



**STANDARD TOUR OPERATOR (STO) L20
RATE AGREEMENT 2026-2028**

Between

ISSAQUENA HEIGHTS BOUTIQUE HOTEL
(Registration Number: 2002/759012/07)

A Company duly registered and incorporated in accordance with the Company Laws of the
Republic of South Africa

Of

4 BOSBOU STREET, UPPER CENTRAL, KNYSNA, 6570

(Hereinafter referred to as "The Hotel")

Signed: _____

Name: Elrico April

Designation: ASSOCIATE GENERAL MANAGER

Date: _____

And

Name of Company: _____

Company VAT no: _____

Physical Address: _____

Postal Address: _____

Telephone & Fax: _____

Email: _____

Authorized Signatory:

Name and Designation: _____

Signature: _____

Date: _____

(Hereinafter referred to as Tour Operator)

Initials: _____

BASE RATES

Base rates are a guideline, and for your reference only and represent the public rate version of your STO rates. A guideline is only an estimate, and the prevailing rate can either be more or less than indicated

BASE RATES	QTY	BED RMS	MAX PAX	MEAL	OCC	01Apr'26 - 30Sep'26	01Oct'26 - 19 Dec'26	PEAK 20Dec'26 - 02Jan'27	03Jan'27 - 31Mar'27	01Apr'27- 30Sep'27	01Oct'27 - 18Dec'27	PEAK 19Dec'27 - 02Jan'28	03Jan'28 - 31Mar'28	01Apr'28- 30Sep'28
Courtyard	5	1	2	BB	Sgl	2 050	2 420	PEAK	2 590	2 195	2 770	PEAK	2 770	2 350
					Dbl	2 465	2 915	PEAK	3 120	2 640	3 340	PEAK	3 340	2 825
					PPS	1 233	1 458	PEAK	1 560	1 320	1 670	PEAK	1 670	1 413
Garden View	6	1	2	BB	Sgl	2 465	2 915	PEAK	3 120	2 640	3 340	PEAK	3 340	2 825
					Dbl	2 890	3 410	PEAK	3 650	3 090	3 905	PEAK	3 905	3 305
					PPS	1 445	1 705	PEAK	1 825	1 545	1 953	PEAK	1 953	1 653
Lagoon View	6	1	2	BB	Sgl	2 945	3 475	PEAK	3 720	3 150	3 980	PEAK	3 980	3 370
					Dbl	3 360	3 970	PEAK	4 250	3 595	4 550	PEAK	4 550	3 845
					PPS	1 680	1 985	PEAK	2 125	1 798	2 275	PEAK	2 275	1 923

STO RATES

Our negotiated STO rates are **nett, non-commissionable, and unpublished**. These rates are exclusively for contracted partners and cannot be distributed via publicly available channels.

STO L20	QTY	BED RMS	MAX PAX	MEAL	OCC	01Apr'26 - 30Sep'26	01Oct'26 - 19 Dec'26	PEAK 20Dec'26 - 02Jan'27	03Jan'27 - 31Mar'27	01Apr'27- 30Sep'27	01Oct'27 - 18Dec'27	PEAK 19Dec'27 - 02Jan'28	03Jan'28 - 31Mar'28	01Apr'28- 30Sep'28
Courtyard	5	1	2	BB	Sgl	1 640	1 936	DYNAMIC	2 072	1 756	2 216	DYNAMIC	2 216	1 880
					Dbl	1 972	2 332	DYNAMIC	2 496	2 112	2 672	DYNAMIC	2 672	2 260
					PPS	986	1 166	DYNAMIC	1 248	1 056	1 336	DYNAMIC	1 336	1 130
Garden View	6	1	2	BB	Sgl	1 972	2 332	DYNAMIC	2 496	2 112	2 672	DYNAMIC	2 672	2 260
					Dbl	2 312	2 728	DYNAMIC	2 920	2 472	3 124	DYNAMIC	3 124	2 644
					PPS	1 156	1 364	DYNAMIC	1 460	1 236	1 562	DYNAMIC	1 562	1 322
Lagoon View	6	1	2	BB	Sgl	2 356	2 780	DYNAMIC	2 976	2 520	3 184	DYNAMIC	3 184	2 696
					Dbl	2 688	3 176	DYNAMIC	3 400	2 876	3 640	DYNAMIC	3 640	3 076
					PPS	1 344	1 588	DYNAMIC	1 700	1 438	1 820	DYNAMIC	1 820	1 538

DYNAMIC STO RATES

The hotel operates on a dynamic, supply-and-demand pricing model. While base rates serve as a guideline, public rates may fluctuate in real time.

Operators are encouraged to obtain live rates via Tourplan, Siteminder or through our official website.

Alternatively, you may contact the property directly for immediate rate confirmation.

Please note:

- All Dynamic Rates are net and non-commissionable.
- Rates may be booked directly with the hotel or via Live Availability where applicable.
- As Dynamic Rates change with demand, we recommend securing the rate at the time of request to avoid disappointment. Bookings may be cancelled without penalty if done outside the agreed cancellation period.
- Dynamic Rates are subject to the same terms and conditions as our public rates online.
- Dynamic Rates apply only to individual leisure travellers.
- A maximum of three rooms per reservation may be booked at the Dynamic Rate.
- Group bookings of four rooms or more do not qualify for Dynamic Rates and must be requested directly with the hotel.

OPERATOR RATE BENEFIT – 20%

Our Dynamic Rates are our publicly available Best Available Rates, provided to Operators at a discount. This rate is made available to the operator in addition to their contracted rates, to allow you to select the best rate at the time of booking.

Initials: _____

ROOM DESCRIPTIONS

Courtyard Room (5 Rooms)

The rooms are complemented by a full en-suite Victorian bathroom that includes a bath and a shower. Quality linen and bath towels are provided. Guests can also make use of in-room amenities, such as air-conditioning, a Smart TV, complimentary Wi-Fi, a mini-fridge, and a tea and coffee station.

Garden View Room (6 Rooms)

The rooms are complemented by a full en-suite Victorian bathroom that includes a bath and a shower. Quality linen and bath towels are provided. Guests can also make use of in-room amenities, such as air-conditioning, a Smart TV, complimentary Wi-Fi, a mini-fridge, and a tea and coffee station. These rooms provide fountain views overlooking the garden. Some have French doors leading to a small patio on which wine can be enjoyed at a seating for two.

Lagoon View Room (6 rooms)

The rooms are complemented by a full en-suite Victorian bathroom that includes a bath and a shower. Quality linen and bath towels are provided. Guests can also make use of in-room amenities, such as air-conditioning, a Smart TV, complimentary Wi-Fi, a mini-fridge, and a tea and coffee station. These rooms have French doors leading to a patio that overlooks the lagoon, town, and the Heads, providing guests with stunning views.

DINING

The restaurant serves breakfast, lunch, and dinner. Breakfast options include continental, buffet, à la carte, and full English/Irish, featuring local specialities, warm dishes, fresh pastries, and more.

ACCOMMODATION BOOKING CONDITIONS

- STO rates are quoted on a per room, per night basis, inclusive of Breakfast and VAT at the prevailing rate
- All rates are quoted in ZAR and must be paid in the same currency.
- Rates are subject to room and rate availability at the time of booking.
- The Hotel holds the right to restrict the number of rooms that are sold at a specific rate. Should a rate be closed, the Dynamic STO Rates will kick in.
- The Hotel unilaterally reserves the right to automatically, without prior notice increase the rates accordingly should government taxes or levies be amended.
- The rates stipulated in this agreement may not be advertised on any portal or online booking site without the written consent of the Hotel.
- A minimum of 2 (two) nights is required from 20 December to 02 January each year, as well as during select special event dates. This is at the discretion of the management.
- Dynamic STO Rates are nett, non-commissionable and non-public rates.
- Check in time is from 14h00 and check out time is before 10h00 on the day of departure.
- Early arrival and late departures can be arranged subject to the room availability, and an extra charge may apply.

PROVISIONAL BOOKINGS

- Individual (FIT) bookings are held provisionally for 72 (seventy-two) hours.
- Group bookings are held provisionally for 14 (fourteen) days.
- If arrival is within 30 (thirty) days, bookings must be confirmed or released within 72 (seventy-two) hours.

PAYMENT POLICIES

Individual Travellers (FIT) – is 3 (three) rooms or less.

- A booking with 3 rooms or less is subject to 100% payment due 14 (fourteen) days prior to check-in.
- Dynamic rates can apply to FIT bookings only, but they will book on the same terms as public terms and conditions. There will be a non-refundable and a flexible rate option. Payments are also due as the public terms.

Groups – is 4 (four) rooms or more.

- 25% deposit is due on confirmation of the booking, no later than 14 days after the booking was made.
- The balance is due 30 (thirty) days prior to check-in.

Initials: _____

CANCELLATION POLICIES

Individual Travellers (FIT) – is 3 (three) rooms or less.

- A booking with 3 rooms or less is subject to free cancellation up to 14 (fourteen) days prior to the arrival date, thereafter 100% cancellation fees will apply.
- Dynamic Rates can apply to FIT bookings only, but they will book on the same terms as public terms and conditions. There will be a non-refundable and a flexible rate option. Payments are also due as the public terms.

Groups – is 4 (four) rooms or more.

- Groups are subject to free cancellation up to 61 (sixty-one) days or more prior to the arrival date.
- 60 to 31 days prior to the arrival date, a 25% percent cancellation fee will be applied.
- 30 days or less, including no-shows, are subject to 100% cancellation fees.

ROOMING LISTS

Final group rooming list to be received 30 (thirty) days prior to groups' arrival date.

CHILD POLICIES

Children 12 years and older are welcome. All children must be accommodated in the existing room configuration as no extra beds are available. The full adult price applies to children.

PORTERAGE (applicable to Group and Series Bookings Only)

Porterage is charged at R25 per person, per return trip.

DRIVER-GUIDE FOC (FREE OF CHARGE) POLICIES

4 (four) to 8 (eight) Full Paying ROOMS: 1 (One) Single Driver-Guide room Free of Charge

9 (nine) Plus Full Paying ROOMS: 2 (Two) Single Driver-Guide rooms Free of Charge

The discount is applied on the same meal basis as what the group is staying on.

BANK DETAILS

Account Name	: Issaquena Heights PTY LTD
Bank Name	: Capitec Business
Account Number	: 1051751721
Branch Code	: 450105
Swift Code	: CABLZAJJ

We look forward to welcoming your guests to Issaquena Heights Boutique Hotel

Warm regards

THE MANAGEMENT TEAM

Initials: _____