

# AAHOA RESERVATION SERVICES AGREEMENT

AAHOA Member Number: «ACCOUNT AAHOA MEMBER» (Required)

Property Data	Legal	InnLink
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130 Maple Dr. N  
Hendersonville, TN, 37075.  
Fax: (615) 535-8770  
Office: 615-264-8080  
www.innlink.com

Fax:

**THIS RESERVATION SERVICES AGREEMENT** (the "Agreement") is made and entered into as of this «**TODAY**», by and between InnLink, LLC, a Tennessee limited liability company ("InnLink"), and «**ACCOUNT\_NAME**» (the "Company"). This Reservation Services Agreement is governed by the AAHOA Master Association Services Agreement. The AAHOA Master Reservation Agreement is available through AAHOA.

InnLink has developed the InnLink Central Reservation System (the "InnLink System") for guest lodging facilities; and the Company is desirous of using the InnLink System for its Property's reservation system using those reservation methods as are set forth.

Length of Agreement: The initial term of this Agreement shall commence upon the date of this Agreement and shall continue for a period of 12 months following the activation of the first reservation service initiated by InnLink. Thereafter, this Agreement shall automatically renew for a successive 12 months unless either party gives written notice to the other at least thirty (30) days prior to the end of the current term.

**Implementation and ongoing fees:** Company shall pay to InnLink the monthly fees, transaction fees, and such other fees as set forth below and further described in the AAHOA Master Member Reservation Services Agreement.

**Services and Fees Implementation Fee: \$250** Company shall pay to InnLink a one-time implementation fee per property

### Service Fees

**6% eLINK:** Per reservation delivered through GDS/IDS (Travel Sites and OTA's that pull Company's information from the following GDS channels: Galileo, Worldspan, Sabre, Amadeus and Pegasus.)

**5% iLINK:** Per reservations made through InnLink's Booking Engine, accessed through Company's personal website. InnLink will provide Company with Booking Engine once database is complete. Company is responsible for the connection of the booking engine to Company's personal website.

**8% gLINK:** A fee of each total reservation value applies to Group Reservations booked through InnLink's Groups Desk.

### Transaction Fees/ Required for GDS Services

**\$6.40 GDS Fees:** A Transaction fee will be applied to all reservations supplied through GDS/IDS.

**\$.66 Priceline & Travelweb Net Rate (excluding opaque):** A Transaction fee will apply to all reservations only

**XXX EQC:** Per reservation delivered, Merchant seamless direct connect to Expedia (No InnLink Fees are applied)

**Transmission of Reservations:** Reservation transmittals will be sent to the property per the Companies preferred method (PMS interface, Email or Fax).

**Please choose preferred transmission method:**  Fax  Email  PMS Interface

### Monthly Fees

**\$19.95 Pegasus Subscription: Monthly Subscription Fee** Applied by Pegasus for Onward Distribution Service Per Property

**\$50.00 Monthly Minimum:** Applied by InnLink if the sum of InnLink's Reservation Service Fees do not equal the Fee Amount for an Invoiced Month. GDS or Pegasus fees are not applied towards monthly minimum. If property does not sign up for automatic withdraw , monthly minimum will be raised to \$75 if a property fails to pay monthly invoice on time.

### Additional A la Carte Services (Monthly Fees)

**\$75 PMS interface:** fee applies ONLY if Company chooses to Interface between Companies Property management system and Innlink CRS for direct communication of rates, inventory and reservations. *Not available for all Property Management Systems*

**\$150 Dynamic Packaging :** Capability to display and sell additional services and products within the Booking engine

**\$50 Marketing Tools:** Customizable email messages, pre-stay, post-stay, modification, cancellation and confirmation. Integrated website tracker supporting Google and Omniture. Promotion tracking; ROI conversion rates

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.

THE COMPANY		INNLINK, LLC	
By: (signature)		By (signature):	
Name (Print):		Name:	Kristin Intress
Title:		Title:	President/ CEO
Date:		Date:	

## Schedule A - Net Rates

InnLink Offers Additional Services. Please contact your Sales representative about other services that could provide additional revenue for your property.

*This document represents all amendments required for billing and contract updates.*

*\*Billing will commence with signature.*

Request for Net Rate Agreements					
Company requests InnLink to contact property and initiate Net Rate contracts to ensure property is displayed immediately with Net Rate status. These contracts must be completed ASAP to allow the Implementation team to process the request during the initial set up of the property in the GDS systems.					
Net Rate Partners		Contract Required	Required discounts	Date	Signature
<b>Orbitz</b> (Cendent)	Property is offering discounted rates, thus receiving improved placement. Credit Card Information will be collected at the time of booking. Property will receive payment information with Reservation transmission.		Minimum of 25%		
<b>Hotwire</b> Opaque			Minimum of 25%		
<b>Travelocity</b>		X	Minimum of 25%		
<b>Priceline</b>	No travel agent commission will be billed to property as a Net Rate Participant.	X	Minimum of 25%		
<b>Expedia Quick Connect</b>	Hotel provides a discount for improved placement. Contract is executed between Expedia and the hotel. Rates and Inventory are managed within RESmatrix.	X	Negotiated Discount <b>InnLink fee: \$3.95 per res</b>		
Existing Net Rate Merchant contracts					
If your Company/property is currently participating in Net Rate Merchant Programs and/or Extranet Programs and you would like to continue these programs please sign to transfer the contract(s) to InnLink (Orbitz, Travelocity etc.)					
<b>Signature Required</b> (Allowing transfer of existing Net Rate Programs)					
X					
Property Name:			Property Address:		

