



INSTRUCTIONS FOR COMPLETING AND RETURNING CONTRACT DOCUMENTS TO INNLINK

The instructions below will guide you through the process of completing the contract document and returning it to InnLink.

Please complete the documents as indicated below, and return **TWO** completed originals to the address indicated below. We will countersign both sets, and return one completed set to you for your records.

1. Photocopy or print TWO copies of the contract.
 2. Sign **BOTH** original contracts on **PAGE SIX**. Include your signature, name, and title.
 3. Review Schedule A (*Reservation Services and Fee Schedule*).
 - a. Initial after each item in column labeled INTIAL after you have reviewed the fee schedule to insure that it is consistent with your understanding of the services offered to you by InnLink. Your property will be invoiced for InnLink’s services based on the terms within this section.
 - b. A check or credit card form (made out to InnLink, LLC) for the implementation fee in the amount of **\$250** must accompany the contract to InnLink.
 - c. The fee covers implementation and training of all selected InnLink services.
 - d. InnLink will set up the PMS interface, if applicable.
 - e. InnLink will set up any other chosen services at this time.
1. Review **Schedule A & B** for accuracy and make any necessary changes.
 - a. Initial after each item in column labeled INTIAL when applicable on **Schedule A**. This will inform InnLink all information is accurate.
 - b. Confirm **Schedule B** is accurate & complete with all Property Information filled in correctly.
 - c. The property is responsible for keeping their information updated with InnLink to ensure optimal communication.

Please forward the contract documents and payment to:

InnLink	130 Maple Drive North Hendersonville, TN
Attention	«ACCOUNTOWNER_FULLNAME»
Phone	(800) 525-4658
email	«ACCOUNTOWNER_EMAIL»
efax	(615) 535-8770

You will receive a call from InnLink’s Implementation team 2 to 4 days following receipt of the contract and payment. The team is responsible to ensure a smooth and timely activation.

Implementation team contact information:

Team lead	Phone number	Email address
Regina	(800) 525-5864	Regina.hall@innlink.com

Thank you! All of us at InnLink look forward to working with you. We look forward to helping you raise revenue and occupancy!

For faster service implementation, email or fax a copy of the signed contract and check: 615-535-8770 (efax) or «ACCOUNTOWNER_EMAIL» (email) before you mail them!



IL #	«CONTRACT_CONTRACTNUMBER»
Date	«CONTRACT_CREATEDDATE»
Rep	«ACCOUNTOWNER_FULLNAME»

AAHOA Member RESERVATION SERVICES AGREEMENT

Properties Physical Information			
Property Name	«ACCOUNT_NAME»	Property Address	«ACCOUNT_FULLSHIPPINGADDRESS»
Primary Contact (First, Last)	«ACCOUNT_PRIMARY_PROPERTY_CONTACT»		
Phone	«ACCOUNT_PROPERTY_PHONE»	Title	«ACCOUNT_PRIMARY_CONTACT_TITLE»
Email address	«ACCOUNT_PRIMARY_CONTACT_EMAIL»	Fax	«ACCOUNT_PROPERTY_FAX»
InnLink Information			
Sales Rep Name	«ACCOUNTOWNER_FULLNAME»	Phone	800) 525-4658
Email address	«ACCOUNTOWNER_EMAIL»	Website	www.innlink.com
InnLink Address	130 Maple Dr. N	Customer Service	(800) 525-5864
City, State, Zip	Hendersonville, TN. 37075		

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 or properties listed in **Schedule B** (collectively, the “Property”) as the Property’s reservation system using those reservation methods as are set forth in **Schedule A** (the “Reservation Services and Fee Schedule”). The Reservation Services provided by InnLink are set forth in **Schedule A**.

The parties hereto agree as follows:

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 its 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 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 to 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.

The undersigned officer for InnLink hereby represents and warrants that he has the authority to bind InnLink to the terms of the Agreement. The undersigned officer for the Company hereby warrants that he/she has the authority to bind the Company to the terms of this Agreement.

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):	«CONTRACT_CUSTOMERSIGNED»	Name:	Per-Anders Wendin
Title:	«CONTRACT_CUSTOMERSIGNEDTITLE»	Title:	CEO
Date:		Date:	

