



Zamxa Hotels Services Level Agreement.

Terms and Conditions

Services

Zamxa Hotels services offers travel-related services and accommodations, including the following:

Online Booking:

The use of online tools to book accommodation in luxury hotels in Nigeria is expanding rapidly, offering hoteliers a new avenue for business growth. In the current span of time, the rate of progress in any industry is almost exponential. Zamxa Hotels services has about 100+ professional consultants in Hotel, Hospitality and Tourism management.

Hotel Promotions:

With our business originating from Canada, we are poised to promote our partner hotels and associates with international and domestic customers from around the world. They will also be able to benefit from our wide range of international online booking platform.

Marketing Tool:

Since email and remarketing are powerful tools when it comes to online booking optimization, Zamxa Hotels services understands how travelers search for hotels, which hotel they prefer, and the typical booking conversion cycle. Many of these statistics are gathered from our booking and website analytic data, but others require that you pay attention to industry research reports and survey your past guests. For example, by knowing the average number of days between the hotel research phase and the hotel booking phase, Zamxa Hotels services constructs their email remarketing campaign to match the customer's expectation. This might mean sending an email a day later, a week later, and two weeks later in addition to employing remarketing ad campaigns with Google or Facebook to further remind users to book a room in their preferred hotel.

Content Optimization:

Content can prove a powerful way of capitalizing on traveler's data and ensuring they stay interested in our hotels, provided we have an idea of what will resonate. Zamxa Hotels services also have a medium of data collection from the travelers or individual that booked previously, and this enables us have loyalty programs from your hotel to your customers and also have great deals with them from around the globe. When the communication level between the Hotel and customer is high it tends to maximize sales in the industry.

Corporate Booking:

Zamxa Corporate booking enables businesses and organizations to make long term reservations at cheaper rates in our partner hotels and associates. It also enables organizations to book their preferred rooms from their preferred hotel and make reservations of what they want and the number of days they would be staying and whatever facilities they might need. For example, an organization like NNPC may wish to book rooms for couple of days, weeks or even months in a hotel of their choice under the understanding zamxa hotels services have with our partner hotels.

Customer Service alert:

In the case of Price drop alert, your customers will be the first to get the price drop notifications and will be aware of promotions currently going on and what they stand to benefit. From data gathered we tend to keep customers informed of their preferred hotel and keep them updated with emails and other notifications.

Zamxa Hotels services also provide additional benefits that help you in creating viable structures like;

Seasonal Promotion:

This is a no brainer, we help you structure and offer 'hot deals and special discounts' in your low seasons and increase your rates or adjust your terms and conditions for deposits in high season.

Zamxa Hotels services don't just help you offer a one size fits all approach – we help you tailor your seasonal promotions to the types of travelers you are familiar with. For example; corporate travelers, Traveling sales reps, Military personnel, Airline staffs, and other regular clients.

Packages:

Zamxa Hotels services can transform your hotel into a destination hub for weddings, honey moons, annual general meetings, town hall meetings, birthday parties, product launchings, etc. Zamxa Hotels services is also capable of transforming a moribund bound hotel into a money-making venture. Our esteem partners and associates can also contact Zamxa Foods for room decorations and catering services.

Social media/Zamxa Hotels services Blog:

Having professionals in the social media platforms, you are opportune to have your hotel images, videos and descriptions on our social media pages. Our customers get to see new facilities and exciting places in your hotel. Social media is one of our effective tools, as all our Facebook, Instagram, twitter and so many other ads are channeled towards your desired clients. With thousands of prospective customers viewing your hotel on our social media platforms, we tend to generate more traffic to your hotel.

Zamxa Hotels Works 24/7:

Zamxa Hotels services works all around the clock for the benefit of our partners and associates. This gives access to potential visitors to book a room anytime they so desired. It also maximizes your sales since you are not limited to only working hours. In fact, studies show that a 24/7 online reservation system greatly increases the number of hotel bookings. With Zamxa Hotels services we are always there for you.

Increase in Revenue (Upselling)

Another major benefit of Zamxa Hotels services is that it's much easier to create, publish, promote and sell packages and add-ons online. You can combine them or let customers choose the package they want. This will further increase the revenue you generate while customers will be able to get exactly what they want.

Edge over Competitors.

Zamxa Hotels services gives you an advantage over your competitors. There are still many hotels in the hospitality sub sector that do not have online booking capabilities. With Zamxa hotels services you are always sure of having your rooms fully booked.