### Payment Authorization Information

**Accounting Contact: Joyce Williams**  
**Office: 800-525-4658 / Fax: 615-338-3290**

**This payment is to be applied to the following:** \_\_\_ Implementation fee only \_\_\_ Implementation fee and Monthly Billing

<input type="checkbox"/> Checking Account Authorization		<input type="checkbox"/> Credit Card Authorization	
Customer's Name (as shown on Bank Records)		Customer Name (as shown on CC)	
Banking Institution:		Card Type:	
Routing Number:		Card Number:	
Account Number:		Expiration Date:	
Authorized Customer Signature:	X	Authorized Customer Signature:	X
Date Signed:	X	Date Signed:	X
I hereby authorize payment of InnLink invoices by Automatic Transfer. <b>Please attach a personalized voided check to this form.</b>		I hereby authorize payment of InnLink invoices by Credit Card which will be automatically charged on the last business day of the month for the total amount of your current InnLink invoice.  X	

**Implementation Fee Due with Service Agreement: \$250**

«*ACCOUNT\_NAME*»

«ACCOUNT\_FULLSHIPPINGADDRESS»

«TODAY»

To Our Global Distribution System Partners:

Please be advised that effective immediately, «**ACCOUNT\_NAME**», «**ACCOUNT\_SHIPPINGCITY**», «**ACCOUNT\_SHIPPINGSTATE**» will no longer be represented by «ACCOUNT\_COMPETITOR» \_\_\_\_\_ **Central Reservation Services**. This hotel will now be represented by **InnLink (IL) Central Reservation Services** as «**ACCOUNT\_NAME**».

This hotel is located at: «ACCOUNT\_FULLSHIPPINGADDRESS»

The Hotel's current chain code and property number is:

GDS	Chain code	Property Number
Amadeus		
Apollo		
Sabre		
Worldspan		
Pegasus		

*(the above section will be filled out by InnLink on your behalf)*

InnLink's chain code is **SM** in Sabre and **IL** in Worldspan, Amadeus, Galileo, and Pegasus.

Please contact me if you have any questions at «ACCOUNT\_PROPERTY\_PHONE».

Sincerely,

«ACCOUNT\_PRIMARY\_PROPERTY\_CONTACT»

«ACCOUNT\_PRIMARY\_CONTACT\_TITLE»

CC: «ACCOUNT\_REVENUE\_MANGER», InnLink Central Reservation Services Revenue Manager

CC: «ACCOUNT\_COMPETITOR»'s Central Reservation Services Revenue Manager

Property Header or Logo Here

«**TODAY**»

To Our Global Distribution System Partners:

Please be advised that effective **Date**, «**ACCOUNT\_NAME**» will no longer be represented by «**ACCOUNT\_COMPETITOR**» **Central Reservation Services**. This hotel will now be represented by **InnLink (IL) Central Reservation Services** as «**ACCOUNT\_NAME**».

Further, we are requesting dual representation of the property in all distribution systems with reservation arrivals through **Date** being process by «**ACCOUNT\_COMPETITOR**» (**include previous chain code**) Central Reservation Services and reservation arrivals beginning **Date** being processed by InnLink.

Reservations made under both chains will be provided equal care, as required.

It is understood that this is not a property Switchover and the «**ACCOUNT\_COMPETITOR**» property descriptions and numbers will eventually be deleted.

This hotel is located at:

Address Here

The Hotel's current chain code and property numbers are:

<b>GDS</b>	<b>Chain code</b>	<b>Property Number</b>
Amadeus		
Apollo		
Sabre		
Worldspan		
Pegasus		

**(\*\*the above section will be filled out by InnLink on your behalf)**

InnLink's chain code is **SM** in Sabre and **IL** in Worldspan, Amadeus, Galileo, and Pegasus.

Please contact me if you have any questions at (property phone number here).

Sincerely,

«**ACCOUNT\_PRIMARY\_PROPERTY\_CONTACT**»  
«**ACCOUNT\_PRIMARY\_CONTACT\_TITLE**»

CC: «**ACCOUNT\_REVENUE\_MANGER**», InnLink Central Reservation Services Revenue Manager

CC: «**ACCOUNT\_COMPETITOR**» Central Reservation Services Revenue Manager