



No.(417), Corner of 63rd & 22nd Street,

Aung Myae Tha Zan T/S,  
Mandalay, Union of Myanmar.

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Website : [www.hotelredcanal.com](http://www.hotelredcanal.com)

E-mail : [info@hotelredcanal.com](mailto:info@hotelredcanal.com)

Attention :Ms.Marlar Aye

Profile No: 104

Company Name: Asia Expeditions Travels & Tours.

Address No:4,5<sup>th</sup> Floor,Corner Of Anawyahtar,Pazundaung Township, Yangon,Myanmar

### CONTRACT RATES (2018-2019)

Room Category	Low Season	Shoulder Season	High Season
Chin	130	180	230
Shan	120	170	220
Kachin	110	160	210
Rakhine	100	150	200
ROH	110	160	220
Extra Bed	60	100	100

Low Season Period	Shoulder Season Period	High Season Period
1 <sup>st</sup> of April 2018 to 30 <sup>th</sup> of September 2018	1 <sup>st</sup> to 31 <sup>st</sup> of October 2018	1 <sup>st</sup> to 30 <sup>th</sup> of November 2018
	1 <sup>st</sup> to 15 <sup>th</sup> of December 2018	16 <sup>th</sup> to 31 <sup>st</sup> of December 2018
	1 <sup>st</sup> of March 2019 to 31 <sup>st</sup> of March 2019	1 <sup>st</sup> of January 2019 to 28 <sup>th</sup> of February 2019

The Extra Bed can only be provided for Rakhine Rooms and some Shan Rooms due to space limitations. ROH can only be requested for tours consisting of 5 rooms and above. Room types may not be requested for ROH groups.

The rates above are quoted in US Dollars only. Different rates between US Dollar & other currency will be applied to Asia Expeditions Travels & Tours. Inclusive of daily (Continental or Traditional Myanmar) Breakfast Rates, 10% service charges will be made. These rates are non-commissionable and **exclusive** of the 5% commercial tax.

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# TERMS & CONDITIONS

## 1. Reservation Confirmation

- a. All room reservations must be made in advance and directly with the Hotel by the Red Canal Mandalay.
- b. All reservation requests should be made by contacting our sales department through email at sales@hotelredcanal.com.
- c. A reservation is only valid after receiving a booking confirmation from the Hotel by the Red Canal Mandalay.
- d. The Hotel by the Red Canal Mandalay does not recognize any reservations made through phone, fax or any other means of communications. The Hotel by the Red Canal Mandalay requires the confirmation via email. NO VERBAL REQUEST WILL BE PROCESSED.

## 2. Payment, Deposit, Rooming List and Arrival Time Details

- a. Prepaid payment must be made minimum of two months prior to arrival date of guest in cash at our Yangon Office. Payments may be paid in US Dollar Hundred Bills or Kyats at the hotel's prevailing exchange rate. Any rumpled or torn US dollar bills will not be accepted.
- b. For group booking, rooming list and arrival time details must be submitted at least 3 weeks prior to group arrival.
- c. The hotel reserves the right to cancel any bookings in the event that deposits, rooming lists and arrival details are not received by their corresponding times as mentioned above in paragraphs a & b.
- d. Once deposits are made, no refunds will be issued.

## 3. Withholding Tax

The taxable revenue for the 2 percent Withholding Tax for each seasons are specified in US Dollars below:

Season	Low Season	Shoulder Season	High Season
Taxable Revenue	50	75	100

Please note a filled out PaTaKha(WaNga)17 Form must be presented by the Agent before the 2 percent tax is withheld.

## 4. Group Reservation (ROH/GIT)

A Group comprises of a minimum of five paying rooms and above.

## 5. Early Departures

In the event that a guest checks out earlier than the confirmed date or no show, there will be no refund payments issued for the balance of the stay. The travel agent is responsible for full payment of the guest.



## **6. Check In & Check Out**

The check-in time is after 14:00 hrs and Check out time is before 12:00 noon local time.

## **7. Cancellation, Reinstatement and Amendments**

### **7.1 Cancellations for High Season**

#### **7.1.A. Free Individual Travelers (FIT)**

No cancellation charges will be imposed if the hotel is given a notice 30 days prior to the date of arrival. If cancellation is made within 30 days of arrival, 100% of the room fee will be charged. No charges shall be imposed if the hotel receives the cancellation notice within 24 hours of reservation.

