



INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD

(A Govt. of India Enterprise – Mini Ratna)

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Tel : 91-11-23325615/23701181, Fax : 91-11-23325615,

Website– www.irctc.com , Email– info@irctc.com,

CIN – U74899DL1999GOI101707

No: 2020/IRCTC/CO/ECR/Hotel Tie Ups

Date: 24.08.2021

SPECIAL OFFERS FOR HOTELS ROOMS TO BE UTILIZED BY IRCTC LTD. FOR ITS CUSTOMERS OR/AND IN ITS TOUR PACKAGES

IRCTC Ltd. Invites special offers on room tariff etc. for Hotel Accommodation to be utilized by IRCTC Ltd. for its customers or/and in its tour packages as per the below details:-

1) Instructions to the Hoteliers:

1.1 Submission of RFQ Document and offers:

Complete set of documents (bunched in the following chronological orders) shall be signed by authorized signatory, stamped and be submitted at the below mentioned address:-

- 1.1.1 Proposal submission letter - Annexure I on letter head (Page No. 11)
- 1.1.2 Hotel Profile - Annexure II (Page No. 12)
- 1.1.3 Registration certificate of Company (in case of Company/LLP)/Partnership Deed (in case of partnership)/Registration of hotel with local administration (in case of proprietorship).
- 1.1.4 Copy of PAN Card
- 1.1.5 Copy of GST registration
- 1.1.6 Copy of ITR of last completed Financial Year
- 1.1.7 Financial Offer - Annexure III (Page No. 13 - 15)
- 1.1.8 RFQ Document (Page No. 1 - 10)

Address

Indian Railway Catering and Tourism Corporation Limited,

- 1.2 Letter of Acceptance (LOA) will be issued to the hotels if found eligible as per the criteria laid down by IRCTC Ltd. in its RFQ document. No separate agreement shall be signed. ***Acceptance of the Terms and Conditions in the RFQ document as mentioned in the proposal Submission letter (Annexure I - On Company/Firm/Hotels letter head) would be legal binding upon the hotelier.***
- 1.3 The validity of the empanelment of hotels would be two (02) years from the date of issue of LOA. The same is extendable on mutual terms and conditions. Hotels shall offer rates for the validity period as per their convenience during the validity period of empanelment.
- 1.4 Rejection criteria:- : IRCTC Ltd. reserves the right to accept/reject any offer in full or in part However, deficiencies on any one or, more of the following crucial criteria, eligibility and scope of work will be a factor, for consideration of rejection of Offers:

- 1.4.1 Offers Submitted without complete set of documents as mentioned above at 1.1 are liable to be rejected.
 - 1.4.2 If the quality decided by IRCTC Ltd. does not match to the standards submitted by the applicant.
 - 1.4.3 If, it is found out that the rates offered directly by the hotel to the guest or any other sources are lesser than the rates offered to IRCTC Ltd., then IRCTC Ltd. reserves the right to reject/discontinue the business with the party/hotel.
 - 1.4.4 Any other techno-commercial information which is deemed fit to be important in the opinion of IRCTC Ltd or any material inconsistencies in the information submitted or misrepresentations in the proposed offer or any supporting documentation.
 - 1.4.5 Offers not made in compliance with the procedure mentioned in this document or not substantively responsive or incomplete or conditional offers or offers that do not fulfil all or any of the conditions as specified in this document.
- 1.5 IRCTC Ltd. reserves the right to inspect establishments/ offices of the hotels by its officials or through any other agency as instructed by IRCTC Ltd. IRCTC Ltd. also reserves the right to cancel the contract at any time without assigning any reasons thereof.

2) Statutory Requirements:-

- 2.1 The Hotel must be operational for last one Financial Year.
- 2.2 The offered hotel must have all applicable certificates / license required for running a hotel/resort etc. IRCTC Ltd. may ask for the same at any time.
- 2.3 Must be a company/LLP/partnership / proprietorship firm duly registered in India.
- 2.4 Must have Valid GST registration.
- 2.5 Must have submitted ITR for the last completed Financial Year.

