

30/05/24

The Director General
(Principle Director of Administration)
Indian Coast Guard Headquarters
New Delhi - 110011

Dear Sir/Madam

Shangri-La Hotels are five-star luxury hotels located in premier city addresses across Asia Pacific, North America, the Middle East, and Europe. Discerning travelers will enjoy world-class service amidst tranquil surroundings, coupled with inspirational architecture and design.

Shangri-La - Eros, New Delhi is in the heart of the premier business and commercial district. Within proximity to **Parliament, Central Government, Key corporate offices, the Iconic India Gate, Janpath**- the shopping helm of Delhi along with an entourage of **Historical monuments** and gardens in the vicinity.

FOOD & BEVERAGE OFFERINGS: -

Our hotel prides itself in showcasing an exciting range of diverse cuisine and beverage offerings in an ambient atmosphere and adjoining lush green Alfresco.



SHANGRI-LA PALACE. The 39th **Shang Palace** in the world, offers Sichuan, Cantonese and the mystical cuisine of Yunnan.

sorrento
— RISTORANTE —

The Italian restaurant, **Sorrento**, certified with the Golden Q certification from Ospitalita' Italiana 2016 is known for its fresh and authentic produce, Artisanal Pasta, Neapolitan delicacies, pizzas and slow cooked family style specialties.

GRAPPA
— BAR —

Subtly tucked in between these two great restaurants lies our Italian inspired bar, **Grappa** which offers handcrafted barrel aged cocktails and a unique selection of wines and spirits.

Mister Chai

The chic and elegant tea restaurant **Mister Chai** brings to you the memorable flavors of regional Indian street food served in an opulent environment.

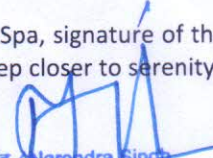
Tamra

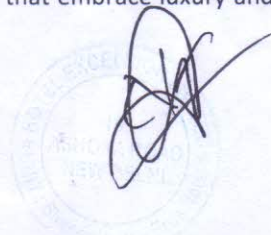
Our award winning multi cuisine restaurant **Tamra** takes you through a journey of varied cuisines of the world "European, Southeast Asian, Japanese and regional Indian cuisine".

We are exhilarated to share that the hotel's brand-new stay and wellness facilities shall be launched soon.

The ultimate in luxury living with tastefully appointed furnishings and modern fittings. Room offers panoramic and stunning views of the city with exclusive privileges including access to the split-level Horizon Club Lounge, the Horizon Club Rooms and Suites are the epitome of luxury and are ideal for guests who prefer an extra level of personalised service and amenities.

The Chi Spa, signature of the Shangri-La brand provides timeless and holistic treatments that embrace luxury and take you a step closer to serenity.


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



Corporate rates quoted in Appendix 2 are applicable to bookings of up to 9 rooms per night, subject to room availability.

Appendix 2

Package I – For Commandant (JG) / Commandant / Deputy Inspector General

CORPORATE RATE LETTER OF AGREEMENT VALIDITY FROM 1st June to 31st August 2024

Room Category	Single (INR)	Double (INR)
Deluxe Room	7550	9000

INCLUSIONS: -

- Buffet Breakfast at Tamra.
- Buffet dinner at Tamra
- Wi-Fi 24 hours.
- The above rates are inclusive of taxes
- Free access to Health Club facilities like Sauna, Steam, Jacuzzi, Swimming Pool & Gym.

Note – The above rate is applicable on stays of 7 nights or more

Package II – For Inspector General / Additional Director General/ Director General

CORPORATE RATE LETTER OF AGREEMENT VALIDITY FROM 1st June to 30th September 2024

Room Category	Single (INR)	Double (INR)
Deluxe Room	12500	14000

INCLUSIONS: -

- Buffet Breakfast at Tamra.
- Buffet dinner at Tamra
- Wi-Fi 24 hours.
- The above rates are inclusive of taxes
- Free access to Health Club facilities like Sauna, Steam, Jacuzzi, Swimming Pool & Gym

The above room rates are subject to 18% GST on the offered room rate. Any changes in the tax structure mandated by the Government authorities in the future shall be charged extra.

Reservations

For reservations, please contact our reservations department directly through the following numbers: telephone 91-11-41191919 extensions: - 6123, 6124, 6125, 6127, 6128, 6142. Facsimile 91-11-4119-6126 our reservation department is open from Monday to Friday from 9:00 am to 8:00pm.

Holidays (Saturday and Sundays) from 9:00 am - 6:00 pm.

