

To,

June 26, 2024

The Director General,
For Principal Director Admin
Coast Guard Station, New Delhi
National Stadium Complex
New Delhi -110001

Dear Sir,

Sub: Empanelment with IGC

We thank you for considering the 'Best Western Hotels & Resorts in India for a guaranteed Rate Contract. It gives us great pleasure to accord your company a preferred account status for special negotiated rates for India.

This Special Rate Agreement supersedes all our previous communication on the same.

We look forward to the continuation of your patronage and assure you of our best services and a magnificent experience at the 'Best Western Hotels & Resorts at all times.

If we can be of any assistance please feel free to contact us at +91 8448187464/ 9999822238 or email medha.tiwari@bwhindia.in.

Warm Regards,
Medha Tiwari
Head - Sales and Marketing
Best Western Hotels & Resorts
India, Bangladesh & Sri Lanka




नरेन्द्र सिंह / Narender Singh
उपमहानिरीक्षक / Deputy Inspector General
प्रधान निदेशक (प्रशासन)
Principal Director (Adm)
तटरक्षक मुख्यालय, नई दिल्ली-110001
Coast Guard HQ New Delhi - 110001

(PS: Please initial & Company Stamp on all the pages of the contract is mandatory)

Sorrel Hospitality Private Limited

Registered Office: C 4/5, Lower Ground Floor, Safdarjung Development Area, New Delhi 110016, India

CIN U55101DL2010PTC200747

Wherever Life Takes You, Best Western Is There.*

SPECIAL RATE AGREEMENT

This **SPECIAL RATE AGREEMENT** (hereinafter referred to as the "Agreement") is entered at New Delhi, between :

Sorrel Hospitality Pvt. Ltd. ("Sorrel") having its corporate office at Uppals Plaza, M-6, 6th Floor, Jasola District Centre, Delhi, 110025 India, for and on behalf of Best Western's Participating Hotels namely,

1. Best Western Merrion, Amritsar
2. Best Western Ashoka Lakdi Ka Pul, Hyderabad
3. Best Western Summerlea, Jalandhar
4. Best Western Hotel Bliss, Kanpur
5. Best Western Yuvraj, Surat
6. Best Western Alkapuri, Vadodara
7. Best Western Ramachandra, Vishakhapatnam
8. Best Western Maryland, Zirakpur
9. Best Western Swing High Katra
10. SureStay Plus Hotel by Best Western, Amritsar
11. Best Western Plus, Indore
12. Best Western Kapurthala
13. Best Western La Vista Pathankot
14. Best Western Plus Jalandhar
15. Best Western Country Woods Hotel & Resorts, Ambala
16. Best Western Plus Tejvivaan, Vishakhapatnam
17. Best Western Delhi Darbar
18. Best Western Dalhousie
19. Best Western Plus Revanta, Dharamshala
20. SureStay Hotel by Best Western Heritage Walk, Amritsar
21. Best Western Vrindavan
22. SureStay Hotel by Best Western Model Town
23. Aiden by Best Western Vagator Goa
24. Best Western Plus Mohali

Hereinafter referred to as "**Hotel**" which expression shall unless repugnant to the meaning thereof be deemed to mean and include its permitted assigns) of the **ONE PART** and **Indian Coast Guard**. hereinafter referred to as "**Client**" which expression shall unless repugnant to the meaning thereof be deemed to mean and include its successors and permitted assigns) of the **OTHER PART**.

The Client and the Hotel are hereinafter individually called "the Party" and collectively called "the Parties".

The Hotel agrees to provide preferred account status to the Client and offer specially negotiated rates during the tenure of this contract on the terms and conditions mentioned hereinbelow.

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[Signature]



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[Signature]
नरेन्द्र सिंह / Narendra Singh
उपमहानिरीक्षक / Deputy Inspector General
आरक्षक (प्रशासन)

SPECIAL CONTRACTED RATES:

Sr.no	Hotel	City	Meal Plan	INR 2812+GST+ 1125 AI for meal on Sgl and INR 5624+2250 AI for Meal on dbl +04 pcs of Laundry	INR 5625+GST+1250 AI for Meal + +04 pcs of Laundry	INR 9375+GST+1500 AI for Meal++04 pcs of Laundry
1	SureStay Plus by Best Western	Amritsar	AP	Yes	Yes	Yes
2	Best Western Plus	Amritsar	MAP	No	Yes	Yes
3	Best Western Lakdi Ka Pul	Hyderabad	AP	Only on Double occupancy	Yes	Yes
4	Best Western Hotel Bliss	Kanpur	MAP	Only on Double occupancy	Yes	Yes
5	Sure Stay By Best Western Model Town	Amritsar	AP	Yes	Yes	Yes
6	Best Western Alkapuri	Vadodara	AP	Yes	Yes	Yes
7	Best Western Zirkapur	Chandigarh	MAP	Yes	Yes	Yes
8	Best Western Summerlea	Jalandhar	MAP	Yes	Yes	Yes
9	Best Western Ramachandran	Vishakapatnam	AP	Only on Double occupancy	Yes	Yes
10	Best Western Resort Country Club	Manesar	AP	No	No	Yes
11	Best Western Swing High	Katra, Jammu	MAP	No	Yes	Yes
12	Best Western Plus Indore	Indore	MAP	Only on Double occupancy	Yes	Yes
13	Best Western La Vista	Pathankot	AP	Only on Double occupancy	Yes	Yes
14	Best Western Kapurthala	Kapurthala	MAP	Yes	Yes	Yes
15	Best Western Country Woods	Ambala	MAP	Yes	Yes	Yes
16	Best Western Plus	Jalandhar	MAP	Yes	Yes	Yes
17	Best Western Plus Tejvivaan	Visakhapatnam	MAP	Only on Double occupancy	Yes	Yes
18	Best Western Darbar	New Delhi	MAP	Only On Double Occupancy	Yes	Yes
19	Best Western Dalhousie	Dalhousie	MAP	Only on Double occupancy	Yes	Yes
20	Sure Stay Heritage Walk	Amritsar	MAP	No	Yes	Yes
21	Best Western Vrindavan	Vrindavan	MAP	No	Yes	Yes
22	Best Western Plus Mohali	Mohali	MAP	Only on Double occupancy	Yes	Yes
23	Best Western Plus Revanta	Mcleodganj	MAP	No	Yes	Yes
24	Aiden by Best Western Vagator	Goa	MAP	Only on Double Occupancy	Yes	Yes
25	Aiden by Best Western Hennur Bengaluru	Bengaluru	AP	Only on Double Occupancy	Yes	Yes
26	Best Western Maharani Bagh	New Delhi	MAP	No	Yes	Yes
27	Sure Stay Lucknow	Lucknow	MAP	Yes	Yes	Yes

2. Confidentiality: The rates offered are confidential in nature and apply only to the Client. If the rates are misused, the Hotel reserves the right to withdraw the rates with immediate effect.

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CIN U55101DL2010STC206747

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नरेंद्र सिंह / Narendra Singh
उपमहानिरीक्षक / Deputy Inspector General
प्रधान निदेशक (प्रशासन)

3. **A. Minimum Guarantee:** The above special rates of the hotel are being offered to the Client based on a minimum guarantee of room nights (Not including conferences /events). The Hotel, along with the Client, will have a quarterly review of the materialized room nights based on which this offer may be re-evaluated.

B. Room type request- The Hotel has a limited inventory of base category of rooms which would be offered on a first come first serve basis. The Hotel does not guarantee a base type of room on every request received and in case of non-availability of the category of rooms requested, the hotel reserves the right to offer another category of room. Extra Beds would be chargeable in all the hotels on Single and Double Occupancy.

C. The Client is not authorized to run any loyalty program on behalf of Best Western participating hotels directly or indirectly in any manner.

4. **Check-in and check-out time, early arrival, and late check-out:** 14:00 hours and 13:00 hours.

A. Early arrival before 14:00 hours or a late departure beyond 13:00 hours will be charged @ 50% of the contracted rates.

B. Early arrival before 7:00 hours or late departure after 18:00 hours will be charged @ 100% of the contracted rates.

C. Request for an early check-in will be subject to availability on the date of arrival.

D. For request of guaranteed early check-in, the room should be reserved from the night prior to the guest's arrival and will be charged accordingly.

5. **Guarantee Policy:** Bookings are to be placed on a guaranteed basis.

A. Guarantee can be made by either of the following:

- Providing particulars of a valid credit card (details required- cardholder's name, card no, & expiry date).
- An email/fax on Client company letterhead, undertaking that the Client will bear the retention charges for the guest as per Hotel policy.
- Pre-payment of one night's accommodation charge by cash or Company cheque.

B. In the event guarantee is not made within 72 hrs prior to the arrival, the Hotel reserves the right to release it from its reservations without notice.

6. **No-show & Late Cancellation Policy:** A reservation can be canceled without any charge 72 hours prior to the date of arrival, post which one-night retention will be charged automatically to the credit card or to the Client's company account or to the advance pre-paid guarantee amount and the room for subsequent nights will be released for resale. Cancellations would have to be communicated in written mode via fax or via email.

7. **Early Departure:** Special Rates offered are based on the check-in date and length of stay shown. Should the client or it's guest/executives depart early prior to the departure date confirmed for any reason, the hotel may impose an early departure fee at its discretion.

