

# ASSURED & TAILORED

TRANSFERS | TOURS | ACCOMMODATION

Assured and Tailored Transfers Tours Accommodation

Reg. number 2006/134374/23

Office 2A • Rotsvy Street • Hoedspruit Wildlife Estate Business Centre

PO Box 1581 • Hoedspruit • 1380 • Limpopo Province • South Africa

Tel Reservations: +27 (0)72 243 4843 • Tel Office: +27 (0)71 362 6307

E-mail: [reservations@assuredtours.co.za](mailto:reservations@assuredtours.co.za) • Website: [www.assuredtours.co.za](http://www.assuredtours.co.za)

• Facebook: Assured and Tailored Transfers Tours Accommodation

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## TIER 3: COMPREHENSIVE GUEST RELATIONS PACKAGE - CONTRACT

This Agreement is made between **Assured & Tailored** (hereinafter referred to as "Provider") and \_\_\_\_\_ (hereinafter referred to as "Client") on this \_\_\_ day of \_\_\_, 20\_\_\_.

### 1. Scope of Services

The Provider agrees to offer the Essential Listing Package services to the Client as outlined below:

- **Professional Photography:** The Provider will arrange for a professional photographer to capture images of the Client's property.
- **Listing Creation:** The Provider will create and optimize property listings on up to six (6) online travel agency (OTA) platforms, including Booking.com, Airbnb, Travelground/LekkerSlaap, Safarinow, SA-Venues, and AfriStay.
- **Basic Listing Maintenance and Updates:** The Provider will update listing content and images twice yearly, ensuring the property remains fresh and attractive to potential

guests.

- **Backoffice Management:** The Provider will manage administrative tasks, including uploading documents, adhering to OTA platform terms and conditions, and ensuring the Client's accounts are active and optimized.
- **Basic Reservation Communication:** The Provider will handle initial communication, quotes, and queries from OTA platforms.
- **Guest Communications:** The Provider will manage all guest communications on OTA platforms and via WhatsApp, ensuring prompt and detailed responses to inquiries.
- **Reservation Administration:** The Provider will efficiently handle all aspects of reservations, including managing security deposits, booking forms, and indemnity forms.

For detailed information regarding the services included and excluded in the Essential Listing Package, refer to the package details provided by the Provider.\*

## 2. Term of Agreement

This Agreement shall commence on the date specified above and will continue until the completion of the services outlined in this contract, or until terminated as provided in this Agreement.

## 3. Payment Terms

**OTA Listing Creation Fee:** The Client agrees to pay a one-off fee of **R4299** for the creation and optimization of listings on up to six (6) OTA platforms.

**Photography Package Fee:** The Client agrees to pay a one-off fee of **R3000** for the photography services provided.

**Reservations Commission Fee Structure:** The Client agrees to a **12.5% commission** on reservations.

**Payment Schedule:** All payments for services rendered are due monthly on the last day of the current calendar month. The Client agrees to make payments in accordance with the schedule provided.

**Late Payments:** If any payment due under this Agreement is not received by the Provider within one week of the due date, a late fee of **5%** of the overdue amount will be added to the balance owed.

## 4. Responsibilities of the Client

- The Client agrees to provide the Provider with access to the property for photography and any necessary information required for listing creation and updates.

The Client shall be responsible for managing guest communications, OTA accounts, and

other day-to-day operations not covered under this Agreement.

## **5. Termination of Agreement**

- Either party may terminate this Agreement with written notice of 30 days.
- In the event of termination, the Client agrees to pay the Provider for any services rendered up to the date of termination.

## **6. Governing Law**

This Agreement shall be governed by and construed in accordance with the laws of South Africa.

## **7. Entire Agreement**

This Agreement constitutes the entire understanding between the parties concerning the subject matter hereof and supersedes all prior discussions, agreements, or understandings of any kind.

## **8. Signatures**

Assured & Tailored

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Client

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_