3) Hotel Facilities:- In addition to the accommodation facility, the offered hotel must have the following basic facilities:-

- 3.1 Must have facility of running hot & cold water.
- 3.2 Must have working lift (for 2 and above story building).
- 3.3 The property must have its own kitchen.
- 3.4 Must have CCTV coverage for common area

4) Requirement and scope of Work

- 4.1 The number/category of rooms may increase /decrease at the time of arrival of guests.
- 4.2 Rates of all items should be inclusive of Taxes as applicable on date and other duties. In case of any change in the Tax slabs, then the same will be applicable subject to advice received from the hotel.

- 4.3 There must be no hidden charges, IRCTC Ltd. will pay only the charges for items included in the financial offer.
- 4.4 The Check in and Check out time should be clearly mentioned in the Financial Offer Format document (Annexure III).
- 4.5 Early Check in and late checkout shall be permissible upto 2 hours pre published check in time and 2 hours post published check out time of the hotel without any additional charges.
- 4.6 A nodal officer should be deputed for coordination purpose. The person must be Senior Officer who can coordinate with IRCTC Ltd. team/IRCTC Ltd. guests and offer his/her assistance as and when required.
- 4.7 The Hotel should have the capacity to provide minimum 15-20 nos. of rooms at a time.

5) Payment Procedure

- 5.1 The services payable by IRCTC Ltd. will be those which will be specified in the confirmation document/LOA issued by IRCTC Ltd. Offices for utilization of services in the tour packages as and when required.
- 5.2 IRCTC Ltd. having concluded the services of accommodation is responsible for payment of the specified services except when it has been agreed that the invoice shall be paid directly by the client.
- 5.3 The hotel, in accordance with the Booking Information, raise and forward to IRCTC Ltd., Original invoices in respect of Services provided specifying the details of all guests (individual) and total value of the Services.
- 5.4 In case of advance payment to the hotel has been agreed upon by IRCTC Ltd. reflecting in the LOA (issued on case to case basis), or in special cases wherein release of advance payment has been agreed upon by IRCTC Ltd. at the time of blocking of rooms, the same shall be released as per agreed timeline.
- 5.5 Generally, IRCTC Ltd. upon receiving the invoice arrange to transmit the necessary funds within 15 (fifteen) days from receipt of the invoices subject compliance with all applicable laws through bank transfer. However advance payment shall be released by IRCTC Ltd. based on Performa invoice submitted by the hotel.
- 5.6 Both the parties shall bear their respective bank charges for inward/outward payment remittances of respectively.
- 5.7 IRCTC Ltd. shall be entitled to deduct taxes if applicable under the appropriate statutes and shall make payments to Hotel subject to such taxes being deducted

6) Duties and obligations of the parties:

6.1 Reservation:-

- 6.1.1 Hotel contracts shall be initiated by a reservation request from IRCTC Ltd. to the hotel.
- 6.1.2 Verbal reservation requests shall be conveyed immediately in writing (letter, fax, e-mail etc.) to the hotel.
- 6.1.3 Reservation requests shall specify the services to be supplied.

6.2 **Confirmation:-**

6.2.1 Upon receipt of the reservation request from IRCTC Ltd., the hotel shall confirm the reservation in writing within 3 working days, stipulating in particular the type of room, validity of the reservation and rates of the services being confirmed, by letter, fax, e-mail and, wherever applicable, by issuance of a reservation number explicitly referring to the request.

6.2.2 Upon receipt of the hotel's confirmation and within a time-limit fixed in the letter, IRCTC Ltd. must notify, in writing, his/her acceptance of the hotel's conditions.

7) **Reservation Document:-**

Acceptance of LOA:

7.1 The hotel must accept LOA issued by IRCTC Ltd. for the requirement of rooms on case to case basis. Hotel acknowledges that the LOA issued is a guarantee of payment subject to the actual occupancy/cancellation/retention, unless clearly specified otherwise.

7.2 Services to be specified on the LOA should include at least dates of arrival and departure, approximate time of check in and check out and possibly the means of transport.

7.3 For any service not covered in the LOA, the hotel must collect the charges from the guest directly.

8) **Rates and Confirmations:-**

Once the contractual rates are agreed to, the hotel must abide by them and confirm the reservation on request, on the basis of availability. Hotels must abide by their contractual obligations on room reservations and rates.

