



The Address Hotels + Resorts

The Address Hotels + Resorts, is the new definition of luxury hospitality. Where cool meets warmth, style meets comfort and where discerning travellers choose to stay time and time again

Combining business and pleasure seamlessly, the sophisticated environment beats with a vivacious pulse brought to life with the presence of our guests

Each of our bespoke properties across the city is set in the most spectacular locations, offers its own fusion of contemporary style and classic elegance for you to choose from

THE PALACE DOWNTOWN DUBAI

ROOM TYPE	RACK RATES		HIGH SEASON		SHOULDER SEASON		SUMMER SEASON	
			01/01/2017 TO 26/05/2017 AND 31/08/2017 TO 01/12/2017		02/12/17 TO 27/12/17		27/05/2017 TO 30/08/2017	
	Single	Double	Single	Double	Single	Double	Single	Double
Deluxe Lake View Room (51 sqm)	3,300	3,400	1,150	1,250	1,000	1,100	800	900
Deluxe Fountain View Room (51 sqm)	3,900	4,000	1,350	1,450	1,200	1,300	1,000	1,100
Palace Lake View Room (51 sqm)	3,900	4,100	1,550	1,750	1,400	1,600	1,200	1,400
Palace Room Fountain View (51 sqm)	4,300	4,500	1,750	1,950	1,600	1,800	1,400	1,600
Junior Suite Lake View (70 sqm)	4,300		1,750		1,600		1,400	
Diplomatic Suite Lake View (105 sqm)	4,600		1,950		1,800		1,600	
Palace Suite Lake View (105 sqm)	5,000		2,150		2,000		1,800	
Palace Suite Fountain View (105 sqm)	6,500		2,350		2,200		2,000	
Royal Suite (106 sqm)	10,000		Upon Request		Upon Request		Upon Request	
Imperial Suite (500 sqm)	50,000		Upon Request		Upon Request		Upon Request	

Above rates are subject to 10% Service Charge and 10% Municipality Fee
 Above rates are subject to "Tourism Dirham Fee" effective 31st March 2014

Looking out across a mirror-flat lake, nestled amidst tall palm trees, this beautiful resort has all the charm and mystery of a Middle Eastern palace and all the flair and sophistication of a boutique hotel. Directly facing Burj Khalifa, The Palace is located with 242 guest rooms including 81 lavish suites, a wide selection of restaurants, fitness centre and spa, outdoor swimming-pool, business centre and meeting facilities.

In a setting that is as beautiful as it is central, The Palace Downtown Dubai is a five-star premium hotel and the centrepiece in Downtown Dubai. Its location puts it within easy reach of major businesses and financial institutions, renowned landmarks and leisure hotspots, and the airport.

As an integral part of Downtown Dubai, the hotel is at the heart of a futuristic vision of designer stores and cutting-edge attractions. All around, is an array of landmark sights: the world's biggest fountain, the world's largest shopping mall and, soaring above it all the world's tallest building, the Burj Khalifa itself. Downtown Dubai is home to some of the city's most enticing restaurants, trendsetting lounges and sublime spas. Whether you're here for work or pleasure, a myriad of choice and an exciting fusion of Middle Eastern and Western cultures are only minutes away.

With a subtle weave of Middle Eastern themes, the intricately designed, tastefully furnished guest rooms and suites at The Palace Downtown Dubai are sophisticated and opulent. From contemporary dining with majestic views, to a sumptuous abundance of traditional delicacies served in a rich setting, The Palace Downtown Dubai serves up an eclectic selection of cuisines. The Spa at The Palace Downtown Dubai offers a complete menu of world-class beauty treatments for men and women. Therapies include luxuriant facials, purifying body wraps, intense body scrubs and intricate hand and foot care.

Central Reservations Office Contacts for bookings

T: +971 4 423 8888; F: +971 4 423 8800; Toll Free: 800 ADDRESS (233 7377)

E: business@theaddress.com

24 Hours check-in and check-out feature is offered for Palace Lakeview Room, Palace Fountain view room, and Palace Suite lake view, Palace Suite Fountain view.

