

Totonu

Offer Summary:

Distribution of Retail or Negotiated Rates on totonu.com and/or its affiliate sites that Totonu may create to accommodate the various categories of hotels.

- Totonu Hotels sets itself apart by only selecting quality-oriented hotels that offer travelers something special. A unique style, fascinating atmosphere or a great location. Each hotel is unique. Hotel participation is at the sole discretion of Totonu, but is based on the criteria found in the HOTEL SELECTION CRITERIA document.
- Parity Retail rates may be published, or the Hotel may choose to offer discounted rates to Totonu.

Rate Setting Strategy:

Totonu rates are not marked up, but should be at parity with Hotel's Best Available Rate. 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 Totonu discounted/negotiated rates.

How To Participate:

1. Hotel must use the Synxis CRS system to maintain inventory and rates.
2. Sabre Account Manager or Account Manager will provide Hotel with Totonu's Terms & Conditions document. This should be completed, signed and returned by the Hotel to Totonu.
3. Upon receipt of the Hotel's agreement, Totonu will determine whether the hotel is accepted into the program. Selection of hotels is at Totonu's sole discretion.
4. Totonu will advise Account Manager that property is accepted into program.
5. Account Manager gives the Hotel access to the Channel Connect → TOTONU HOTELS channel on Administration → Hotel Maintenance page.
6. Sabre Account Manager assigns the Totonu user "Totonu" to the Hotel or chain. Chain access should be granted if most of the hotels in the chain will be participating in the Totonu program.
7. Once complete, Account Manager will advise Totonu at SynXisHotels@totonu.com that Hotel or chain is ready to go live.
8. Totonu will implement the hotel and advise Account Manager. Each side may conduct test bookings at this time.
9. Once the Hotel is live, the Totonu search page will return all available Retail/Public Rates.

Channel:

Channel Connect for rates, availability and reservation delivery. Room descriptive content is also accessed via Channel Connect for Totonu. All other content, including images, is obtained from the hotel directly. Hotel may also choose to actively log into Totonu's extranet site (in development) to share promotions/content. Totonu reserves the right to change or translate the content for search engine optimization.

Rate Access/Pseudo Information:

N/A

Commission and/or Margin:

Totonu charges a commission of 10% of the gross value of a booking for reservations made via Totonu 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.totonu.com.

Hotels work with Totonu to participate in additional promotional features.

Rate Loading Procedures:

If utilizing existing public rates, special rate loading is not required. Hotel simply needs to add the Totonu 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 "TOTONU HOTELS*" for each appropriate room.

If adding Negotiated/discounted rates specifically for Totonu:

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 “TOTONU HOTELS*” for each appropriate room (as the only channel).
6. Add applicable Rate Seasons and/or set formula if rate is set as derived.

Front Office Procedures:

No special procedures required.

Accounting Procedures:

Totonu 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 Totonu Hotels.
- o Channel ID is 6039 and Channel Code is TOTONU.

Restrictions:

Subject to Hotel’s availability.

Supported Features:

| | |
|------------------------|---|
| Restrictions | |
| Close Out | X |
| Lead Days | X |
| Lead Time | X |
| Lead Book Date | X |
| No Arrival | X |
| No Departure | X |
| Min Stay Arrival | X |
| Max Stay Arrival | X |
| Min Stay Thru | X |
| Max Stay Thru | X |
| Sell Limit | X |
| Sell Threshold | X |
| Pricing | |
| Derived Rates | X |
| Day of Week Offsets | X |
| Length of Stay Offsets | X |
| Occupancy Offsets | X |

| | |
|---------------------------|---|
| Promotional Pricing | X |
| Rate Overrides | X |
| Revenue Management | |
| Absolute BAR | X |
| IDeaS BAR | X |
| Rate Hurdles | X |
| Other | |
| Product Allocation | X |

Totonu Internal Contact:

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