8.1 Hotel shall render the services to the guests of IRCTC Ltd. as per the Booking Information provided by IRCTC Ltd. in an efficient manner and shall not alter, modify or amend the booking information without written consent of IRCTC Ltd. In the event of any alteration, modification or amendment carried out by Hotel in the services, it is the responsibility of Hotel to provide similar standard of or upgraded services to the guests after the approval of IRCTC Ltd. only.

8.2 Hotel should take all measures to ensure that the customer is duly provided with contracted services. In case of a complaint (written/oral) from IRCTC Ltd. guest during the stay, hotel shall take necessary steps to address the grievance of the guests and close the same before the Check out of the guest.

8.3 In case of any deficiency in services, Hotel shall be responsible and keep IRCTC Ltd. its directors, officers, employees indemnified and hold harmless at all times against all liabilities, damages, losses, costs, fee including attorney fee for such acts, omissions and defaults and all complaints, if any against hotel. Similarly, IRCTC Ltd. agrees to indemnify and hold harmless the hotel for any injury, damage, expense or loss sustained by any person or property caused by or arising from any negligence, act, commission or willful misconduct of the IRCTC Ltd. its officers, employees and related directly or indirectly to any product & services arranged by hotel.

- 8.4 The hotel shall not assign this agreement to any party without prior consent of the IRCTC Ltd. and such consent shall not be unreasonably withheld

9) Termination or Suspension:

- 9.1 Termination or Suspension without cause:- Either party may terminate the contract without any cause by giving 01 month's notice in writing to other party to the agreement. Such notices to take effect upon its receipt or as otherwise provided herein subject to the fulfillment of the obligations accrued prior to the receipt of such notice.
- 9.2 Termination with cause by IRCTC Ltd.: - In case of willful default or non compliance of terms and conditions of the contract, IRCTC Ltd. reserves the right to terminate the contract after serving a show cause notice of 15 days and the decision of IRCTC Ltd. shall be final in this regard and in that eventuality, the hotel will be debarred for one year for participating in future projects of IRCTC Ltd.
- 9.3 In case of serious complaints regarding standard of service/behaviour, irregularities/negligence on the part of hotels, IRCTC Ltd. may take action by way of fines, warnings or even termination depending on severity of lapse/complaint, to be decided by IRCTC Ltd. officer.
- 9.4 If the hotel at any time becomes bankrupt or make any assignment for the benefit of or enter into any agreement or composition with its creditors or go into liquidation or if it ceases to be in business as an hotel for providing accommodation, the Agreement, may at the option of the IRCTC Ltd. be terminated or its operation suspended forthwith for such period as IRCTC Ltd. may decide.
- 9.5 Upon suspension or terminating of this contract, all documents of the IRCTC Ltd. shall immediately be returned by the hotel to IRCTC Ltd. together with all moneys due and payable to the IRCTC Ltd. hereunder and a complete and satisfactory accounting shall be rendered.
- 9.6 Both parties shall honour their commitments entered into prior to the date of such termination.

10) Penalty:

Hotel shall be liable to penalty to only in those cases where it shall not be able to offer accommodation for confirmed booking. Parties agree that any relocation/shifting cases shall not fall within the ambit of this penalty provision. Hotel shall provide details of such booking and IRCTC reserve the right of amount of penalty or discontinuation of the services

11) Risk and Cost Clause:

- 11.1 The hotel shall at all times ensure that its performance is satisfactory, failing which IRCTC Ltd. shall be at liberty to get the affected work done through any other Hotel, at the risk and cost of the hotel. Expenses incurred on this account shall be at the sole risk and responsibility of the hotel and shall be recovered from the money due to him on account of monthly bills. IRCTC Ltd. reserve the right to penalise for the same as deemed fit.

- 11.2 In case the hotel fails to comply with any statutory/taxation liability under appropriate law and as result therefore IRCTC Ltd. is put into any loss/obligation, monetary or otherwise. IRCTC Ltd. will be entitled to get itself reimbursed out of the outstanding bills to the extent of loss or obligation in monetary terms.
- 11.3 In case there is no money due to the hotel on account of monthly bills, the agency will be debarred for one year for participating in future projects of IRCTC Ltd...