GENERAL BENEFITS AND SERVICES

- Complimentary WiFi service in guest rooms, conference venues, restaurants and public areas
- Complimentary daily newspapers (in the Hotel only)
- Complimentary access to swimming pools and health club
- Covered car park facility
- 24-hour room service
- 24-hour guest services and security
- Baby-sitting service
- Limousine service
- Housekeeping services
- Laundry and dry cleaning services
- Transportation services
- Business centre services

SPECIAL HOTEL BENEFITS

The below listed room types are inclusive of Buffet Breakfast, Airport Transfers, Business Lounge and Club Lounge Access, Standard Meet and Greet service upon arrival at Dubai International Airport (Terminal 1 and Terminal 3)

- At Address Boulevard: Club Room, Boulevard Club Room, Boulevard Suite, Grand Downtown Suite, Executive Downtown Suite, The City Suite, The Address Suite (Buffet Breakfast only)
- At The Address Dubai Mall: Club Room, Club Suite, Tower Suite and Presidential Suite, Premier Suite (Buffet Breakfast only)
- At The Palace Downtown Dubai: Palace Room, Palace Suite, Royal and Imperial Suite (Club lounge is not available), Diplomatic Suite (Buffet Breakfast only)

The below listed room types are inclusive of: Buffet Breakfast, Airport Transfers and Club Lounge Access

- At The Address Dubai Marina: Grand Room, Grand Marina View Room, Premier Suite, Premier Marina View Suite, Tower Suite and Presidential Suite

The below listed room types are inclusive of: Breakfast and Dubai Airport Transfer.

- At The Address Montgomerie Dubai: Junior Suite, The Montgomerie Suite and Executive Suite

SERVICED RESIDENCE OCCUPANCY POLICY

The maximum occupancies per residence are as follows:

- Studio: 2 persons
- One Bedroom: 3 persons
- Two Bedroom: 5 persons
- Four Bedroom: 9 persons

RATE CHANGES

The Address Hotels + resorts have the right to revise the above rates during the contracted period with prior notice of 15 calendar days. Should our public "Best Available Rate" ever be lower than your existing corporate rate at the time of booking, The Address Hotels + Resorts will be happy to offer you this lower room rate. Corporate Rates are subject to availability at the time of Booking.

TOURISM DIRHAM FEE

This is in reference to the Executive Council Resolution No. 2, issued on 24th January 2014 by the Government of Dubai, regarding the introduction of the "Tourism Dirham Fee" on guests staying in Hotels and Hotel Apartments in the Emirate of Dubai. We would like to take this opportunity to inform you of the method implementation of the fee at The Address Hotels + Resorts. Effective 31st March 2014, guests staying at any of The Address Hotels + Resorts will be subject to the Tourism Dirham Fee of

AED 20 per bedroom, per night. This is payable by the guest upon check-out. The fee will be posted on a separate line, on the guest's bill. Should your company wish to bear this fee on behalf of your guest, the company has to clearly specify that the room charge, municipality fees, service fee and the Tourism Dirham fee will need to be billed to you. This needs to be communicated at the time of booking and prior to the guest arrival.

RESERVATIONS

All reservations are on request basis and subject to space availability. All confirmed reservations will be validated by a written confirmation letter and confirmation number. Bookings have to be made with bona fide email address to avail the company corporate rate and where applicable, a valid company ID upon check-in is required to validate the corporate rate. Confirmed reservations require a valid credit card for guarantee or a Company's guarantee letter (if the company benefits of credit facility with the hotel). In the absence of either of the above, full prepayment, as guided upon confirmation. Non-guaranteed reservations will be released at 06.00 pm (Dubai time) one day prior to the expected arrival date. The above cancellation notice periods are guidelines which may be superseded by The Address Hotels + Resorts and will be advised accordingly at time of confirmation.

Central Reservations Office Contacts for bookings

T: +971 4 423 8888; F: +971 4 423 8889; Toll Free: 800 ADDRESS (233 7377)

E: business@theaddress.com

This Agreement applies to individual bookings only and is not valid for Groups or Conferences of 10 rooms and above. Group rates are available upon request.

CANCELLATION

Cancellations/ late amendment received after 3.00 pm (Dubai time) 1 day prior to arrival date is subject to one-night charge.