Business Efficiency.

Zamxa Hotels services help improve your efficiency as a business enterprise. Your availability is updated immediately upon receiving a reservation, not only in your own system, but across all your channels. You will save time on administrative tasks while also minimizing the risk of being overbooked.

Zamxa Hotels services offer the above-listed services to our partners/associates and also present clients as part of Zamxa Hotels services in pursuant to the terms of this agreement.

In return, the hotel agrees to pay the commissions based on actual sales.

Hotel Responsibilities

Our associates and partners shall provide Zamxa Hotels services with a non-exclusive license to offer the hotel's program and services as part of Zamxa hotels package.

Our partner hotels agree to maintain availability for such bookings as detailed below:

[List of rooms and packages]

Additionally, our partner hotels agree to provide sales and marketing material to Zamxa Hotels services for the purpose of promoting their facilities and services as listed in this agreement.

Zamxa Hotels Services &Responsibilities

Zamxa Hotels services will offer items listed in this agreement to corporate bodies and consumers alike as part of travel packages.

Zamxa Hotels services agrees to offer to our customers prices approved by the hotel without exception

Zamxa Hotels services will reconcile sales entries with our partner hotels on monthly basis.

Zamxa Hotels services will ensure the hotel receives the contact information of each client buying the hotel's services and accommodation.

Payment

Zamxa Hotel services shall receive commissions equal to 10% of room rate only. Invoices for commissions shall be generated each month and shall be paid by the hotel on a net-30 basis.

Disclosure

Zamxa Hotels services agree to provide annual up-to-date ledger containing all reservations and tours to our partner hotels.

All terminated bookings shall be disclosed by each party monthly in a clear and concise manner.

Confidentiality

Zamxa Hotels services hereby acknowledge they may become aware of information the hotel may deem as confidential including but not limited to:

- Sale Dates (arrival date of our clients)
- Special Rate Changes
- Availability e.g. rooms/halls

Any information listed as confidential by the parties shall remain private and will not be made public by either party.

In the event the parties become aware of a breach of any of the agreed terms, either parties will have the right to terminate the agreement in its entirety.

ARBITRATION

Parties have agreed that this agreement shall bind them, and in case of a breach of any of the terms, the aggrieved party shall have recourse to the Lagos multi door court house or any other multi door court house close to the two parties.

NON- CIRCUMVENTION

Parties have agreed that at no time will any of the parties abrogate or circumvent any of the clauses.

Circumvention of any of the clauses may lead to rescinding of this agreement by the aggrieved party.

Term

This Zamxa Hotels services agreement shall remain in effect for a period of 1 years from the agreed date.

Upon the completion of this agreement, the Parties may review and agree to extend for another 12 months from the completion date.

In the instance of either party declining to extend this agreement, the agreement shall terminate on the date of the decline. Parties will discuss and know the cause of termination.

Acknowledgement

Zamxa Hotels services acknowledges that during the term of this agreement the following shall remain in effect:

The parties shall remain the rightful owners of all titles, rights and deeds as well as any material they individually provide for the completion of the agreement.

Zamxa Hotels services will have no rights to sell or trade any material provided by the hotel during the term of this agreement.

Zamxa Hotels services will not copy or duplicate any material provided by the hotel unless formal approval had been granted.

Zamxa Hotels services will keep all materials and property discussed in this agreement in good working condition.

Termination

Either party may agree to terminate this agreement in its entirety with prior written notice of 30 days after a request had been put forward.

In the event of a breach of any section on the terms and conditions of this agreement, the aggrieved party shall have the right to terminate the agreement.

Upon termination, Zamxa Hotels services agrees to return all property provided by our associates in the condition it was received.

Upon the termination of this agreement, all bookings under process shall become void and all outstanding balances will become due.

Third Party Individuals

Our partners/associates shall provide us individuals who acts as representatives for their hotels and shall be treated as such by Zamxa Hotels services.

Notification

Any notifications regarding this agreement shall be forwarded via email, certified letter, or in person to the following addresses:

Zamxa Hotels services: [No 26 Adeniyi Street, Egbeda - Alimosho, Lagos State]

Zamxa Hotels services email: [info@zamxahotels.com]

Acceptance

The Parties hereby acknowledge the receipt and understanding of all the terms and conditions as outlined on this agreement.