# DEEGAAN-RIYO HOTEL PARTNERSHIP SERVICE AGREEMENT

**Agreement Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Client Hotel Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Client Contact Person:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Client Phone:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Client Email:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## 1. PARTIES

This Service Agreement ("Agreement") is entered into between:

**Service Provider:** Deegaan-Riyo (A subsidiary of RiyO Technologies) **Registration No:** BN-B8SOPP7L **Contact:** +254 712 221 079 **Email:** [deegaan@deegaanriyo.online](mailto:deegaan@deegaanriyo.online) **Website:** [www.deegaanriyo.online](http://www.deegaanriyo.online)

**Client:** [Hotel Name]\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Address:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## 2. SERVICE OVERVIEW

Deegaan-Riyo is a premium digital hotel showcase platform featuring only the Top 10 Best Hotels across major East African cities serving Somali communities. Our curated platform connects quality travelers directly with elite hotels through commission-free WhatsApp bookings, maintaining strict quality standards and focusing exclusively on hotels that meet our rigorous service, pricing, and guest satisfaction criteria.

## 3. SERVICE PACKAGE - PREMIUM LISTING

**Annual Investment: KES 20,000** **Monthly Subscription: KES 2,000**

### Services Included:

**Digital Showcase Services:**

* Exclusive listing as one of "Top 10 Best Hotels in Eastleigh"
* Professional photography and content creation
* Comprehensive hotel profile with amenities and features
* High-quality image optimization and presentation

**Booking & Communication:**

* Direct WhatsApp booking integration with click-to-chat functionality
* Customer inquiry management and initial screening
* Booking confirmation assistance and follow-up support
* 24/7 customer service coordination

**Marketing & Promotion:**

* Featured placement on our curated digital platform
* Social media promotion and marketing campaigns
* Cross-promotion within our East African hotel network
* Prestigious digital recognition and quality certification

**Technical Support:**

* Ongoing platform maintenance and updates
* Performance monitoring and booking analytics
* Technical troubleshooting and platform optimization
* Regular content updates and profile management

## 4. PAYMENT TERMS

**Setup and First Year:**

* **Annual Fee:** KES 20,000 (covers 12 months of premium listing)
* **Monthly Subscription:** KES 2,000 per month (covers platform maintenance and ongoing services)
* **First Payment:** KES 22,000 (Annual fee + First month subscription)

**Ongoing Payments:**

* **Monthly Subscription:** KES 2,000 payable in advance on the 1st of each month
* **Annual Renewal:** KES 20,000 payable 30 days before contract expiration
* **Payment Methods:** Bank transfer, M-Pesa, or agreed alternative methods
* **Late Payment Penalty:** 5% surcharge after 7 days past due date

## 5. PERFORMANCE COMMITMENT

**Deegaan-Riyo commits to:**

* Drive quality booking inquiries to your hotel
* Target minimum 5 qualified leads per month through our platform
* If monthly performance falls below 5 qualified inquiries for 2 consecutive months, monthly fee will be waived until performance standards are met

## 6. PLATFORM EXCLUSIVITY & POSITIONING

* **Limited Enrollment:** Maximum 10 hotels per city
* **Current Availability:** Limited slots remaining
* **Competitive Protection:** No direct competitors in same category/price range
* **Quality Standards:** Maintain elite positioning among Eastleigh's premium hotels

## 7. SERVICE DELIVERY TIMELINE

**Phase 1 - Immediate (Day 1-2):**

* Contract execution and payment processing
* Initial hotel assessment and content gathering
* Professional photography session scheduling

**Phase 2 - Platform Integration (Day 3-5):**

* Profile creation and content development
* WhatsApp integration setup and testing
* Platform listing activation and review

**Phase 3 - Launch (Day 6-7):**

* Full platform launch and promotion
* Marketing campaign initiation
* Performance monitoring begins

## 8. CLIENT RESPONSIBILITIES

**Operational Commitments:**

* Provide accurate hotel information, amenities list, and pricing
* Maintain hotel standards consistent with "Top 10" quality positioning
* Cooperate with professional photography session scheduling
* Respond to WhatsApp booking inquiries promptly (within 2 hours during business hours)

**Communication Standards:**

* Maintain professional customer service standards
* Provide booking confirmations and guest coordination
* Honor rates and availability as communicated through platform
* Notify Deegaan-Riyo of any major changes in services or pricing

## 9. DEEGAAN-RIYO RESPONSIBILITIES

**Service Delivery:**

* Maintain professional platform standards and user experience
* Process and forward all booking inquiries within 1 hour
* Provide comprehensive monthly performance reports
* Deliver marketing and promotional services as outlined

**Technical Management:**

* Ensure platform security, functionality, and 99% uptime
* Provide ongoing technical support during business hours
* Maintain mobile-responsive design and optimal user experience
* Regular platform updates and feature enhancements

## 10. COMMISSION STRUCTURE

**Zero Commission Policy:**

* **0% commission** on all bookings generated through our platform
* Client retains 100% of booking revenue
* Direct customer-to-hotel communication and relationship
* No hidden fees or additional booking charges

## 11. INTELLECTUAL PROPERTY

**Content Ownership:**

* Client retains full ownership of hotel-specific content, images, and materials
* Deegaan-Riyo retains rights to platform design, functionality, and proprietary technology
* Professional photographs may be used for marketing purposes with client consent
* Platform branding and trade names remain property of Deegaan-Riyo

## 12. CONTRACT TERM & RENEWAL

**Initial Term:** 12 months from contract execution date **Renewal:** Automatic 12-month renewal unless terminated with 30 days written notice **Early Termination:** Either party may terminate with 30 days written notice **Refund Policy:** Setup fees and monthly subscriptions are non-refundable after services are delivered

## 13. DATA PROTECTION & PRIVACY

* All customer data handled in accordance with applicable privacy laws
* Hotel information kept confidential and secure
* Customer contact information shared only for legitimate booking purposes
* Regular data backup and security monitoring

## 14. LIMITATION OF LIABILITY

Deegaan-Riyo's total liability is limited to the amount paid by client in the 12 months preceding any claim. We are not responsible for:

* Customer booking cancellations or no-shows
* Force majeure events affecting platform availability
* Third-party service interruptions beyond our control
* Customer disputes or service complaints unrelated to our platform

## 15. GOVERNING LAW & DISPUTE RESOLUTION

This Agreement is governed by the laws of the Republic of Kenya. Any disputes will be resolved through:

1. Good faith negotiation between parties
2. Mediation if direct negotiation fails
3. Arbitration in Nairobi, Kenya as final resolution

## 16. ENTIRE AGREEMENT

This Agreement constitutes the complete agreement between parties and supersedes all prior negotiations, representations, or agreements relating to these services.

## SIGNATURES

**DEEGAAN-RIYO REPRESENTATIVE:**

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_ Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**CLIENT REPRESENTATIVE:**

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_ Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Hotel Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**CONTACT INFORMATION:** **WhatsApp Business:** +254 712 221 079 **Email:** [deegaan@deegaanriyo.online](mailto:deegaan@deegaanriyo.online) **Website:** [www.deegaanriyo.online](http://www.deegaanriyo.online)

"Join the Top 10 Today - Prestigious Recognition, Direct Bookings, Zero Commissions"

**RiyO Technologies - Innovation, Empowerment, Sustainability**