

INSTRUCTIONS FOR COMPLETING SERVICE AGREEMENT DOCUMENTS

Please fax the complete Service Agreement to:

InnLink, LLC

Fax: 615-338-3290

Complete the following steps:

1. Sign the Service Agreement on page 5.
2. Initial the following pages designated below
 - *Schedule A – Reservation Services and Fee Schedule
 - *Schedule A - Reservation Terms *(initial in boxes to the right of each line item)*
3. Correct any information that may be missing or inaccurate
 - *Schedule B-Corporate Notice and Property Information
4. Fill out and sign “InnLink Automatic Payment Agreement”
5. Sign Switch Letter (last page)

InnLink Contacts:

Implementation Team Lead:

Amy Jones
(800) 525-4658
amy.jones@innlink.com

You will receive a call from your Implementation specialist within 2 to 4 days following receipt of the contract and payment. They are responsible for assisting you with activating your property during the next 30 days.

Revenue Consultant:

«ACCOUNT_REVENUE_MANGER»
(800) 525-4658
(Email address of rev. consult.)

Your Revenue Consultant will contact you within a week of receiving your contract via email. She will be sending you the appropriate Net Rate Agreements and submit them to the travel site partners. You will need to personally contact your Expedia Market Manager in your area to get started with them. Once this is done, your Expedia account can then be transferred over to InnLink.

Customer Service:

800-525-5864
Customerservice@innlink.com

Once you are activated in the GDS channels, you will then contact Customer Service for further service needs or guidance.

Thank you! All of us at InnLink look forward to working with you to help maximize your revenue and occupancy.

AAHOA RESERVATION SERVICES AGREEMENT



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

Property Data	Legal	InnLink
		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. 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 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:	

AAHOA RESERVATION SERVICES AGREEMENT



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
Orbitz (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%		
Hotwire Opaque			Minimum of 25%		
Travelocity		X	Minimum of 25%		
Priceline	No travel agent commission will be billed to property as a Net Rate Participant.	X	Minimum of 25%		
Expedia Quick Connect	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 InnLink fee: \$3.95 per res		
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.)					
Signature Required (Allowing transfer of existing Net Rate Programs)					
X					
Property Name: «ACCOUNT_NAME»			Property Address: «ACCOUNT_FULLSHIPPINGADDRESS»		

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. Please attach a personalized voided check to this form.		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

AAHOA RESERVATION SERVICES AGREEMENT



THIS RESERVATION SERVICES AGREEMENT (the "Agreement") is made and entered into as of this «**CONTRACT_STARTDATE**», by and between InnLink, LLC, a Tennessee limited liability company ("InnLink"), and «**CONTRACT_OWNER_LEGAL_COMPANY_NAME**» (the "Company"). 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 listed on signature page. As the Property's reservation system using those reservation methods as are set forth on signature page (1) (the "Reservation Services and Fee Schedule").

1 PROPERTY RESPONSIBILITIES

1.1 **Property information, customer responsibility to complete activation:** Upon execution of this Agreement and as part of service implementation, the Company shall immediately provide to InnLink **current, complete and accurate** database information using InnLink's online property data tool. Failure to provide database information to InnLink and authorizing service activation in the InnLink system within thirty (30) days after contract acceptance will result in the paying of an additional \$250 implementation fee. Implementation fees paid to InnLink are not refundable. Rates, inventory/availability information, property descriptions, and other such information as prescribed by InnLink will be managed by the Company using RESmatrix, InnLink's online database management tool. Failure by the Company to use RESmatrix for such data management may cause InnLink to apply data and reservation transmission fees as outlined in **Schedule A**, Section C. The Company shall provide a minimum of 25% of its available room inventory to InnLink for sale monthly through the reservation channels listed in Schedule A of this Agreement.

1.2 **Training:** As part of Property Implementation described in **Schedule A**, the Company shall receive training covering InnLink's RESmatrix customer application by InnLink's Training Department prior to service activation. Training is conducted via the Internet and telephone for up to three (3) individuals in a single session. InnLink will provide additional set training programs subsequent to service activation; this training is subject to InnLink discretion. InnLink will notify the Company of the training schedules. If desired by the Company, fee-based private retraining of existing staff or training of new personnel of the Company is available through InnLink's Training Department.

1.3 **License of Service:** Innlink grants to Company and properties listed on **Schedule A** a limited and non-exclusive license to access and use InnLink services during the term as provided. This license does not allow the company to sublease or provide access to any unauthorized personnel outside of Company's employment. This license is revocable in the event of the termination of this agreement or in the event of a breach of this Agreement by the Company. Customer will not reproduce or decompile the software code, documentation or any other proprietary technology owned or licensed by InnLink.