Schedule A – Reservation Services and Fee Schedule

A. Implementation		Description	Amount	Invoice Basis
1. Property Service Implementation	Account Management, Data Collection, Property Information Setup, and Implementation of InnLink's System and Services		\$250	One Time Fee due with contract
2. PMS Interface Implementation	Account Management, Property Setup, Testing and Implementation of PMS Interface. Check with your PMS vendor regarding any fees or services they may require to accommodate the interface with InnLink		Waived for AAHOA	One Time Fee due with contract
3. TAC Service and Implementation	Initial Programming and Testing of Data File	Initial if you would like to sign up for TACS	Waived for AAHOA	One Time Fee due with contract
B. Reservation Service Fees ¹			Fee %	Invoiced Monthly
1. eLINK	Electronic Reservations initiated through Global Distribution System (GDS) by Travel Agents/Consumers and Pegasus-Powered, IDS Reservations Processed through InnLink		6%	Per Confirmed Reservation
2. iLINK	Electronic Reservation initiated through Branded Booking Engine supplied by InnLink		5%	Per Confirmed Reservation
3. vLINK	Voice reservation services provided 24/7/365 by InnLink Call handling fee		6% \$1.00	Per Confirmed reservation Per non-reservation call
C. Transaction Fees			Amount	
1. Electronic Transaction Fee	GDS or Pegasus transaction fee per eLINK reservation		\$5.95	Per Confirmed Reservation
2. Faxed Reservation Transmission	"Per Fax" transmission fee for reservations delivered by InnLink via Fax to a hotel property, <u>if applicable</u>		Waived for AAHOA	"Per Fax" Transmission Fee, <u>if applicable</u> .
3. Data Change	InnLink will apply a transaction fee of Two Dollars (USD) per customer request for faxed, emailed, or telephonic data change requests, <u>if applicable</u>		Waived for AAHOA	"Per Change" Fee, <u>if applicable</u>
TACS	TACS (Perrot) will bill your property .55 per transaction for confirmed reservation or .10 per no show reservations			Invoiced by Perrot Systems
D. Monthly Fees			Amount	
1. PMS Interface Maintenance	Fee associated with supporting and maintaining PMS connectivity. This fee covers InnLink interface maintenance and support. Contact your PMS vendor for their fees.		\$50- Basic \$75- Full or Enhanced	Monthly Interface Maintenance Fee
2. Pegasus Subscription	Monthly Subscription Fee Applied by Pegasus for <i>Onward Distribution Service</i> Per Property		\$19.95	Set fee per month
E. Minimum Fee			Amount	
1. Monthly Minimum	Monthly Fee Applied by InnLink if the Sum of InnLink's Reservation Service Fees do not equal the Fee Amount for an Invoiced Month. If invoice is not paid in full at month end, monthly minimum is raised to \$75		\$50	Monthly Minimum Fee or total reservations service fees, which ever is greater.

NOTE: Unless otherwise specified and agreed upon by both InnLink and the Company, hotel properties listed under this agreement will use InnLink's chain code (IL). Use of any chain code other than IL may result in additional fees. Please consult with your InnLink Representative.

TOTAL DUE with signed contract:



Schedule A – Reservation Terms

PLEASE READ AND INITIAL

Term	Description	Initials
Travel agent commission fees	All travel agent commission fees are invoiced and sent to the property by the individual Travel Agent and are paid by the property separate of InnLink.	
InnLink customer support	InnLink provides customer support 24/7/365 1 (800)-525-5864 OR customerservice@innlink.com	
60 Minute guarantee	InnLink guarantees to respond to your customer support request within 60 minutes or you can tear up your contract. This does not guarantee resolution of your request/problem only confirmation of your request. The guarantee only applies to InnLink customer support communication listed above.	
Implementation process	Company will provide current, complete and accurate information to the implementation team to ensure 30 day activation. If the property does not submit the Database, send in the Switch letter (if applicable) and load rates/availability within 30 days InnLink will invoice the property an additional \$250. Your implementation team contact info: Regina Hall: 1-(800)-525-5864 fax: 615-264-5753 regina.hall@innlink.com	
Billing	All InnLink reservation fees are billed based on guest arrival.	
Request for immediate Net Rate contracts to be executed by InnLink	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. <i>Initial only if applicable</i>	
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 (allows transfer of existing contracts)
		«ACCOUNT_FULLSHIPPINGADDRESS»
	«ACCOUNT_NAME»	

Schedule A – REVassist Competitive Rate Shopping



Please check and initial your desired service subscription level:

Basic Option _____ Standard Option _____ Expanded Option _____ Not Participating _____

A. Property Implementation	Description	Amount	Invoice Basis	Invoice Period
1. Property Implementation and Initial Training	Implementation and Training for REVassist – InnLink’s competitive hotel rate shopping tool	\$175	One Time Fee / Per Property	Amount Due to InnLink with Signed Contract

B. Reservation Services			
REVassist Options	REVassist Basic Option	REVassist Standard Option	REVassist Expanded Option
Report Frequency (per week)	3 reports delivered via email on M, W, F	5 reports / M – F	5 reports / M – F
Arrival Dates	21 days prior to arrival date	30 days	45 days
Data Sources	Sabre and 2 Internet Sites	Sabre and 3 Internet Sites	Sabre and 4 Internet Sites
Number of Hotels in Comp Set	7	7	7
Monthly Subscription Fee Amount	\$50 for AAHOA	\$150	\$300

Additions, Changes and Deletions to Competitive Set

The hotel Competitive Set consists of up to seven (7) competitor hotels. The Company may expand their Competitive Set for a one-time fee of \$100.00. InnLink reserves the right to limit the total number of hotels in any Property’s Competitive Set. Changes to the composition of an existing Competitive Set may be made for a one-time fee of \$100.00 per hotel changed. The Company may delete Competitors in a Competitive Set at no charge.