12) Terms & Conditions:

- 12.1 The hotel should submit complete set of documents. However the competent authority reserves the right to call for clarifications or additional documents in case of non provision or partial provision of documents.
- 12.2 If, at the time of requirements of rooms by IRCTC Ltd., the hotel shows inability to provide accommodation, IRCTC Ltd. has the right to appoint Hotel at their own.
- 12.3 Offers should be valid for 120 days from the date of opening.
- 12.4 The rates quoted with respect to the hotel services shall be most competitive in terms of rates and prices prevalent in the market.
- 12.5 The Rates should be quoted for Single & Double sharing rooms in CP/MAP plan and inclusive of Taxes and other duties.
- 12.6 The Hotel should have proper in-house arrangements to provide meals to the guests.
- 12.7 The hotel will be responsible to make hotel booking for the officers/guests of IRCTC Ltd. on the request of the authorized officer of IRCTC Ltd.
- 12.8 Ambience of the Hotel should be good and the Hotel should be Hygienic as well.
- 12.9 The Firm/agency/hotel submitting the offer would be presumed to have considered and accepted all the terms and conditions. No query verbal/written shall be entertained in respect of acceptance/rejection of the offer.
- 12.10 IRCTC Ltd. shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by the empanelled hotel in the course of performing their functions/duties or for payment towards any compensation.
- 12.11 In the unlikely events of hotel's inability to provide accommodation, hotel will arrange alternative accommodation of similar standards and provide transport to the guest at the hotel's cost.
- 12.12 IRCTC Ltd. will not be liable for any liability arising under the labour laws or any other law of the land, incurred by the Hotel.
- 12.13 In case the Hotel suffers any loss on account of his being restrained by the IRCTC Ltd. or any competent authority for indulging in illegal activities or any contravention of any law, he shall not be entitled to any compensation whatsoever.

- 12.14 Upon the receipt of any notice, order, direction or any other communication from any competent authority (including notices, affecting the rates, taxes or other outgoings) in respect of provision of accommodation, meals, basic amenities or any other facility, payable in whole or in part by one Party hereto, the other Party shall immediately deliver a copy of the necessary document, to that Party.
- 12.15 Notice to the Hotel - Any notice to be served on hotel's shall be deemed to be sufficiently served if delivered at or sent by registered post/courier addressed to the hotel at their registered office or last known place of business. Any notice to be served by the Hotel on IRCTC Ltd. shall be deemed to be sufficiently served if, left at the office/sent by registered post/courier addressed to the -----, Indian Railway Catering and Tourism Corporation at -----.
- 12.16 Notices on behalf of IRCTC Ltd.- Subject to as otherwise provided in the LOA, all notices to be given on behalf of IRCTC Ltd. and all other actions to be taken by IRCTC Ltd. may be given or taken on behalf of IRCTC Ltd. by the ----- or any other officer for the time being entrusted with such functions, duties and powers by IRCTC Ltd.
- 12.17 Dealing with Hotel Only - IRCTC Ltd. will enter into contract only with the hotel who will be responsible for fulfillment of all hotel conditions with IRCTC Ltd. IRCTC Ltd. shall not enter into any agreement or deal with in any manner with any of the sub-hotels.
- 13) Force Majeure:** IRCTC Ltd. shall not be liable to the hotel in respect of any breach of the terms and conditions due to any event or circumstances beyond its reasonable control.
- 14) Arbitration and Conciliation:**
- a) In the event of any dispute or difference between parties hereto as to construction or operation of this contract or the respective right and liability of the parties on any matter in question, with reference to the contract, the Parties agree to use their best efforts to attempt to resolve all disputes in prompt, equitable and good faith. In the event the Parties are unable to do so, such party may submit demand in writing for reference of dispute to arbitration as prescribed herein.
 - b) The demand for arbitration shall specified the matters which are in question, or subject of dispute or differences as also the amount of claim item wise.
 - c) Only such dispute or differences, in respect of which the demand has been made, together with counter claim of setoff given by IRCTC Ltd. shall be referred to arbitration and other matters shall not included in the reference.
 - d) In the event of demand made as mention herein above, such disputes or differences arising under any of these conditions or in connection with this contract (except as to any matter the decision of which is specially provided by these conditions) shall be referred to the Sole Arbitrator. On demand, a panel of three arbitrators from the empanelled arbitrator would be sent to the party, which will suggest two names from the panel of three arbitrators and the CMD will appoint Sole Arbitrator from the two suggested names. The award of the arbitrator shall be final and binding on the parties to the contract. The venue of Arbitration shall be at New Delhi. The fees and expenses of the Arbitration Tribunal shall be borne jointly by the Parties in equal proportion and in accordance with circular dated 18.10.2019.
 - e) All disputes shall be subject to the jurisdiction of courts at New Delhi.