EXHIBITION/ SPECIAL EVENTS

Cancellations/ late amendment received after 03.00 pm (Dubai time) 7 days prior to arrival date is subject to one-night charge. For reservations where visa is applied, approved and issued through The Address Hotels + Resorts in the event of any cancellation, The Address Hotels + Resorts reserve the right to apply a minimum charge of 1 night at contracted rate. Superseding conditions of the cancellation clause, the issued visa will be cancelled and the client will bear the cost of the visa charges. The above cancellation notice periods are guidelines which may be superseded by The Address Hotels + Resorts and will be advised accordingly at time of confirmation.

CANCELLATION POLICY FOR MONTHLY BOOKINGS

You may cancel or modify your reservation for no charge until 7 days prior to your arrival date. Please note that if you must cancel after this time, we will assess a fee of one night of the room charge plus municipality fee and service charge. Any additional services that were confirmed and guaranteed by your credit card will also be charged in case of cancellation, no show or if not utilized. Please note that if you must shorten the length of stay to less than 30 days, the payment for the full month will apply. The above cancellation notice periods are guidelines which may be superseded by The Address Hotels + Resorts and will be advised accordingly at time of confirmation.

NO-SHOWS

A one-night charge including municipality fee and service charge of each guaranteed room / apartment booked shall be imposed for no-shows/non-arrivals.

CREDIT FACILITY

Should your company wish to avail credit facilities with any of our properties, you are requested to complete the 'Credit Application Request Form' and submit with relevant supporting documents. The documents required are mentioned in the Credit Application Form. The hotel will require a minimum of 21 working days to process your credit facility request. Upon reservation, the Company should send a fax or email stating the items/services for which the company would like to be charged. For the Guests whose extra

charges (mini bar, telephone etc.) are not covered by the Company, a Credit Card imprint or pre-payment upon check-in will be requested. All confirmed reservations will be guaranteed against the credit facility. In the event credit facility has not been established, a credit card is required to cover the charges or full payment is due 48 hours prior to guest arrival.

TRANSPORTATION

We are pleased to offer private limousine transfers to and from Dubai International Airport as well as Dubai World Central - Al Maktoum International. Please contact our central reservations department at least 24 hours prior to arrival time to arrange for airport transfers. The Price will be advised upon request.

VISA ARRANGEMENTS

30-day visa: AED 900 (10 working days)

14-day visa: AED 550 (10 working days)

Above rates are inclusive of 10% municipality fee and 10% service charge. Please contact our Central Reservations Office for additional information and assistance.

AHLAN SERVICE

Please find the below the details of the available 2 packages (rates are subject to change):

Standard Meet and Greet Service (AED 150 – subject to change) on arrival to Dubai International Airport (Terminal 1 and Terminal 3 only). This includes:

- Meet and Greet on arrival
- Refreshments and relaxation in the Ahlan Lounge
- Assistance with Immigration formalities
- Assistance during duty free shopping

Premium Meet and Greet Service (AED 250 – subject to change) on arrival on arrival to Dubai International Airport (Terminal 1 and Terminal 3 only)

- As per above + Assistance of a porter throughout

The prices are subject to change without prior notice.

EXTRA BED / CHILDREN POLICY

Please contact the corresponding reservations number for more information

CHECK-IN AND CHECK-OUT

- Check-in Time is 03.00 pm; Check-out is 12.00 pm
- Late check-out until 06.00 pm is charged at 50% of the Room Rate
- Late check-out after 06.00 pm is charged at 100% of the Room Rate
- Late check-out time is offered subject to availability

The following rooms types will have 24 Hours check-in and check-out benefit:

- Address Boulevard – Club Room and Club Suites
- The Address Dubai Mall – Club Room and Club Suites
- The Palace Downtown Dubai – Palace Room and Palace Suites
- The Address Dubai Marina – Grand Room and Premier Suite

Guests may check-in at any time and bookings on these room types are for a 24-hour period. i.e. check-in 08.00 pm, check-out 08.00 pm on departure day. Later check-out time will be subject to charges and availability.