Service Duration

The duration of **REVassist** service is for a period no less than 12 months following the month of service activation. Subsequently, a 30 day notice prior to the month that service is requested to be terminated must be made to InnLink via email.

Terms are as agreed

Schedule B – Corporate Notice and Property information

Legal information				
Legal Company Name	«CONTRACT_OWNER_LEGAL_COMPANY_NAME»		Fax	«CONTRACT_OWNERSHIP_LEGAL_FAX»
Address	«CONTRACT_OWNER_LEGAL_COMPANY_ADDRESS»		Title	«ACCOUNT_PRIMARY_CONTACT_TITLE»
City, State, Zip	«CONTRACT_OWNER_LEGAL_CITY_STATE_ZIP»			
Phone	«CONTRACT_OWNER_LEGAL_PHONE_NUMBER»			
Primary Operations Contact	«ACCOUNT_PRIMARY_PROPERTY_CONTACT»		Your Invoice Address (if different)	«ACCOUNT_FULLBILLINGADDRESS»
Accounting Contact				
Property Name	No. of Rooms	Property Address	Property Operations Contact	Phone
«ACCOUNT_NAME»	«ACCOUNT_NUMBER_OF_ROOMS»	«ACCOUNT_FULLSHIPPINGADDRESS»	«ACCOUNT_PRIMARY_PROPERTY_CONTACT»	«ACCOUNT_PROPERTY_PHONE»
Database Information				
Date Built	Airport Code	Time Zone	Transmission Method	«ACCOUNT_TRANSMISSION_METHOD»
«ACCOUNT_DATE_BUILT»	«ACCOUNT_AIRPORT_CODE»	«ACCOUNT_TIME_ZONE»	Transmission e-mail: «ACCOUNT_TRANSMISSION_EMAIL_OR_FAX_NUMBER»	
PMS Vendor	v-link - Property Phone #	v-link Phone Carrier Co.		v-link projected live date
«ACCOUNT_PMS_VENDOR»				



InnLink Automatic Payment Agreement

InnLink lets you pay your monthly invoice automatically two different ways described below. Please choose which method you prefer below and **complete only one option**. The payment total for both options will be the amount showing after you finalize your invoice on-line via our website. On the last day of the month, if you have not gone on-line to finalize your invoice, the full amount of the original invoice will be processed.

Automatic Transfer by ACH

There is no check to write each month or credit card bill to pay later. The exact amount of your monthly bill is transferred from your bank account. All you need is a bank checking account.

To comply with Federal Banking Regulations, the first draft will occur no less than 15 days from the initial request. Thereafter, the withdrawal will occur on the due date as stated on our bill. If the pay due date should fall on a weekend or holiday, the withdrawal will occur on the next business day.

Credit Card Payment

By submitting this form, you are electing to have your credit card automatically debited on the last business day of the month for the total amount of your current InnLink invoice.

Thank you for participating in the Automatic Payment program. If you have any questions, please call 615-264-8080 and ask for the Accounting Department.

InnLink, LLC
Attention: Accounting
130 Maple Drive North
Hendersonville, TN 37075
Fax 615-264-3497

(Keep this part for your records.)

(Return this part to InnLink.)

<input type="checkbox"/> Automatic Transfer Payment Authorization Customer's Name (as shown on Bank Records): _____ Customer's Bank Routing and Account Number: _____ Customer's Property Name - InnLink account: _____ InnLink Property Code: separate sheet for each: _____ I hereby authorize payment of InnLink invoices by Automatic Transfer. Please attach a personalized voided check to this form. Authorized Customer Signature: _____ Date Signed: _____	<input type="checkbox"/> Credit Card Authorization Customer Name (as shown on Credit Card): _____ Card Type _____ Card Number _____ Expiration Date _____ Customer's Property Name - InnLink account: _____ InnLink Property Code: separate sheet for each: _____ I hereby authorize payment of InnLink invoices by Credit Card. Authorized Customer Signature: _____ Date Signed: _____
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This form may be submitted by fax or mail. PLEASE NOTE: InnLink recommends sending the form by certified U.S. mail to assure the most secure delivery method. DO NOT Email this form.

«ACCOUNT_NAME»
PROPERTY NAME

«ACCOUNT_FULLSHIPPINGADDRESS»
PROPERTY ADDRESS