:

- Hotel, Company, Santavenere means the company Arsenale Hospitaly S.r.l. located in Rome (RM), Via Giovanni Amendola, 46 – 00185, Fiscal Code and V.A.T. number 15790381006, Unic Code M5ITOJA
- TO means Tour Operator as identified in the below Tour Operator Details Section.
- BAR means Best Available Rates.

Scope and application

This contract is valid worldwide and intended to regulate the terms and conditions of all the commercial transactions and trading occurring between Santavenere and Nuba Expediciones De Mexico INTERNATIONAL TRAVEL GROUP S.A..

The period covered by this contract is **from the opening date in April 2025 till the closing date in October 2025.**

In the case that any matter not stipulated in this contract arises, the terms and conditions generally practiced by Santavenere will apply.

Tour Operator Details Section

Santavenere Partnership Agreement 2025 (office.com)

Please ensure that all the necessary fields are correctly filled out. By completing the form, you grant automatic authorization for the use and accuracy of the information provided.

Distribution Channels list
(or refer to an attachment if the list is too long to include here) the Tour Operator’s travel agents and Niche Tour Operators that Tour Operator plans to make bookings on behalf of.

The Distribution Channels are the only distribution channels the Tour Operator proposes to make Bookings available through during the Term.

The Tour Operator shall give the Hotel not less than 10 Business Days’ notice in writing of any proposed changes to any Distribution Channel.

If the Hotel notifies the Tour Operator that any such proposed change might (in the opinion of the Hotel, acting reasonably) damage the brand and/or goodwill and/or reputation of the Hotel, Tour Operator shall not make Bookings available via such channel.” Moreover, the Tour Operator is held responsible of the rate distribution of its Distribution Channels. Parity rate with our web site must always be guaranteed.

If one of the above-mentioned conditions is not respected, the Hotel can terminate the agreement any time prior to written notice.

RATES AND TAXES

You will be provided with the best available rate (and/or not refundable rate, if available) at the moment of the booking request through the Travel Trade section of our website .

Online Bookings

Please find below your Company username and password to complete bookings via our online booking engine.

Booking Link:

<https://santavenere.it/en/travel-trade-eng/>

User: NUBA

Password: EXPEDICIONES

Please note that the rates found online will be already NET of commission.

Any special requests in the note box of the Travel Trade section are upon availability and must be confirmed by e-mail through the Reservation office.

Payment by credit card may be required in some cases.

All BAR rates are per room per night and include 10% VAT. VAT value may vary without notice due to any changes imposed by Italian government.

City tax is not included in the room rate and needs to be paid locally at the check-out.

An adult plus an infant in the same room will be calculated as double occupancy.

COMMISSIONS

Hotel will be pleased to offer the Partner the following percentage of commission, on NET VAT amounts:

15% for stays from the opening date in April to the closing date in October 2025.

All contract rates are applicable for bookings up to maximum **5 rooms**. Availability and room rates for groups of 6 rooms or more may be offered upon request. In case 2 or more enquiries are found to be related and feature overlapping dates (even one only), even if under different guest's names, the hotel will not apply the mentioned BAR rates, but specific Group rates.

Distribution of contracted rates

Contract Rates are only valid for your company or for distribution channels listed in the above Tour Operator Details Section.

Contract Rates cannot be offered by the Tour Operator direct to the consumer via Internet, or by any other internet channels, through owned, affiliated or subsidiary companies.

The resale of contracted rates through any online channel, including third parties, is strictly forbidden.

Therefore, no online Business to Consumer is authorized by the present Contract.

TO cannot publish public rates lower than the rates on the Santavenere website.

Hotel reserves the right to terminate this agreement immediately if any of these conditions are not met.

Rate inclusions

- Daily breakfast included in designated breakfast locations. Room service charges will be applied for breakfast in room.
 - Wireless internet available in guestrooms and common areas
 - In-room safes
 - Complimentary shuttle to private beaches (seasonal)
 - Beach Clubs free access (opening and closing period will be confirmed at management's discretion.)
- Soft drinks in the room minibars

Meal Supplements 2025

Supplement half board: Euro 70,00 per day per adult and **Euro 35,00** per child (3-12yrs),
beverage not included

Supplement full board: Euro 110,00 per day per adult and **Euro 60,00** per child (3-12yrs),
beverage not included

Please note that meal plan supplements (half board/full board) are public, not commissionable, per person per day.

Meal plan options

1. Half Board Meal Plan includes a 3-course dinner, tax and service (beverage not included).
 2. Full Board Meal Plan includes a 3-course lunch and dinner, tax and service (beverage not included).
 3. Dishes included in the Meal Plan Option will be indicated once the guest is in the hotel.
 4. The Hotel requires a supplement to the Meal Plan booked for some Special Events and for certain dishes (such as catch of the day).
 5. Our guests are given the opportunity to have their meals in all our outlets, subject to availability and opening period. Room service can be considered in case of both half board and full board options.
 6. A la carte meal options are always available for guests who do not wish to purchase a Meal Plan Option.
 7. The hotel will not remove charges if guests decide to change their meal package when in the hotel. For example, from half board to bed & breakfast basis.
 8. Clients are not allowed to book different meal plan options within the same booking.
- Please note that the opening periods of all our outlets will be defined according to weather conditions and confirmed at management's discretion.