8. **Applicability and Proof of Booking:** The above special rates apply only to the Client/ Client's guests and executives. At the time of check-in, the Hotel reserves the right to request the client/client's guest or, executives for booking confirmation by the hotel, and the prevailing rate of the day may be applicable if valid proof is not available.

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CIN U55191DL2010PTC100747



नरेन्द्र सिंह / Narendra Singh
उपमहानिरीक्षक / Deputy Inspector General
प्रधान निदेशक (प्रशासन)

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9. **Payment Terms:** Full payment is required to be made by cash / approved credit cards before arrival. As per the Income Tax Department's requirement, for any cash transactions where the total bill exceeds Rs. 25,000/- the guest is required to submit a copy of his/her PAN to the hotel.

10. **Term:** This Special Rate Contract shall be valid for an initial period of 05 months unless terminated early as per clause 11. This Contract may be renewed at the absolute discretion of Sorrel for such period and on such terms and conditions as may be mutually agreed between the parties.

11. **Termination:** This Special Rate Contract may be terminated by giving one month's prior written notice by either party.

12. **Credit Terms:** The Hotel does not extend credit to all its customers. Credit is extended on a written request and the Hotel reserves the right to approve the same. The Hotel may also require a bank guarantee before credit is extended.

13. **High-Demand Dates:** The Hotel reserves the right not to offer contracted rates on high-demand dates and blackout dates.

14. **Guest Conduct:** The Hotel reserves the right of admission and entry of persons entering the Hotel's facilities. In the unfortunate event that the Client/Client's guests' behavior becomes unacceptable and causes embarrassment or discomfort to others (guests or hotel staff), the management of the hotel reserves the right to have the individual or individuals removed from the Hotel's premises.

As per the notification issued by the Ministry of Health and Family Welfare, smoking in public places including hotels, restaurants, refreshments, banquet halls, etc. is an offense and prohibited.

15. **Force Majeure Condition:** The parties' performance under this letter of agreement is subject to acts of God, war, government regulations, terrorism, disaster strikes, civil order, curtailment of transportation facilities, VIP movement, or any other emergency beyond the parties' control, making it inadvisable, illegal or which materially affects the party's ability to perform its obligations under this agreement.

Either party may terminate this agreement for any one or more of such force majeure reasons, upon written notice to the other party within three (3) working days of such occurrences or receipt of notice of any of the above occurrences. Saturday and Sunday will be treated as non-working days for the purpose of this letter of agreement.

16. **Exclusion of Liability:** The Hotel and/or the Company owning the Hotel and/or Sorrel will not be held responsible for failure to execute obligations specified herein directly or indirectly occasioned by or through or in consequence of war, strikes, riots, and acts of God or conditions beyond the control of the Hotel or the company.

17. **Indemnity:** The client shall indemnify, defend and hold harmless Sorrel, the Hotel, its officers, directors, employees, agents, contractors, and representatives, from and against any and all suits, actions, liabilities, claims, and expenses that may arise from the Client/Clients, guests conduct in connection with the performance of this agreement.

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प्रधान निदेशक (प्रशासन)

18. Assignment: Neither party may assign or attempt to assign or otherwise transfer any right or obligation arising out of this agreement without the prior written consent of the other party.

19. Renovation: In order to maintain the hotel's standards, renovations of its facilities may be carried out as & when required. The decision to renovate will be made by the hotel at its absolute discretion.

20. Parties hereby agreed that neither Sorrel nor Best Western International Inc. ("BWI") shall be bound/liable

- a) To any commitment (verbal or written) made by Client to any guest with regard to the Best Western's Participating Hotels or, for the Best Western brands without the prior written approval of Sorrel;
- b) To any unauthorized representation/ misrepresentation on behalf of either BWI/ Sorrel.

Further, Client shall indemnify Sorrel, BWI, and its Directors, Officers, and members from and against any loss due to any such misuse of the brand, or representation.

21. Jurisdiction: This contract is governed under the laws of India and only the courts at New Delhi shall have exclusive jurisdiction.

22. Entire Agreement: This Agreement super cedes all previous agreements, understandings, officers, and discussions. Any modifications to the Agreement will have to be in writing and signed by both parties.

23. Validity of Contract: This contract becomes valid only on receipt of the duplicate copy of this contract, signed by an authorized signatory within one week of the date of the contract.

24. Acceptance of Agreement: As an indication of your acceptance, kindly acknowledge by signing on each page and return a copy for our records, unless the contract is signed this rate is not valid.

Best Regards,



Medha Tiwari
Head Sales & Marketing
Best Western Hotels.



नरेन्द्र सिंह / Narendra Singh
उपमहानिरीक्षक / Deputy Inspector General
प्रधान निदेशक (प्रशासन)
Principal Director (Adm)
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Coast Guard HQrs, New Delhi-110001

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