15 Compliance with applicable laws

Hotel shall comply with the applicable state and central laws and regulations and to comply with municipal regulations applicable in respect of safety, health, hygiene, fire regulations etc., and to ensure their enforcement in respect of the relevant hotel facility. Hotel shall cooperate and provide all necessary assistance with IRCTC Ltd. in case of any audit, enquiry, investigation, dispute and/ or litigation. Hotel shall be solely responsible for compliance with all applicable labour laws which

shall include all liabilities of the Provident Fund Act, ESI Act, Workmen's compensation Act, Minimum Wages Act and other Labour Welfare Act in respect of its personnel.

16 Indemnity

Both Parties shall indemnify, defend and hold harmless each other and their respective officers, directors, agents and employees harmless from and against all claims, damages, liabilities, costs, losses and expenses, including reasonable attorneys' fees and expenses incurred for any claim against each other arising out of a breach by the breaching Party of the obligations (including any warranty) under this Agreement based resulting from services or performance of this Agreement.

17 Customer Liability: Hotel shall be responsible to ensure that any and all complaint or grievances of the Customers towards any deficiency of services as associated with accommodation as Hotel, negligence or wilful misconduct are addressed and resolved by the Hotel directly. In event IRCTC Ltd. has to pay to the customer, either through a judicial order or with consent of hotel, any damages for any claim of deficiency of services as associated with accommodation as Hotel, then the same payment will be made to IRCTC Ltd. by Hotel.

18 Cancellations-general terms:-

a) The terms and time-limits governing total or partial cancellation of the hotel contract, together with the amount of any possible compensation due in case of late cancellation, shall be agreed upon at the time of confirmation. The hotel shall clearly define its cancellation policy for the concerned period.

b) Cancellations shall be signified in writing and dated (via registered letter, courier, fax, e-mail etc.). For a cancellation to take effect from the date of a verbal communication, the written cancellation must refer expressly to it. Any written document received from the hotel, referring to the verbal communication, shall dispense IRCTC Ltd. from any further written reconfirmation. Where applicable, the hotel may issue a cancellation reference number to be retained by IRCTC Ltd.

c) At the time of cancellation, if any retention charges are applicable as per the cancellation policy or otherwise agreed in the hotel contract, the hotel shall inform IRCTC Ltd. in writing that it is applicable

19 Cancellation Charges:-

Cancellation Charges for the cancellation of the rooms shall be payable as per mutually agreed Terms & Conditions offered by the hotel in the Financial Offer in Annexure III.

20 Information provided to the hotel:-

IRCTC Ltd. shall provide the hotel with all necessary, relevant and detailed information on the services requested and send the rooming list minimum 3 days prior to arrival, unless a different schedule is required by the hotel. IRCTC Ltd. shall provide information concerning the group's arrival details.

21 Information to IRCTC Ltd. guests:-

The hotel should ensure that the rates given by it to IRCTC Ltd. are not divulged to IRCTC Ltd. guests and bills should not be presented to the guests on special contracted rates for signature. Hotel can obtain signature on the voucher or on a folio as per its convenience.

22 Quality of services provided:-

The services provided by the hotel to IRCTC Ltd.'s guests, in accordance with the hotel contract, shall be of the same quality as those provided by the hotel on the same conditions, to its direct clients, unless otherwise agreed to in the contract.

