



JACOB
ONLINE BOOKING SYSTEM

JACOB Online Ltd Terms & Conditions for use of extranet

Welcome to JACOB Online Ltd's extranet! The extranet is a password-protected system for our contracted hotels to manage their freesale, reduce rates, view cancelled and confirmed bookings & give special offers.

<http://www.jacobextra.net>

Our extranet has the following functions-

1. Availability-Manage Rooms- manage your freesale (*see below for freesale definitions) by amending the number of rooms and dates available to book
2. Availability-See Allocation-view our allocation usage
3. Rates-Change Rates-reduce the rates day by day or by % reduction across a period of dates. You can also increase rates back up to contract level.
4. Booking-Booking Information-view all cancelled and confirmed bookings
5. Special Offers-add a special offer for your hotel
6. Miscellaneous-Contact Information-change your details (note- information only)
7. Miscellaneous-Change Password- manage your password for the extranet

- **Freesale definitions-**

JACOB offers you two choices of freesale as follows:

- **Unlimited freesale** is defined as the ability to sell a specified number of rooms (as indicated on max rooms) until the date is closed out by the hotelier. For absolute clarity, if 2 rooms are entered, 2 rooms is the maximum number of rooms per booking but we can continue to sell 2 rooms until the hotel closes that date for sale.
- **Capped freesale** is defined as the ability to sell a specified number of rooms which are reduced on a per booking basis. For clarity, if 2 rooms are entered and 1 room is booked, there is only 1 room remaining to sell.

By signing up to use our extranet you are agreeing to the following terms & conditions of JACOB Online Ltd-

- JACOB Online Ltd, as part of the JAC Travel (Holdings) Ltd, may on occasions distribute rooms to its associate companies: JAC Travel Scotland Ltd, JAC Travel Ltd & JAC Canada Inc.
- The password for the extranet is the responsibility of you, the hotelier. JACOB Online Ltd can accept no responsibility for fraudulent use of the extranet password. JACOB Online Ltd recommends that the password be changed on-line using

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- 'Change Password' function for security reasons. The password must not be disclosed to any other party without written consent from JACOB Online Ltd
- The hotel agrees that any amendments made via the extranet are contractually binding as per JACOB Online Ltd general terms and conditions as outlined on our contract.
 - JACOB Online Ltd will provide technical support to the supplier in relation to the JACOB Online Ltd Extranet. See contact details at the end of this document!
 - Changed rates apply only to generic contracts rather than any client specific contract, which we may hold in addition to our standard contract.
 - All data loaded in the extranet is live and changes can be immediately seen and be booked by clients of JACOB Online Ltd
 - Change rates on-line will also affect child policies which are as a % of adult rate as per prevailing contract
 - Rates lowered via the extranet override previously contracted rates and are valid from the time entered.
 - JACOB Online Ltd reserve the right to withdraw access to the extranet upon termination of contract between JACOB Online Ltd & the hotel, upon non-compliance with any of the outlined terms & conditions by the hotel or at the discretion of JACOB Online Ltd.
 - Any amendments made via the extranet are applicable only to future reservations. Reservations already processed are not affected.
 - The hotel is fully responsible for amending rooms on 'Change Rooms' screen in addition to closing out freesale dates if the hotel becomes busy.
 - Any closeout dates entered by the hotel on 'Manage Rooms' screen apply **ONLY** to freesale rooms and not to rooms on contracted allocation. I
 - **Important**-JACOB Online Ltd will sell freesale **before** contracted allocation unless contractually agreed otherwise with the hotelier. Any allocation that has been sold before the opening of freesale will remain as sold allocation.
 - JACOB Online Ltd reserves the right to impose a maximum number of closeout dates per annum if the hotel applies excessive closeouts to freesale rooms
 - All rates on the extranet are **PER PERSON PER NIGHT INCLUDING ALL TAXES**. Meal plan is as per contract with JACOB Online Ltd and cannot be amended via the extranet.
 - Records are automatically taken of all activity on the extranet. The hotel agrees to be bound by the written evidence produced by JACOB Online Ltd of any changes made via the extranet.
 - JACOB Online Ltd reserves the right to update and amend these terms and conditions without prior notification.
 - For any Extranet assistance required please contact extranet@jacobonline.com
 - Contact details & Office hours

Operations Team-

Tel: +44 (0) 20 7870 8560

Email: extranet@jacobonline.com

Fax: +44 (0) 20 8748 8963

Monday – Friday: 08h00 – 17h30

Saturday: 09h00 – 14h00

Sunday: Closed

UK Public Holidays: 09h00 – 17h00