



MANDOLAY

One Unique Hotel
Infinite Possibilities

Hotel Commission Policy

This policy outlines the terms and conditions regarding commissionable items and claims, ensuring clarity, and accountability for agents, and protection for the hotel.

Commission Rates:

Commission is calculated at a rate of **no more than 10%** on the net amount for the following pre-contracted items:

- Pre-Contracted Room Hire
- Pre-Contracted Banquet Food
- Pre-Contracted Non-Alcoholic Beverage
- Pre-Contracted Accommodation (non-corporate rate/advanced purchase discounted rates)
- Pre-Contracted Audio Visual

Non-Commissionable Items:

The following items and services are deemed non-commissionable and are not eligible for commission payouts:

- Accommodation (Advance Purchase, Discounted Rates)
- Accommodation booked via third-party sites (e.g., Booking.com, etc.)
- Stationery/Copies
- Car Parking
- Alcoholic Beverage(s)
- The Grill à la Carte, All Day Dining, or Signature Menus
- Bar Tabs
- Staffing/Labour Charges
- Bar Hire Charge
- Christmas Rates (Accommodation or Food and Drink)
- Christmas Drink Packages

On-The-Day Added Items:

Any additional items added on the day of the event, including food, beverage,

accommodation, and audiovisual services, agreed by Mandolay management will be subject to the standard commission rate of 10% or the agreed rate on the net amount.

Commission Calculation: Commission is calculated based on the net amount after deducting any applicable taxes, fees, and discounts. Payments will be made according to the agreed-upon terms and within the stipulated timeframe mentioned in the contract.

Commission Payment: Commission will only be disbursed when the account balance reaches zero.

Reporting and Disputes: Commission calculations and payments will be accurately documented and provided in periodic reports to the respective parties. In case of any discrepancies or disputes regarding commission payments, both parties will collaborate to resolve the issue in a timely and fair manner.

Amendments to Policy: The hotel reserves the right to modify or update this commission policy without prior notice for the concerned parties.

General Terms (Applicable to All Agents)

Commission is calculated on the net amount (exclusive of VAT, taxes, or discounts).

Commission is not payable on items listed as non-commissionable in the Hotel Commission Policy.

Any changes to this policy may be made at the hotel's discretion without prior notice.

This policy is a supplement to the hotel's full terms and conditions and applies to all bookings unless superseded by a written agreement.



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Travel Booking Agents for Bedrooms

Commission Eligibility and Rates

Commission is offered at no more than 10% net, as pre-agreed with the hotel before booking.

The commission rate must be confirmed in writing on the booking confirmation by either the Reception Manager or Sales Director of the hotel.

Claim Process

A commission claim invoice must be submitted via email.

The claim must include a copy of the booking confirmation showing the agreed commission.

Travel agencies with Accounts Receivable (AR) arrangements must ensure that all outstanding balances are fully settled. Commission invoices will only be processed once the AR account is clear and up to date.

Claims must be submitted within the same financial year as the booking.

Hotel Protections

The hotel reserves the right to reject any commission claims not submitted within the financial year of the booking.

Commission is payable only if all criteria above are met.

Booking Agents for Conferences, Meetings, and Events

Commission Invoices must be submitted within 30 days of the date of the booking invoice.

Note: This policy serves as a guideline and shall be referenced in the contractual agreement between the hotel and the relevant parties involved in the transactions.

Late Submission Clause

Commission claim invoices must be submitted no later than 12 months from the guest's departure date or the event date, whichever is applicable.

Claims submitted after this 12-month period will not be considered under any circumstances and will be automatically rejected.

It is the responsibility of the agency to ensure timely submission. The hotel will not issue reminders, and failure to comply with this clause constitutes the forfeiture of any commission owed.