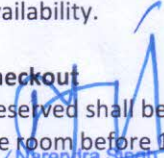
Alternatively, you may contact our toll-free no – 0008006001107.

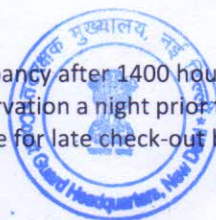
Reservation Guarantee

All reservations must be guaranteed by one night room rate deposit or a major credit card. For credit card guarantees, the hotel requires written information to include the name of the cardholder as it appears on the card, the card number and expiry date. Guaranteed reservations will be held until noon on the day following the confirmed arrival date. All non-guaranteed reservations will be released after one day prior on the date of scheduled arrival. Thereafter, guestrooms are subject to availability.

Check-in/ Checkout

The rooms reserved shall be made available for occupancy after 1400 hours on the day of arrival. Should delegates wish to occupy the room before 1400 hours, placing a reservation a night prior to the arrival date is recommended. Check-out time is 1200 hours. Daily group rate will be chargeable for late check-out beyond 1200 hours.


नरेंद्र सिंह / Naren Singh
प्रधान निदेशक (प्रशासन)
Principal Director (Adm)
तटरक्षक मुख्यालय, नई दिल्ली-110001
Coast Guard HQrs, New Delhi-110001



Payment

All charges will be settled by the guest upon departure, unless an alternate arrangement has been confirmed with the hotel's credit department.

Rate Confidentiality

You agree to keep this Letter including all Rates contained herein and otherwise received from us from time to time confidential and not to disclose them to any other person except to your staff for purposes of making reservations as envisaged under this Letter and who have agreed to keep such rates confidential and to comply with the terms of this Letter as if they had been party hereto.

No Show

Should your guest with a guaranteed reservation not arrive on the scheduled date of arrival, a one-night room charge will be levied as no-show charge. Space for subsequent nights will be released for resale.

Late cancellation Policy - A reservation can be cancelled without any charge 48 hours prior to the arrival post which one night retention will be charged automatically to the credit card or to your company account or to the advance pre-paid guarantee amount. Cancellations would have to be communicated in a written mode via fax or email.

Force Majeure

The parties' performance under this contract is subject to acts of God, War, Government regulations, terrorism, disaster strikes, civil disorder, curtailment of transportation facilities, or any other emergency beyond the parties' control, making it inadvisable, illegal or which materially affects the parties' ability to perform its obligations under this contract.

Shangri-La's Shangri-La Circle Loyalty Programme

To recognize and reward corporate travellers as our most valued guests, we welcome them to join our award-winning loyalty programme and enjoy a range of exclusive privileges and benefits when staying at any of our participating Shangri-La hotels & Resorts, including Kerry Hotels, JEN Hotels and Traders Hotels.

Enrolment to the Shangri-La Circle programme is complimentary. By adding Shangri-la.com/Shangri-La Circle to your company intranet, your staff can join instantly. Alternatively, enrolment can also be made as guests make their room bookings online at Shangri-la.com.

For full program details and benefits, visit Shangri-La Circle.com.

Guests can choose to earn airline miles with participating Frequent Flyer Partners for qualifying stays. For a full list of Shangri-La Frequent Flyer Partners, please visit Shangri-la Circle.com.

Shangri-La Circle members may also choose to convert their accumulated SLC Points into airline miles. Please visit Shangri-La Circle.com to view the list of participating airline partners.

Marketing

You agree not to use, permit, authorise, purchase, sell, market, make any reference to or register the Shangri-La brand or any Intellectual property (including trademark, trade name or logo similar to that) used or owned by Shangri-La, without the prior written consent of Shangri-La.

Data Protection

The parties agree to comply with the provisions set forth in Appendix 1 (Data Protection Compliance) regarding Personal Data (as defined therein).

1 APPENDIX 1 - DATA PROTECTION APPENDIX

1. DEFINITIONS

1.1 In this Appendix, the following terms shall have the meanings set out below and cognate terms shall be construed accordingly:

1.1.1 "Process/Processing", "Controller", "Processor" "Data Subject", "Personal Data Breach" and "Special Categories of Personal Data" shall have the same meaning as in the Data Protection Laws;

1.1.2 "Affiliate" means an entity that owns or controls, is owned or controlled by or is or under common control or ownership with either Hotel or you (as the context allows), where control is defined as the possession, directly or indirectly, of the power to direct or cause the direction of the management and policies of an entity, whether through ownership or voting securities, by contract or otherwise;