23 Obligations to the client:-

a) For any reservation duly accepted and confirmed, the hotel shall respect its contractual commitments. Failing this, it shall compensate the IRCTC Ltd. for the loss actually suffered.

b) Should the hotel not provide the client with the reserved accommodation, it has confirmed, it will, at its own expenses:

23.b.1 Secure accommodation for the client at the nearest equivalent or higher category of hotel and pay, where applicable, for any difference of price;

23.b.2 Notify the guest or IRCTC Ltd., in advance of the guest's arrival and where applicable, eventually pay for the guest's communication cost to notify his/her home or office of the change of hotel. The hotel will also pay for the guest's transportation to the other hotel;

23.b.3 Pay for the guest's transportation back to the original hotel, if the guest wishes to return to the hotel he/she had originally reserved when space becomes available.

23.b.4 The hotel will refrain from soliciting the guest to make direct reservations in future.

24 Litigation & compensation:

In case of any deficiency in services, Hotel shall be responsible and keep IRCTC Ltd. its directors, officers, employees indemnified and hold harmless at all times against all liabilities, damages, losses, costs, fee including attorney fee for such acts, omissions and defaults and all complaints, if any against hotel. Similarly, IRCTC Ltd. agrees to indemnify and hold harmless the hotel for any injury, damage, expense or loss sustained by any person or property caused by or arising from any negligence, act, commission or willful misconduct of the IRCTC Ltd. its officers, employees and related directly or indirectly to any product & services arranged by hotel.

IRCTC Ltd. will have no contractual relationship for deficiency in services, if any, on the part of the hotel. Additional cost incurred due to any exigencies may be submitted to this office for which IRCTC Ltd. will take a view for any payments to be made on a case to case basis.

25 **Confidentiality**

- a) During the term of this agreement and at all times thereafter all information contained in this agreement and all information relating to the other party which may be received during the course of or pursuant to this agreement by a party shall be kept strictly confidential and under no circumstances shall be disclosed to any third party without the prior written consent of the party owing such information.
- b) The obligations of confidentiality stated in Clause 25.1 shall not apply to any information that:
 - 25.b.1 Was known to the receiving party prior to its disclosing Party;
 - 25.b.2 Has become generally available to the public (other than by virtue of its disclosure by the receiving Party);
 - 25.b.3 Was required to be disclosed pursuant to any law, order, decree, judgment, award, etc. of any court, tribunal, board, government, statutory authority, etc.

Provided that prior to any disclosure in respect of a request to disclose confidential information under sub-clauses (25.2), the Party required to make the disclosure must firstly, notify the other party owning such confidential information and secondly, it shall only disclose so much of confidential information to the authority compelling disclosure, as is required by law.

26 **Intellectual property rights**

Except to the extent expressly stated otherwise, neither party will acquire any right, title or interest in any Intellectual Property Rights belonging to the other party, or to the other party's licensors. "Intellectual Property Rights" means all copyrights, moral rights, patent rights, trademarks, rights in or relating to Confidential Information and any other intellectual property or similar rights (registered or unregistered) throughout the world.

**PROPOSAL SUBMISSION LETTER
(To be filled in Company/Firm/Hotel's letter head)**

IRCTC LTD..

Sub: Offer(s) for Hotel Accommodation to be utilized by IRCTC Ltd. for its customers or/and in its tour packages.

1. I/We am/are interested in offering special rates of my / our hotel/ hotels to IRCTC Ltd. for the use of its customers and in Tour packages.
2. I/We have/had read, understood and accept/agree to the terms and conditions in the RFQ document
3. I/We have duly signed and stamped on each page of the RFQ document.
4. I/We understand that IRCTC Ltd. reserve the right to reject, accept or consider any offer without assigning any reason whatsoever.
5. Hotel Profile is enclosed at Annexure II.
6. Our financial offer in the desired format as per Annexure III is enclosed.
7. The validity of the empanelment will be two (02) years from the date of issue of LOA. The same is extendable on mutual terms and conditions.
8. The offered rate are valid for the period -----to -----.
9. The financial offer will remain open for acceptance for 120 days from the date of submission of offer.

We hereby submit our Proposal along with signed and stamped copies of all pages/Annexures of the RFQ document for the same.

We understand IRCTC Ltd. is not bound to accept any Proposal you receive.