1.4 **Transmission of Reservations:** The InnLink System shall be used to provide Reservation Services, including new reservations, changes and cancellations, as described in this Agreement. Reservations, changes, cancellations and other messages from and through the InnLink System shall be transmitted directly to the Property via facsimile, email, interface or such other system prescribed by InnLink and agreed to by the Company. The Company shall provide all equipment (hardware and software) and telecommunications equipment and lines, required to receive and send reservation information. All expenses of servicing and maintaining such equipment and all costs associated with necessary software shall be paid by the Company and shall not be the responsibility of InnLink.

1.5 **PMS:** The PMS interface implementation cost has been **waived by your InnLink Sales manager** and shall be assumed by InnLink for any properties or Company during the **initial contract signing terms** and implementation of properties on InnLink System. This waived implementation fee for an interface is only applicable for interfaces currently available on the InnLink System. Additional fees may apply to develop an interface not currently available on the InnLink System. InnLink charges a monthly maintenance fee for all interfaces. This fee covers all maintenance and customer

support provided by InnLink. All InnLink fees are listed on **Schedule A**. A PMS vendor may charge implementation fees and maintenance fees associated with an interface.

2 PAYMENT

2.1 **Implementation and ongoing fees:** Company shall pay to InnLink the one-time fees, monthly fees, transaction fees, and such other fees as set forth in **Schedule A**. Using InnLink's ONline Accounting System, InnLink shall invoice the Company for all fees set forth in **Schedule A**, and payment shall be due by the Company to InnLink within thirty (30) days after date of invoice. Upon termination of reservation services agreement, InnLink will invoice Company a final bill payable within 30 days from invoice date. If final invoice contains future reservations confirmed prior to termination, Company is responsible for payment in full for said reservations.

2.2 **Mark-off terms:** All reservation fees shall be based upon Net reservations in InnLink's systems. The term "Net" shall mean the total reservations confirmed through InnLink's systems minus the total reservations cancelled through the same channel as each reservation was booked. InnLink's monthly invoice shall reflect InnLink's fees and GDS fees based on the reservation's arrival date. Pegasus fees shall reflect the reservation's booking date. InnLink's ONline Accounting System is required to be used by the Company for invoice reconciliation on a monthly billing basis. The Company is permitted to mark-off / eliminate InnLink's reservation service fee associated (but not the correlating Electronic Reservation Transaction Fee) with "no-show" and "out of channel" cancelled reservations from InnLink's invoice provided that proof of cancellation or reservation status accompanies payment to InnLink within 30 days of invoice date by InnLink. InnLink will not accept reservation disputes subsequent to 30 days from original date of invoice. Proof of cancellation or "no-show" reservation status includes a Property Management System computer printout confirming the status or similar confirmation that a guest reservation status has changed to "no-show" or "out of channel" cancellation status.

2.3 **Travel agent commissions:** The cost and payment of travel agent commissions are the sole responsibility of the Company.

2.4 **Currency of payment:** All payments provided for in this Agreement shall be paid in United States Dollars at the office of InnLink. All overdue payments shall bear interest from the date due until paid at the rate of twelve percent (12%) per annum. This interest shall accrue regardless of whether InnLink exercises its right to terminate this Agreement. The Company shall pay all costs of collection of past due amounts, including reasonable attorney's fees, expenses and court costs.

3 TERMS AND FEE MODIFICATIONS

3.1 **Exclusivity of use:** The Company shall use InnLink as its exclusive reservation system for reservation services listed in **Schedule A**. If the Company ceases the use of any reservation service component listed in **Schedule A** within the term of the Agreement, the Company will be in violation of the Agreement. InnLink reserves the right to modify the terms of GDS and Pegasus participation as set forth in **Schedule A**.

3.2 **Length of Agreement:** The initial term of this Agreement shall commence upon the date of this Agreement and shall continue for a period of «**CONTRACT_CONTRACTTERM**» 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. InnLink reserves the right to change the terms and pricing of this agreement at renewal by giving a written notice within 60 days prior to the end of the existing agreement.