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Principal Director (Admin)
सहकारी, नरेंद्र सिंह, दिल्ली-110001
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SHANGRI-LA
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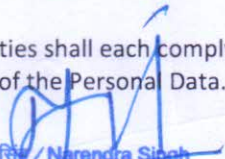
- 1.1.3 "Data Protection Laws" shall mean any and all applicable laws and regulations governing the privacy, data protection and the Processing of Personal Data from time to time, including but not limited to the General Data Protection Regulation 2016/679 of the European Parliament and of the Council ("GDPR") and Directive 2002/58/EC, in each case as transposed into domestic legislation of each Member State of the European Economic Area and in each case as amended, replaced or superseded from time to time;
- 1.1.4 "Data Subject Request" means a request from a Data Subject to exercise any right under the Data Protection Laws;
- 1.1.5 "EEA" means the European Economic Area;
- 1.1.6 "Personal Data" means any personal data, as defined in the Data Protection Laws, disclosed by one party ("Discloser") to the other party ("Recipient") in the performance of that party's rights or obligations under the Agreement;
- 1.1.7 "Restricted Transfer" means a transfer of Personal Data from Discloser or its Affiliate to Recipient or its Affiliate, where such transfer would be prohibited by Data Protection Laws in the absence of the Standard Contractual Clauses or a data transfer agreement (where applicable). For the avoidance of doubt: without limitation to the generality of the foregoing, the Parties to this Appendix intend where a transfer of Personal Data from one country to another country is of a type authorised by Data Protection Laws in the exporting country, for example, by a data transfer agreement or in the case of transfers from within the European Union to a country or scheme (such as the US Privacy Shield) which is approved by the European Commission as ensuring an adequate level of protection or any transfer which falls within a permitted derogation, such transfer shall not be a Restricted Transfer for the purposes of this Appendix;
- 1.1.8 "Standard Contractual Clauses" means (i) the standard contractual clauses for the transfer of Personal Data to controllers established in third countries which do not ensure an adequate level of protection as set out in Commission Decision C(2004)5721, as updated, amended, replaced or superseded from time to time by the European Commission; or (ii) where required from time to time by a Supervisory Authority for use with respect to any specific Restricted Transfer, any other set of contractual clauses or other similar mechanism approved by such Supervisory Authority or by Data Protection Laws for use in respect of such Restricted Transfer, as updated, amended, replaced or superseded from time to time by such Supervisory Authority or Data Protection Laws; and
- 1.1.9 "Supervisory Authority" means (a) an independent public authority which is established by a Member State in the European Union pursuant to Article 51 GDPR; and (b) any similar regulatory authority responsible for the enforcement of the Data Protection Laws.
- 1.2 Terms used in the Appendix shall have the same meaning as those used in the Agreement, unless explicitly provided otherwise.
- 1.3 Except as amended in the Appendix, the terms of the Agreement shall remain in full force and effect.

1.4 If there are any conflicts or inconsistencies between the Appendix and the Agreement, the Appendix shall prevail.

2. CONTROLLERS

2.1 The Parties acknowledge that each will act as a separate independent Controller in relation to the Personal Data which they Process.

2.2 The Parties shall each comply with their respective obligations under the Data Protection Laws in respect of their Processing of the Personal Data.


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




Circular official stamp of the Coast Guard Headquarters, New Delhi, partially visible.

3. DISCLOSING OF PERSONAL DATA

Where acting as a Discloser, each Party shall:

3.1 only disclose the Personal Data for one or more defined purposes which are consistent with the terms of the Agreement ("Permitted Purposes");

3.2 ensure that it has (i) procured for a notice to be made available to the relevant Data Subject(s) informing them that their Personal Data will be disclosed to the Recipient or to a category of third party describing the Recipient; and (ii) obtained, to the extent legally required, any necessary consents or authorizations required to permit the Recipient to freely Process the Personal Data for the Permitted Purposes;

3.3 only disclose any Special Categories of Personal Data to the Recipient where necessary for the Permitted Purposes and then only having obtained the explicit prior consent of the relevant Data Subjects, or established (to the satisfaction of the Recipient) an alternative lawful basis for the disclosure; and

3.4 be responsible for the security of any Personal Data whilst in transmission from the Discloser to the Recipient.

4. PROCESSING OF PERSONAL DATA

Where acting as a Recipient, each Party shall:

4.1 not Process Personal Data in a way that is incompatible with the Permitted Purposes (other than to comply with a requirement of applicable law to which Recipient is subject);

4.2 not Process Personal Data for longer than is necessary to carry out the Permitted Purposes (other than to comply with a requirement of applicable law to which Recipient is subject); and

4.3 Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of Processing, as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, have in place appropriate technical and organisational security measures to protect the Personal Data against unauthorized or unlawful Processing, or accidental loss or destruction or damage.

5. PERSONAL DATA BREACHES

5.1 The Recipient shall notify the Discloser without undue delay following any Personal Data Breach involving the Personal Data.

5.2 Each Party shall co-operate with the other, to the extent reasonably requested, in relation to any notifications to Supervisory Authorities or to Data Subjects which are required following a Personal Data Breach involving the Personal Data.

6. FURTHER CO-OPERATION AND ASSISTANCE

6.1 Each Party shall co-operate with the other, to the extent reasonably requested, in relation to:

6.1.1 any Data Subject Requests;

6.1.2 any other communication from a Data Subject concerning the Processing of their Personal Data; and

6.1.3 any communication from a Supervisory Authority concerning the Processing of Personal Data, or compliance with the Data Protection Laws.

7. DESCRIPTION OF PERSONAL DATA

The Parties acknowledge that in the Annex to this Appendix they have fairly and accurately recorded the scope of Personal Data Processed under this Appendix.

8. RESTRICTED TRANSFERS Parties shall enter into a data transfer agreement or the Standard Contractual Clauses where applicable, to prevent any Restricted Transfer.

9. LIABILITY The liability of the Parties under this Appendix is limited to the liability as set out in the Agreement.

नरेन्द्र सिंह / Narendra Singh
Principal Director (Adm)
तटस्थक मुख्यालय, नई दिल्ली-110001



ANNEX: THE AGREEMENT AND THE PROCESSING OF PERSONAL DATA

The "Agreement" means the Agreement entered into between Hotel and you on or about the date of this Appendix.

1. Subject matter, duration and purposes of the Processing of Personal Data

1a. Subject matter of the Processing:

Other (please specify) Guests data to facilitate reservations at the Hotel property.

1b. Duration of the Processing:

The duration of the Processing of Personal Data by the Parties is the period of the Agreement.

1c. Purpose of the Processing:

The purpose of the Processing of Personal Data by the Parties is the performance of the obligations as described in the Agreement.

2. The categories of Data Subject to whom the Personal Data relates


Consumer data

3. The types of Personal Data to be Processed

A. Consumers

Consumer data, more in particular:

- Contact details – such as name, postal address and other contact details, such as telephone number and e-mail address.
- Cookies and similar technologies – such as cookies and similar technologies to track data subjects.
- Financial details - such as bank account details or invoicing details.
- Purchase information (other than financial information) – such as which purchases made, amount and date of the purchase, the product or service purchased, location of purchase, payment method, etc.
- Recording of video or audio footage – such as voice recording, CCTV.
- Pictures
- Communication data - such as requests, complaints and any other customer data received when communicating with consumers via email, online or via social media.
- Leisure activities, interest and events - such as information regarding events organized or sponsored, including interest in and registration to those events (including the date and place of the event and personal targets), as well as reason for running and other fitness activities, and other preferences.
- Details regarding contests - such as data regarding prize competitions.
- Reviews - such as opinions, experiences, preferences and interests, and product or event reviews.
- Communication data - such as requests, complaints any other data received if communicate via e-mail, online or via social media.
- Health data – such as data relating to weight, height, heartrate, calories burned, steps taken, nutritional information, (food) allergies.
- Location data


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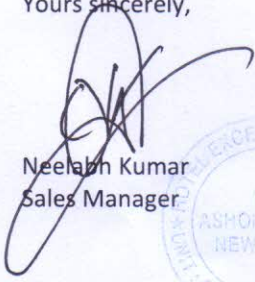
Acceptance of Preferred Corporate Rates

These rates are extended based on a minimum projected production of 100 room nights until 31st August Shangri-La, Eros New Delhi reserves the right to vary, revise or withdraw any aspect of the Corporate Rates offered in this letter at any time with immediate effect upon written notice.

Please confirm your acceptance of the content of this letter (including Appendix 1) by return email. In addition, kindly sign and return Appendix 2 by <01/06/24> in order to have these corporate rates activated.

We value our long-term partnership with our customers, and we know you do likewise. We look forward to a mutually fruitful year, and beyond. Should you require any assistance, please contact your dedicated Account Manager.

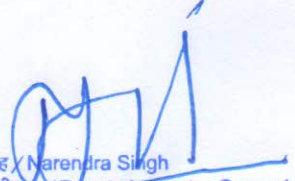
Yours sincerely,


Neelam Kumar
Sales Manager



Accepted by:

Indian Coast Guard:



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उपमहानिरीक्षक / Deputy Inspector General
प्रधान निदेशक (प्रशासन)
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