F&B Outlets

- Le Lanterne restaurant
- Gli Ulivi restaurant and bar
- Il Carrubo restaurant and bar
- The Hall bar

Payment and invoicing details

Invoicingdetails	<p>All invoices must be addressed to: Arsenale Hospitality s.r.l. Via Giovanni Amendola n.46 00185 - Rome (ITALY) C.F. & P. IVA 15790381006</p> <p>Each payment should clearly state the guest's name, surname, dates of stay, booking reference and the Company's invoice number.</p>
BankDetails	<p>Arsenale Hospitality S.R.L.</p> <p>Bank: UNICREDIT Banca (05239)</p> <p>Via Padre Semeria, 1 - 00154 ROMA</p> <p>IBAN: IT60L0200805239000106119288</p> <p>BIC/SWIFT: UNCRITMMXXX</p>

PAYMENT TERMS

Payment on BAR rates:

Payment policy as per Travel Trade section on Hotel Website.

Payment is required **10 days** before arrival when cancellation policy is of 3 days.

Payment is required **14 days** before arrival when cancellation policy is of 7 days.

Payment is required **21 days** before arrival when cancellation policy is of 14 days.

Payment is required **45 days** before arrival when cancellation policy is of 30 days.

Cancellation and deposit policies might change during the year. Payment will always be required before the cancellation deadline.

Payment on Prepaid and Not Refundable Rate:

Payment is required within 24hrs from the booking date by wire bank transfer or a valid credit card. In case of payment by bank transfer, payment confirmation must be provided. Santavenere reserves for itself the right to refuse a guest entry and accommodation in case of non-payment, thus raising an exception of illegality based on Article 1460 of the Italian Civil Code.

Please note that the hotel will not solicit any missing payment and the booking will be canceled automatically right after the payment deadline.

ROOM INVENTORY

Room Category	Average Size	Bedding	Max occ. Including extra bed or cot	Notes on occupancy
Superior Room with garden view	22 sm	King	2 + 1*	*Only cot (0-2 yo) admitted free of charge
Deluxe Room with sea view	22 sm	King	2 + 1*	*Only cot (0-2 yo) admitted free of charge
Junior Suite with garden view	60 sm	King (or twin on request)	2+1*	*1 extra bed at additional rate
Deluxe Suite with garden view	46 sm	King	2 + 1*	*1 extra bed (3-12 yo) at additional rate or 1 cot (0-2 yo) free of charge
Deluxe Suite with sea view	53 sm	King (or twin on request)	2 + 1*	*1 extra bed (3-12 yo) at additional rate or 1 cot (0-2 yo) free of charge
Maratea Suite	55 sm	King	2+1*	*1 extra bed at additional rate

Reservations Reservation requests must include the following details: a. Guest Name and Surname
b. Guest Nationality
c. Number of Adults and children (must specify the age of each child)
d. Promotional Rate to be applied

For reservation issues, please call +(39) 0973 877652 or send an email to booking@santavenere.it

Reservations will not be considered confirmed until the Tour Operator receives written confirmation from the Hotel with reservation number.

Verbal confirmation of availability and/or rates (i.e. via telephone) is not considered as commitment to the reservation.

The Hotel is not required to provide, nor will it accept verbal confirmation of availability and/or rates. The hotel cannot guarantee a specific room number or a specific location in the Property.

Guest special requests

TO should provide the hotel with the following guest information no less than 7 days before arrival:

a. Dietary requirements, physical disabilities, and/or other relevant medical issues

b. ~~Inbound flight number and arrival time~~ _____

Check in/out

- Check-in after 3:00pm
- Check-out by 12:00pm

Late check-out will be charged as follows, upon availability:

- 50% of the booked room rate for check out until 2 pm
- Full booked room rate after 2 pm

Promotional Rate Confirmation

Reservations at promotional rates must be specified at the time of the booking confirmation.

Booking Amendments

If the Tour Operator wishes to change any part of a booking after the Hotel has confirmed it, the Tour Operator shall:

a. not (and ensure that no Distribution Channel shall) confirm any changes to the Guest without prior specific written confirmation from the hotel.

b. notify (or ensure that the applicable Distribution Channel notifies as well) the Reservations Department of the requested change to ascertain

(i) whether such proposed change(s) can be made

(ii) the details of any fee payable to the Company to effect such change(s);

c. promptly notify (or ensure that the applicable Distribution Channel notifies as well) the Reservations Department whether it wishes to

(i) make the amendment in which case such amendment will only be effective following the receipt by the Hotel from the Tour Operator of the applicable amendment fee (if any) or

(ii) leave the booking unchanged or (iii) cancel the booking in which case the applicable cancellation charge (unless waived by the Hotel in writing) shall be paid by the Tour Operator.