Yours sincerely,

**Signature of Authorized Signatory
Name & Designation.**

**Date &Place :
Company Seal.**

Performa for Financial Offer

The offer should be submitted as per the following terms:

- A) **Validity of Rates:-** From To.....
 B) **Check in Time-----and Check Out Time-----**
 C) The offered rates should be **inclusive of all Taxes.**
 D) **Room Rates:-**

(i) Separately for each plan:-

TYPE OF ROOM AC/NAC	No. of Rooms in Hotel	Meal Plan	Occupancy	Lean Season (Period from ----to ----)		Peak season (Period from---to ----)	
				Rack Rate	Spl rate to IRCTC Ltd.	Rack Rate	Spl rate to IRCTC Ltd.
		EP	Single				
			Double				
			Extra person				
			Child with bed				
			Child without bed				
		CP	Single				
			Double				
			Extra person				
			Child with bed				
			Child without bed				
		MAP	Single				
			Double				
			Extra person				
			Child with bed				
			Child without bed				
		AP	Single				
			Double				
			Extra person				
			Child with bed				
			Child without bed				

* *Pls. add extra rows for additional type of rooms in this format.*

Note:-

* *Pls. specify the age group to be considered as child for above rates. From -----to -----years.*

* *Pls specify Inclusions in the special rate offered to IRCTC Ltd. such as Wi Fi, complimentary services like Tea/coffee maker, English newspaper, 2 one litre Mineral water bottles in room daily etc:-----*

(ii) Sunrise to Sunset stay – 12 hours (7 AM – 7 PM):-

TYPE OF ROOM AC/NAC	No. of Rooms in Hotel	Meal Plan	Occupancy	Lean Season (Period from ----to ----)		Peak season (Period from---to ----)	
				Rack Rate	Spl rate to IRCTC Ltd.	Rack Rate	Spl rate to IRCTC Ltd.
		EP	Single				
			Double				
			Extra person				
			Extra Child				
		CP	Single				
			Double				
			Extra person				
			Extra Child				
		MAP	Single				
			Double				
			Extra person				
			Extra Child				
		AP	Single				
			Double				
			Extra person				
			Extra Child				

(iii) Wash and Change Rates for 3 - 5 hrs. :-

TYPE OF ROOM AC/NAC	No. of Rooms in Hotel	Meal Plan	Occupancy	Lean Season (Period from ----to ----)		Peak season (Period from---to ----)	
				Rack Rate	Spl rate to IRCTC Ltd.	Rack Rate	Spl rate to IRCTC Ltd.
		EP	Single				
			Double				
			Extra person				
			Extra Child				
		CP	Single				
			Double				
			Extra person				
			Extra Child				

E) Supplementary rates:-

- (i) Early Checkin supplementary charges (pre 2 hours upto 5 hours from the standard checkin time) on applicable offered tariff for European Plan. -----%
- (ii) Late Checkout supplementary charges (late checkout beyond 2 hours upto 5 hours from the standard checkout time) on applicable offered tariff for European Plan. -----%

(iii) Charges for additional Meals

Breakfast buffet per person (Rs.)	Lunch buffet per person (Rs.)	Dinner buffet per person (Rs.)	Hi Tea/ Snacks buffet per person (Rs.)

(iv) Supplementary Charges (If Any) such as Christmas, New Year Eve, Any other black out dates etc. pls. specify

E) Others:-

- (i) Group Booking:- Additional discount in terms of % on the above offered spl. rates to IRCTC Ltd. for group bookings, i.e requirement of more than 10 or more rooms at one go -----%.
- (ii) **Applicable Taxes (GST on tariff., Meals etc.) to be specified:-**
(GST is subject to change as per GOI Guidelines, The same shall be calculated at the prevailing rate at the time of utilization).
- (iii) **FOC – applicable FOC policy**
- (iv) **Applicable Cancellation policy would be as under:-**

S.N	Cancellation Charges	Days/Hours before Check in Date/Time
1.	Nil	-----Days/-----Hrs.
2.	25 %	-----Days/Hrs -----to-----Days/Hrs -----
3.	50 %	-----Days/Hrs -----to-----Days/Hrs -----
4.	100 %	-----Days/Hrs -----to-----Days/Hrs -----

I/We hereby certify that the details given above about the company is true to my knowledge and belief and also agree to provide hotel accommodation to IRCTC Ltd. on the rates mentioned above for the period given above. The rates if needed to be revised will be revised with mutual consent.

Date:

Company Seal

AUTHORISED SIGNATORY

Name:

Designation: