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private & confidential

STANDARD TOUR OPERATOR (STO) RATES AGREEMENT 2025/2026 (L20)

This Agreement is entered into between

The Kelway Hotel
Brookes Hill Drive, Humewood
Port Elizabeth
6013
Tel: +27 (0) 41 584 0638 / 9
Fax: + 27 (0) 86 633 6504

Registration number: 2004/039081/23
VAT registration number: 418 021 2690

(hereinafter referred to as "the Hotel")

And

Operator Name: _____
VAT Registration No: _____
Registration no: _____
Telephone: _____
Physical Address: _____
Postal Address: _____

(hereinafter referred to as "the Operator"),

for the purpose of offering exclusive accommodation rates for onward distribution to business-to-business (B2B) partnerships.

**THE KNYSNA LOG-INN
KELWAY HOTEL**

OPERATOR

Signature (Duly Authorised)

Signature (Duly Authorised)

Name: _____

Name: _____

Date: _____

Date: _____



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BASE RATES

Base rates are a guideline, and for your reference only and represents the public rate version of your STO rates. By definition a guideline is only an estimate, and the prevailing rate can either be more or less than indicated. We do endeavour to keep the rates as static as possible.

KELWAY HOTEL | BASE RATES

Room Types	Qty	Max Pax	Max Adlt	Max Chld	Meal Plan	Occ	01Dec25 - 31Jan26	01Feb26 - 30Nov26	01Dec26 - 31Jan27	01Feb27 - 30Nov27	01Dec27 - 31Jan28
Standard Non Sea Facing	12	2	2	1	BB	Sgl	1 280	1 761	1 408	1 937	1 549
						Dbl	1 646	2 085	1 732	2 297	1 909
Standard Sea Facing	12	2	2	1	BB	Sgl	1 456	1 961	1 608	2 187	1 799
						Dbl	1 822	2 285	1 932	2 547	2 159
Luxury Non Sea Facing	18	2	2	1	BB	Sgl	1 485	2 161	1 808	2 487	2 099
						Dbl	2 027	2 485	2 132	2 847	2 459
Luxury Sea Facing	18	2	2	1	BB	Sgl	1 808	2 461	2 108	2 787	2 399
						Dbl	2 174	2 785	2 432	3 147	2 759
PREMIUM 100 & 200	2	2	2	1	BB	Sgl	1 896	2 761	2 408	3 137	2 749
						Dbl	2 512	3 085	2 732	3 497	3 109
Premium 300	1	4	4	3	BB	Sgl	2 028	2 911	2 558	3 337	2 949
						Dbl	2 160	3 208	2 855	3 637	3 249
						Tpl	2 292	3 505	3 152	3 937	3 549
						Qua	2 424	3 802	3 449	4 237	3 849
LOFT	1	4	4	3	BB	Sgl	2 292	3 152	2 522	3 467	2 774
						Dbl	2 556	3 449	2 819	3 767	3 074
						Tpl	2 820	3 746	3 116	4 067	3 374
						Qua	3 084	4 043	3 413	4 367	3 674

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Our negotiated STO rates are **nett, non-commissionable, and unpublished**.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.

KELWAY HOTEL | STO L20 RATES

Room Types	Qty	Max Pax	Max Adlt	Max Chld	Meal Plan	Occ	01Dec25 - 31Jan26	01Feb26 - 30Nov26	01Dec26 - 31Jan27	01Feb27 - 30Nov27	01Dec27 - 31Jan28
STD Non Sea Facing	12	2	2	1	BB	Sgl	1 024	1 408	1 127	1 549	1 239
						Dbl	1 316	1 668	1 386	1 837	1 527
STD Sea Facing	12	2	2	1	BB	Sgl	1 165	1 568	1 287	1 749	1 439
						Dbl	1 457	1 828	1 546	2 037	1 727
LUX Non Sea Facing	18	2	2	1	BB	Sgl	1 188	1 728	1 447	1 989	1 679
						Dbl	1 621	1 988	1 706	2 277	1 967
LUX Sea Facing	18	2	2	1	BB	Sgl	1 447	1 968	1 687	2 229	1 919
						Dbl	1 739	2 228	1 946	2 517	2 207
PREMIUM 100 & 200	2	2	2	1	BB	Sgl	1 517	2 208	1 927	2 509	2 199
						Dbl	2 010	2 468	2 186	2 797	2 487
Premium 300	1	4	2	3	BB	Sgl	1 623	2 328	2 047	2 669	2 359
						Dbl	1 728	2 566	2 284	2 909	2 599
						Tpl	1 834	2 804	2 522	3 149	2 839
						Qua	1 940	3 041	2 760	3 389	3 079
LOFT	1	4	2	3	BB	Sgl	1 834	2 522	2 017	2 774	2 219
						Dbl	2 045	2 759	2 255	3 014	2 459
						Tpl	2 256	2 997	2 493	3 254	2 699
						Qua	2 468	3 234	2 730	3 494	2 939

STO RATES - LESS 20% - GROUP RATES (8 or more rooms) Allocation of rooms are at the discretion of the hotel

Room Types	Qty	Max Pax	Max Adlt	Max Chld	Meal Plan	Occ	01Dec25 - 31Jan26	01Feb26 - 30Nov26	01Dec26 - 31Jan27	01Feb27 - 30Nov27	01Dec27 - 31Jan28
Standard Rooms	24	2	2	1	BB	Sgl	1 095	1 488	1 207	1 649	1 339
						Dbl	1 387	1 748	1 466	1 937	1 627
Luxury Rooms	36	2	2	1	BB	Sgl	1 177	1 848	1 567	2 109	1 799
						Dbl	1 539	2 108	1 826	2 397	2 087

GENERAL TERMS AND CONDITIONS

- STO rates are quoted on a per room, per night basis, inclusive of a Full English Breakfast and 15% VAT.
- The rates stipulated in this agreement may not be advertised on any portal or online booking site without the written consent of the Hotel.
- The Hotel unilaterally reserves the right to automatically, without prior notice increase the rates accordingly should government taxes or levies be amended.
- The rate for day use will be the single room rate, however, the room must be vacated prior to 17:00.
- A booking with 8 rooms or more is considered a group and group terms will apply.
- A booking with 4 – 7 rooms is a “party” booking, whereas a booking with 3 rooms or less is an FIT booking.



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DYNAMIC PRICING MODEL

The hotel operates on a **supply-and-demand pricing model**. While base rates serve as a guideline, prices may fluctuate due to:

- **Demand levels** (higher demand may result in increased rates)
- **Time of booking** (seasonal trends, day of the week, etc.)
- **Special events & holidays**
- **Availability** (limited inventory may impact rates)

To ensure real-time pricing accuracy, Operators are encouraged to request rate updates via **Tourplan or SiteMinder connectivity** or our **official website**. Alternatively, direct contact with the Lodge is recommended.

DYNAMIC RATES

- Dynamic Rates are net and non-commissionable.
- Dynamic Rates can be booked either direct with the hotel or via “Live Availability,” where applicable.
- Dynamic Rates are based on the same terms and condition as set out in our public rates online.
- As our Best Available Rates (BAR) change with demand, we recommend that you make your booking immediately at time of request to secure the rate and to avoid disappointment. Bookings can be cancelled again with no penalty if this is done outside of the agreed cancellation period.
- Dynamic Rates are provided for Individual Leisure Travelers only.
- A maximum of three rooms may be sold, per transaction (reservation) on the Dynamic Preferred Rates.
- Group reservations (4 rooms or more) are not applicable to Dynamic Rates and must be requested directly with the hotel.

OPERATOR RATE BENEFIT

Operators will receive **20% off our published rates** under the dynamic pricing model.

CHILD POLICIES

In the case of a child sharing a room with their parents, in an applicable room type:

- Children aged 0-5 stay free of charge.
- Children aged 6-12 pay a child supplement of R650.00 per child, per night.
- Guests aged 13 and older pay the full adult price.

In the case of a child going into a separate room, the full adult pricing will apply.

DRIVER-GUIDE FOC (FREE OF CHARGE) POLICIES:

- 4 – 9 Full Paying ROOMS: 1 Driver-Guide room at 50% of the applicable STO Rate
- 10 - 20 Full Paying ROOMS: 1 Driver-Guide room Free of Charge
- 21 Plus Full Paying ROOMS: 2 Driver-Guide rooms Free of Charge

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

CANCELLATION / PAYMENT POLICIES

FIT (Foreign Independent Traveler – STO Individuals) – is 3 rooms or less.

- A booking with 4 – 9 rooms is a “party” booking, not applicable to dynamic rates and subject to free cancellation up to 21 days prior to the arrival date and 100% cancellation charges thereafter. Payment due 21 days prior to check-in or per the Accounts Receivable agreement in place.



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- A booking with 3 rooms or less is an FIT booking and subject to free cancellation up to 14 days prior to the arrival date, thereafter 100% cancellation fees apply. Payment due 14 days prior to check-in or per the Accounts Receivable agreement in place.
- 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 (Leisure, Corporate, Conference, STO Groups) – is 10 rooms or more.

- 60-31 days prior to the arrival date, 25% cancellation fees apply. 25% deposit due at the time of booking.
- 30-0 days, including no-shows, are subject to 100% cancellation fees apply. Balance due 30 days prior to check-in or per the Accounts Receivable agreement in place.

PORTERAGE

Porterage will be charged at R25 per person in & R25 per person out. Porters must be arranged in advance.

PROVISIONAL BOOKINGS

- Bookings are held provisionally for 14 days.
- If arrival is within 30 days, bookings must be confirmed or released within 72 hours.

ACCOUNT PAYMENTS

Operators who have pre-arranged credit facilities may be requested to guarantee a group arrival in writing and will be required to settle accounts as per their credit agreement. Should this not take place, the hotel reserves the right to revoke both agreements (STO contract and Credit agreement) after seven (7) days written notice.

ROOMLING LISTS

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

BANKING DETAILS

Banking details are provided on the pre-forma invoice.

We look forward to welcoming your guests to the Knysna Log-Inn and The Kelway Hotel.

Warm regards

THE MANAGEMENT TEAM

THE KELWAY HOTEL