- 3.3 **Third party Fee increases:** InnLink reserves the right to modify **Schedule A** to reflect: a) changes in **GDS, ADS** and Switch transaction fees. These fees will be equal to the changes in fees incurred by InnLink from its suppliers. i.e. (Pegasus, Wizcom)
- 3.4 **Hotel policies and Credit card policies:** All reservations booked through the InnLink System will be confirmed by InnLink based upon standard hotel non-guaranteed and guaranteed policies or such other policies as agreed to by both parties in writing. Guaranteed reservations shall be confirmed by credit card or other accepted method of guarantee agreed to by InnLink and the Company. InnLink makes no representation or warranty concerning credit card guarantees, including, without limitation, the authority of the person to use such card or the availability of credit thereunder. The Company shall cause the Property to honor all reservations for the Property transmitted from or through the InnLink System including, without limitation, the room rate, room type, arrival date and departure date. InnLink shall forward any cash deposits to the Property. The Company shall indemnify and hold InnLink and any and all affiliated companies and their officers, directors and employees harmless from any loss or liability that may be incurred in connection with any reservation being dishonored or otherwise relating in any manner to the operation of the Property. Should any reservations taken by InnLink not be honored at the Property, any and all liability will be the responsibility of the Company. The Company accepts full responsibility for obtaining comparable alternative accommodations for reservations confirmed by InnLink in accordance with this Agreement. Room rate differences and additional transportation costs incurred by such guest are the responsibility of the Company.

4 GENERAL PROVISIONS

- 4.1 **Publicity:** With written approval by InnLink the Company may use **InnLink** trade names and logos when identifying their CRS provider for print and online advertising, Press Releases "PR" or training materials. With written approval from the Company InnLink may use Company's name, logo and property descriptions for print or online advertising, PR or publicity. Written approval may not be unreasonably withheld by either party. Trade names are trademarked and owned exclusively by each Party. Any right to use names, logos and trademarks will cease on termination of agreement.
- 4.2 **Advertisement:** The Company shall provide written notice to InnLink of any advertisement programs targeted to Reservation Services subscribers within a minimum of five (5) business days of activation. The Company will place the respective chain code for each GDS on all promotional materials targeted to travel agents.
- 4.3 **Limitation of Liability and "As-is":** In no event will InnLink be liable for special, indirect or consequential damages arising out of or in connection with company's use of InnLink services. In no event will InnLink liability for any reason exceed the amount paid to InnLink under this agreement during a 12 month period from the date a claim arose. No claim may be brought after 24 months from when the Company was made aware of a claim. InnLink software is provided "as-is" no other warranties expressed or implied are guaranteed.
- 4.4 **Reservation disruptions:** Subject to temporary shut downs due to maintenance of the InnLink System and to force majeure. InnLink agrees to provide Reservation Services twenty-four (24) hours per day, seven (7) days per week. The term "force majeure" as used herein shall mean, without limitation, the following: acts of God; strikes; lockouts or other industrial disturbances; acts of public enemies; orders of any kind of any governmental body, including the government of the United States or of any state thereof or any of their departments, agencies, or officials, or any civil or military authority; insurrections; riots; epidemics; landslides; lightning;

earthquake; fire; hurricane; storms; floods, washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accident to machinery, transmission lines or similar equipment; GDS and Pegasus' ability to provide reservations; partial or entire failure of utilities; or any other cause or event not reasonably within the control of InnLink, in each case which has the effect of making it impossible or impracticable for InnLink to perform.