U BY EMAAR

Creating a bouquet of bespoke privileges, U By Emaar brings together diverse brands within the Emaar portfolio across dining, accommodation and leisure that elevate the overall quality of customer experience. The U By Emaar Card unlocks a world of exemplary opportunities to enjoy life, allowing customers to earn valuable Upoints, which can be used to redeem against stay, dining, or leisure experiences.

EARLY DEPARTURE

In the event that your guest decides to depart earlier than expected (reserved departure date), the Hotel has the right to charge a minimum of one night, unless the Front Office has been notified with at least 24 hours' notice.

CURRENCY AND PRICES

All rates are quoted in UAE Durham's (AED). The Address Hotels + Resorts reserve the right to claim compensation for loss on exchange arising from accounts settled in foreign currencies.

WALK OUT

In the case of an overbooking situation, The Address Hotels + Resorts reserve the right to accommodate the guests in a nearby Hotel of an equivalent category, without any price supplement. In such cases the expenses relating to the transfer (additional cost of the rooms, transportation to the hotel and one 10-minute telephone call to the customer's home) between the two hotels shall be payable by The Address Hotels + Resorts, who shall not be liable for any other compensation whatsoever.

FORCE MAJEURE CLAUSE

By acceptance of this Agreement, The Address Hotels + Resorts shall not be held liable or responsible for failure to execute arrangements specified herein directly or indirectly occasioned by or through or in consequence of war, change or statutes of UAE Government, strikes, riots and 'Acts of God' or conditions beyond the control of The Address Hotels + Resorts.

CONTRACT VALIDITY / CONFIDENTIALITY

All information contained in this document is private and confidential and under no circumstances can it be accepted that the actual contract rate be made known to third or other parties through internet web sites. The Address Hotels + Resorts reserve the right at any time, by giving notice in writing, to cancel this Agreement should the Company fail to adhere to the above terms and conditions.

INSURANCE

The Company is solely liable for losses and damages caused by the beneficiaries and/or the subsidiaries staying at The Address Hotels + Resorts. It is agreed that the beneficiaries have to respect the processes implemented in The Address Hotels + Resorts, which can concern the fire safety or valuables locked in the safe, and could not ask for being indemnified for the losses in case of non-respect of the processes.

TERMINATION

In the event of failure by either of the parties to comply with any of the obligations incumbent in this agreement, the other party may terminate the contract after a registered letter has been sent to the offending party formally demanding the performance of the obligation in question and after such letter has remained without effect for a period of 15 days.

APPLICABLE LAW IN CASE OF DISPUTES

The laws of the United Arab Emirates govern this contract. Any dispute between the parties relating to the interpretation or execution of the present contract that has not been settled amicably shall be referred to the Civil Courts of the UAE.

DISCLAIMER NOTICE

It is agreed that The Address Hotels + Resorts shall not be liable for any inability on its part to provide all or any accommodation or services where such inability arises as a result of any action on the part of the Government and ruling family of the U.A.E, resulting in the temporary closure or expropriation by or on behalf of the Government and the ruling family (with or without notice) of all or any part of The Address Hotels + Resorts accommodation or services. Closure shall not be deemed to give grounds for cancellation of this contract.

CONTACT US

For any further assistance regarding this contract please feel free to contact the undersigned on email:

nkumar@theaddress.com.

The Address Hotels + Resorts has extended these special individual corporate room rates on a mutually agreed volume business that your company will generate in this current year. The agreed volume business is set at **50 Room nights** per year per hotel. Should the rates extended to your company herein not be utilized within the subsequent three (3) months period, we reserve the right to revoke our offer of contracted rates.

This proposal is valid subject to the **Duplicate Copy being duly signed**, validated and returned to our Sales Department on Fax: +971 4 436 8880 or **nkumar@theaddress.com** within seven (7) days of the issuance date of this contract. By signing this page, we will understand that you agree and accept all aforementioned terms and conditions.

We thank you for your kind support towards The Address Hotels + Resorts and look forward to a fruitful relationship between both our companies.

Yours Sincerely,

Accepted:



Nishu Kumar
Assistant Director of Sales – Corporate
The Address Hotels + Resorts
Dubai – U.A.E
Tel: 971 4 4368874
Fax: 971 4 4368880
Email: nkumar@theaddress.com

MECSC
Mr. JC Gayoma
Membership Executive