



Kiwi Collection Setup Procedures

Offer Summary:

Distribution of Retail or Negotiated Rates on kiwicollection.com and depending on level of participation may also include listings on Kiwi Collection's affiliate sites A Small World (www.asw.com), Code Nuit (www.codenuit.com), Dutton Direct (www.duttondirect.com), and Spas of America (www.spasofamerica.com).

- o Kiwi Collection is one of the world's largest and most comprehensive collections of luxury hospitality properties, seeking and discovering the very best accommodations for sophisticated travelers and travel agents.
- o Regardless of size or affiliation, properties are included in Kiwi Collection by invitation only. With strict evaluation criteria that consider luxury, location, and overall guest experience, less than 1% of all places in the world even qualify. Properties are also excluded on an annual basis should they have lost in quality or service.
- o Retail rates are published to ensure parity, but properties may also choose to offer discounted rates to Kiwi Collection.

Rate Setting Strategy:

Kiwi Collection rates are not marked up, but should be at parity with Hotel's Best Available Rate. Retail Rates (non-negotiated, public) are displayed as transient rates on kiwicollection.com. Rate displayed is set by Hotel based on demand forecasted for dates and must be commissionable.

Rate Type:

Retail/public Rates, but properties may also choose to offer unique "Kiwi Collection" discounted/negotiated rates.

How to Participate:

1. Hotel must use the SynXis CRS system to maintain inventory and rates.
2. Regardless of size or affiliation, properties are included in Kiwi Collection by invitation only. If Hotel approaches Account Manager regarding the site, Hotel should be directed to Carrie Harrison at carrieh@kiwicollection.com or 604.737.7397 ext. 225.
3. Once complete, Account Manager will advise Jennifer Sheardown at Kiwi Collection at jennifers@kiwicollection.com and copy distribution@kiwicollection.com that Hotel or chain is ready to go live.
4. Kiwi Collection will implement the hotel and advise Account Manager. Each side may conduct test bookings at this time.
5. Once the Hotel is live, the Kiwi Collection search page will return all available Retail/Public Rates.

Rate Loading Procedures:

Rate Type Code: VISAKC

Rate Type Class: Leave Blank

Rate Type Name: Visa Premium Card Rate

Default Short Description: List Visa Amenities

Default Long Description: List Visa Amenities

Rate Attributes:

- Active
- Negotiated
- Include Tax By Default – *only check if applicable for your hotel*
- Suppress Rate
- Commissionable
- Require Credentials at Check-In
- Breakfast included in rate

Category Assignment: MERDC-Merchant Direct Connect

Channels: Kiwi Collection Direct Connect - *Select only this channel*
 Confidential - *Leave unchecked*

If utilizing existing public rates, special rate loading is not required. Hotel simply needs to add the Kiwi Collection channel to the appropriate rates.

1. Select existing rate to edit.
2. Ensure rate is active, and that “Confidential” and “Negotiated” are both unchecked.
3. Under Channel Assignment, select “Kiwi Collection*” for each appropriate room.

If adding Negotiated/discounted rates specifically for Kiwi Collection:

1. Select Add New Rate (on top tool bar)
2. Enter Rate Type Code and Name
3. Make sure to check “Active” to activate the rate.
4. Please ensure that “Confidential” and “Negotiated” remain unchecked.
5. Under Channel Assignment, select “Kiwi Collection*” for each appropriate room (as the only channel).
6. Add applicable Rate Seasons and/or set formula if rate is set as derived.

Channel:

Channel Connect for rates, availability and reservation delivery. Room descriptive content is also accessed via Channel Connect for Kiwi Collection. All other content is obtained from the hotel directly.

Rate Access/Pseudo Information:

N/A

Commission and/or Margin:

Kiwi Collection charges an annual fee to be listed on their site. Additionally, a commission of 10% of the gross value of a booking is charged for reservations made via Kiwi Collection and its affiliate sites.

Cancellation Policy:

Follow Hotel's cancellation policy.

Guarantee Policy:

Follow Hotel's guarantee policy.

Days of Week Available:

Day of week restrictions are set at Hotel's discretion, and are determined by forecasted demand for Hotel. Rates will display as managed by Hotel.

Promotional Support:

Properties listed on www.kiwicollection.com.

Hotels work with Cynthia Verboon at cynthiav@kiwicollection.com or Jennifer Sheardown at jennifers@kiwicollection.com at Kiwi Collection to participate in additional promotional features.

Front Office Procedures:

No special procedures required.

Accounting Procedures:

Kiwi Collection will invoice Hotel / chain for service fees due after guest check out.

Source on Channel Production Report:

Trackable via Channel Production Report on End-of-Month report under rate codes.

- o Main Source is Channel Connect; Sub Source is Kiwi Collection.
 - o Channel ID is 6015 and Channel Code is KIWI.
-

Restrictions:

Subject to Hotel's availability.

Kiwi Collection Contact:

Cynthia Verboon, VP Content Management 604-737-7397 ext. 232 cynthiav@kiwicollection.com

Jennifer Sheardown, Director of Distribution

604-737-7397 ext. 252 jennifers@kiwicollection.com

Last Updated 21May09