- 4.5 **Troubleshooting:** InnLink is responsible for troubleshooting problems for InnLink Services. InnLink will use it's best efforts, consistent with commercial reasonableness to remedy malfunctions or defects.
- 4.6 **Termination:** In the event the Company shall fail to keep, observe or perform any term or provision of this Agreement and such default shall continue for a period of (i) thirty (30) days after written notice thereof by InnLink to the Company, or (ii) ten (10) days after written notice thereof by InnLink to the Company with respect to the failure to make any payment hereunder, then InnLink shall have such rights as are available at law or in equity, including, without limitation, the right to terminate this Agreement upon written notice to the Company, which remedy shall not be exclusive and the exercise of which shall not preclude the exercise of any other remedy available under this Agreement or at law or in equity.
- 4.7 **Penalties:** If this Agreement is not terminated, the Company shall continue to owe reservation fees in accordance with the terms of this Agreement. In the event this Agreement is terminated as a result of an uncured default by the Company (as provided in this paragraph 10), the Company shall pay to InnLink as damages (i) an amount equal to all amounts owed hereunder through the date of such termination, plus (ii) an amount equal to the average monthly reservation fees due and payable during the then current term of this Agreement through the date of such termination (regardless of whether or not paid) multiplied by the number of months remaining through the then current term of this Agreement.
- 4.8 **Exception to agreement terms:** If the Company flags or brands itself with a hotel company or organization that requires its participants to use reservation services substantially similar to those contracted within this Agreement, InnLink will permit the Company to terminate InnLink's services with no less than (30) days written notice by the Company to InnLink. The Company shall only pay the difference of a one year implementation fee, \$750.00, and the Company's original implementation fee indicated on **Schedule A**.
- 4.9 **Notices:** Any notices required or permitted herein shall be deemed effective and given upon deposit in the US Mail, postage prepaid, registered or certified mail, return receipt requested, or upon delivery to an overnight courier service such as Federal Express, or Airbourne Express, or by delivery in person. InnLink, LLC 130 Maple Drive North Hendersonville, TN 37075, Per-Anders Wendin, CEO
- 4.10 **Suspension of services:** Notwithstanding the foregoing, InnLink may send the Company a notice of delinquent payment by electronic mail to the electronic mail address provided above or any other electronic mail address designated by the Company for that purpose. Such notice shall be deemed given immediately upon having been sent by InnLink; Company shall be solely responsible for any failure to receive that message on account of changes to the email address, spam filters, or other problems outside the control of InnLink or its internet service provider. If Company fails to pay all past due amounts (plus any applicable interest or penalties) within ten (10) days of such notice, InnLink shall have the right to suspend Company's access to the Services without further notice until such time as Company has paid all past due amounts. Reconnection of the Company's use of InnLink's services will also require a service reconnection fee of \$250 paid to InnLink prior to service reconnection.
- 4.11 **Company's right to terminate:** In the event InnLink shall fail to keep, observe or perform any agreement, term or provision of this

AAHOA RESERVATION SERVICES AGREEMENT



Agreement to be kept, observed or performed by InnLink and such default shall continue for a period of (i) thirty (30) days after written notice thereof by the Company to InnLink other than those described in part (ii) below (unless such default cannot reasonably be cured within thirty (30) days and InnLink shall have commenced to cure said default within said thirty (30) days and continues diligently to pursue the curing of the same), or (ii) ten (10) days after written notice thereof by the Company to InnLink with respect to the failure to provide standard operations for a period of more than fifteen (15) consecutive days due to temporary shutdowns, then the Company shall have such rights as are available at law or in equity, including, without limitation, the right to terminate this Agreement upon ten (10) days written notice to InnLink. All rights and remedies of the Company enumerated herein shall be cumulative, and none shall exclude any other remedies allowed at law or in equity.

- 4.12 **Amendments and modifications:** This Agreement shall be interpreted and construed in accordance with the laws of the State of Tennessee. This Agreement may be executed in one or more counterparts. So long as all parties have executed a counterpart, the signature of all parties on any one document shall not be required. No provision of this Agreement can be amended or waived, except by a statement in writing signed by the party against whom enforcement of the amendment or waiver is sought, except for any modifications to **Schedule A** by InnLink as provided in this Agreement. Should any provision of this Agreement be invalid or unenforceable for any reason, the remaining provisions hereof shall remain in full force and effect. This Agreement represents the entire agreement between the parties concerning the matters set forth herein, and any oral statements are merged herein. Time is of the essence of this Agreement, and all dates and time periods specified herein shall be strictly observed.
- 4.13 **Indemnification:** Each Party agrees to defend, at its expense and indemnify and hold harmless from and against any third party claim arising from a breach by the other Party of any term or condition of this agreement.

- 4.14 **Fees:** The “Company” shall pay all costs, expenses and reasonable attorney’s fees incurred in the enforcement of this Agreement if they pursue legal counsel and fail to prevail.
- 4.15 **Jurisdiction:** The Company hereby irrevocably consents to the jurisdiction of the United States District Court for the Middle District of Tennessee and of all Tennessee state courts sitting in Davidson County, Tennessee, for the purpose of any litigation to which InnLink may be a party and which concerns this Agreement. It is further agreed that venue for any such action shall lie exclusively with courts sitting in Davidson County, Tennessee, unless InnLink agrees to the contrary in writing.
- 4.16 **Transfer of obligations:** The terms and provisions of this Agreement shall be binding upon and inure to each of the parties hereto, their respective heirs, legal representatives, successors and assigns, it being expressly agreed and understood, however, that the Company may not assign its obligations under this Agreement without the prior express written consent of InnLink. Terms and provisions of this Agreement may not be disclosed to parties or individuals who are not employed by the Company or InnLink without the prior written consent of InnLink.
- 4.17 **Good faith:** The parties hereto hereby acknowledge that this Agreement has been entered into following good faith negotiations, and the parties hereto hereby agree that any rule of construction that the provisions of this Agreement will be construed against the drafter shall not apply to this Agreement.
- 4.18 **AAHOA Rebate terms:** Annual rebate offer to property- if InnLink does not confirm at least the Monthly Minimum in InnLink billed reservation revenue annually, InnLink will rebate the difference if the following requirements are met. Property must pay all invoices on time. Property must allocate a minimum of 50% of room inventory. Property must request the rebate within 30 days after annual renewal. If annual InnLink billed reservation revenue exceeds the annual total monthly minimums, no rebate will be available.