#### **7.1.B. Group Inclusive Tour (GIT)**

No cancellation charges will be imposed if the hotel is given a notice 45 days prior to the date of arrival. If cancellation is made within the window of 45 to 31 days of arrival, 50% of the total room fee will be charged. If cancellation is made within 30 days of the arrival, 100% of the total room fee will be charged. No charges shall be imposed if the hotel receives the cancellation notice within 24 hours of reservation. Depending of the season and rate of occupancy, the hotel will give priority to those who make payments in advance.

### **7.2 Cancellation for Low Season**

#### **7.2.A. Free Individual Travelers (FIT)**

No cancellation charges will be imposed if the hotel is given a notice 7 days prior to the date of arrival. If cancellation is made within 7 days of arrival, 100% of the room fee will be charged. No charges shall be imposed if the hotel receives the cancellation notice within 24 hours of reservation.

#### **7.2.B. Group Inclusive Tour (GIT)**

No cancellation charges will be imposed if the hotel is given a notice 30 days prior to the date of arrival. If cancellation is made within 30 days of the arrival, 100% of the total room fee will be charged. No charges shall be imposed if the hotel receives the cancellation notice within 24 hours of reservation. Depending of the season and rate of occupancy, the hotel will give priority to those who make payment in advance.

### **7.3 Cancellation for Shoulder Season (FIT & GIT)**

No Cancellation charges will be imposed if the hotel is given a notice 30 days prior to the date of arrival. If cancellation is made within 30 days of arrival, 100% of the total room fee will be charged. No charges shall be imposed if the hotel receives the cancellation notice within 24 hours of reservation. Depending of the season and rate of occupancy, the hotel will give priority to those who make payments in advance.

**Note:** The cancellation policy above applies for any reason. Once the cancellation email is received cancellation policy will be applied. The hotel shall not keep the room for the cancelled booking and has the right to resell it.



### 7.5 Reinstatement

Travel agent may request for reinstatement of cancelled bookings to avoid cancellation fees. Bookings cannot be switched or replaced. Reinstatement only applies for the original booking.

### 7.6 Amendment

Booking can be amended within the first month of the booking date but not within the cancellation period. All amendments are subject to availability at the time of amendment. Amendments are only available for original bookings. Amendments that shorten the stay of the bookings during the High Season will be counted as cancellations.

### 8. Meal Information

The continental breakfast is included in the room rate. Non-hotel guests and extras will be charged USD 10 per person for the breakfast. No fees will be charged for a child under 3 years of age.

### 9. Complimentary Child Policy

Children under 10 years of age may share the parent's room but breakfast for the child/children will be charged as extra person/persons as per contract meal/breakfast rate. However no fees will be charged for a child under 3 years of age.

### 10. Special Meal Info

- The hotel has Indian (US \$ 20), European (US \$ 30), Chinese (US \$ 20) and Myanmar (US \$ 15) set menu programs.
- Compulsory Eve will be commemorated for every Christmas & New Year Eve Nights with US \$ 75 for adult and US \$ 45 for children less than 10 years of age per person.

The above mentioned rates, terms and conditions are strictly confidential and must not be disclosed to a third party or sold directly to the customers. This contract is valid only for local travel agent quota.

If our proposal meets with your approval, please acknowledge your acceptance of the above mentioned terms and conditions by signing it to the Hotel by the Red Canal Mandalay.

Signature:

*Marlar*

Name: Ms. Marlar Aye

Designation: Contract Manager

Company Name: Asia Expeditions Travels.

Date:

**Marlar Aye**  
Country Manager  
Asia Expeditions Travels & Tour

Signature:

*Sayem Kumar*

Name: Sayem Kumar

Designation: Assistant Administrator

Company Name: Hotel by the Red Canal Mandalay

Date: 21-10-2017





May 17, 2018

**Issue: Requesting Bank Transfers for Payments**

Dear Partner,

The management at Hotel by the Red Canal firstly thank you for showing your continued trust in us with your clients. We hope to continue meeting your expectations and keeping our partnership fruitful. We write to you today to inform a change in payment policy our sales team has made per instruction from the management.

**Effectively immediately, our sales team will now start accepting payments through Bank Transfers to our accounts at AYA or KBZ banks.** The policy of the transfer fees is to be taken care of by different regions, i.e. we are to pay for the fees for our end and our partner are to pay for the fees on their end. Please contact us for our bank information.

We have been compelled to make this change for efficiency reasons and we hope that you are cooperative with this as ever. For more information on this issue, please feel free to email our sales office at [sales@hotelredcanal.com](mailto:sales@hotelredcanal.com) or call them at +95 2 61464.

With Gratitude,

Sayem Kumar  
Assistant Administrator  
[sayemkumar@hotelredcanal.com](mailto:sayemkumar@hotelredcanal.com)  
+95 9 794999649