Cancellation policy

The cancellation policy will follow the terms and conditions of the hotel website.

Children policy

For children from 0 to 2 years old, baby cots are complimentary.

For children from 3- to 12-year-old, the extra bed supplement is Euro 70,00 per person per night (not commissionable rate).

Children over the age of 13 are considered adults.

Pet policy

The presence of pets (dogs up to 35 kilos and cats up to 3 kilos) must be indicated when booking; they are allowed at a daily supplement of Euro 40,00 (not commissionable) including special cleaning and the supply of a welcome kit.

They are allowed in all public areas, with dedicated stations at the restaurant/bar. Pets are not allowed in the spa area.

They are allowed in all restaurants, in the swimming pool area and at the private beach with dedicated stations. Pets have no access to the sea and must be kept in the rear area or in a position that does not disturb other guests and always kept on a leash.

Marketing and brochure inclusion

The Tour Operator will be an active partner of the Hotel and will offer full support to position the Hotel as their preferred property in the area. In particular, the Hotel will benefit from:

- The best available space in the Tour Operator (and each of its Distribution Channels) 2025 catalogue and websites, featuring several images of the Company as well as a detailed description of its facilities.
- Prominent exposure of Hotel's Special Promotions on the Tour Operator (and each of its Distribution Channels') websites.
- Assistance in distributing and selling special time-sensitive promotions via direct mailings, e-newsletters, website promotions etc.
- The possibility of conducting sales calls and training sessions to the Tour Operator (and each of its Distribution Channels)
- During the term of this Agreement, the Tour Operator is not authorized to use the hotel name and information, including images, photographs, logos and trademarks (proprietary materials of the company) - except as provided in this agreement - without prior written approval from the hotel before any publication. In case of violation of the afore-mentioned obligation, the Tour Operator, pursuant to art. 1382 of the Italian civil code, is required to pay a penalty commensurate with the caused damage.

When Hotel is included in a Tour Operator brochure, a pre-copy must be signed off by the Hotel prior to printing. Otherwise, the expectations of guests because of incorrect information will be the responsibility of the Tour Operator.

Contract amendments

Amendments to this contract shall only be valid if made in writing and signed by both parties.

Confidentiality

The Tour Operator confirms and agrees that this Agreement is confidential. The Tour Operator will not, in any circumstance, divulge the contents of this agreement.

Contracts may not be transferred from one company to another, without specific authorization of the Hotel.

In case of violation of the afore-mentioned obligation, the Tour Operator, pursuant to art. 1382 of the Italian civil code, is required to pay a penalty commensurate with the caused damage.

Right of withdrawal and termination of the contract

Either Party may terminate this Agreement in any moment upon six (6) months' written notice.

This agreement will be terminated automatically, should at least one of the following cases occur:

- a) serious failure to meet the obligations provided for in this Agreement, with particular reference to the procedures and timing of booking, payment of the stays and any other obligation agreed herein, if the obligations have still not been met after a formal notice of default has been sent in written by the other Party, where an extra time of at least seven (7) days is given to fulfill the obligations;

b) change of control, as commonly interpreted by commercial practices, unless expressly authorized by the hotel.

The Agreement will be automatically terminated if the obligations have still not been met after the deadline specified in the formal notice of default sent in written by the other Party; namely, if the circumstance mentioned at this point arises, the right of termination is exercised by means of a written notice to the other Party having effect in five (5) days after receipt of said notice.

Termination shall not preclude a possible claim for compensation for breach of contract; it shall not affect the contractual clauses relating to the settlement of disputes or any other provision of this Agreement that is meant to remain valid after termination, especially those providing for the applicable law and jurisdiction.

Jurisdiction and Privacy

The validity and performance of this Agreement shall be governed by the provisions of the Italian Law. The Parties agree to submit to the Court of Rome (Italy) for the purpose of resolving any dispute relating to the formation or performance of this Agreement.

With reference to the laws of Italy, recalling the obligations concerning privacy, the contracting agency (also called "Partner" and / or "Operator") declares that it performs and complies with said obligations when collecting and transmitting the customers' data to Borgo Egnazia, adequately informing the customers on the methods of acquisition, transmission, storage, access, cancellation, objection to processing as per Regulation (EU) n. 2016/679.

General

Neither party shall be under any obligation to the other hereunder performance therefore is rendered impossible due to an event of force majeure, being an event which the affected party could not reasonably foresee and the effect of which was beyond the control of the party affected (excluding settlement of payments) which shall include, without limitation, natural disasters, war, strikes, epidemics, earthquakes, fire or flood.

Tour Operator name: NUBA

Represented by: Sofia Suarez

Title: ProductDirector Americas

Date: 25-jul.-2025

Hotel name: Santavenere

Represented by:

Title:

Date:

Signature:

Signature: Firmado por:
Sofia Suarez
8F896AD63AED409...



Thank you


THE LEADING HOTELS
OF THE WORLD®


SANTAVENERE
MARATEA - ITALY

SD HOTELS