AAHOA RESERVATION SERVICES AGREEMENT



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:

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 (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

Property Name:	«ACCOUNT_NAME»	Property Code: <i>Supplied by InnLink</i>	«ACCOUNT_PROPERTY_CODE»
Contact Name:	«ACCOUNT_PRIMARY_PROPERTY_CONTACT»	Number of Rooms:	«ACCOUNT_NUMBER_OF_ROOMS»
Property Phone:	«ACCOUNT_PROPERTY_PHONE»	Services	«ACCOUNT_SERVICES»

In an effort to serve you better, please return this form to InnLink within 3 days. If this is not received, an implementation specialist will contact you to schedule a database interview which can take up to 1 1/2 hours.

Room Types	TOTAL # of rooms	How many are Non-smoking?	# of Handicap (specific)?	Are these Adjoining Rooms?	Rollaways/ Cribs (\$ per day)	Max In Room Adult / Child	Yearly Average Room Rate	Extra Adult Charge	How many adults before extra charge applies?
					\$		\$	\$	
					\$		\$	\$	
					\$		\$	\$	
					\$		\$	\$	
					\$		\$	\$	
					\$		\$	\$	

What Credit Cards do you accept?	VISA		MC		DISC		AMEX		Other:
----------------------------------	------	--	----	--	------	--	------	--	--------

List what form of payment you accept for: <i>Example: Cash, Money Order, CC, Debit, ect.</i>	Deposit	Guarantee	What Hours apply for the following:		
			Front Desk		Highest rates? \$
			Office		Lowest rates? \$
			Security		What is your total Tax? \$
			Laundry		

Top 6 Amenities in All Room types

Example: NSQQ	Cable w remote	Microwave	Mini-fridge	Iron/board	Wireless Internet	Hairdryer
Room type						

Additional Property or Room Amenities you would like to list such as a POOL, Guest Laundry, Alarm Clocks, Bottled Water						
Room type or Property						

Extended Stay offered?	Yes or No	Provide Extended Stay information:				
Transportation types to airport?	Shuttle	Taxi	Other:			
Breakfast?	Yes or No	What Time:		Menu items:		
		Any Cost?	\$			

Check In Time:	
Check out Time:	
Minimum Age to Reserve Room?	
Age Considered a child?	
PETS -Allowed?	Yes or No
What is pet deposit?	\$
Additional Pet information?	

Travel Agent and Discount Fees:

Will you pay travel agents at least 10%?							Yes or No
Will you offer discounted rates on top of the Travel Agents 10% Commission?							Yes or No
If so, which ones?	AAA	AARP	Senior	Corp	Govt	Other:	
What percentage or flat rate is offered? Circle those that apply:						(%) or (\$)	

Cancellation Policy	
----------------------------	--

This appears on Travelocity Only (250 Characters)

Short Sales Script	
---------------------------	--

This appears on all other travel sites (2000 characters)

Long Sales Script	
--------------------------	--

Room Sales Script	
--------------------------	--

Directions from Airport to Property	
--	--

Directions to Property from:

North	
South	
East	
West	

Area Attractions

Name of Attraction	No. of miles from property	Direction (North South East or West)

Local Cities

City	State	No. of miles from property	Direction (North South East or West)

Restaurants

Name	Miles and direction from Property	What Type? (fast food, buffet, full service, etc.)

Local Events

Name of Event	Month	Date	Additional Information about event

If there is any further information you feel would be helpful in building your property database, please include it in this information. If we need further information, your implementation specialist will contact you.

Thank you for completing this form. Please fax Property Information with your contract to:

InnLink, LLC

Attn: «ACCOUNTOWNER_FULLNAME»

Fax: 615-338-3290

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039350-298 07/22/11

«CONTRACT_CONTRACTTERM» months «CONTRACT_REBATE»

«ACCOUNT_NAME»

- 13 -

«CONTRACT_CONTRACTNUMBER»

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