

THE HOTEL SYSTEMS PTE. LTD. ANNEX B - DEPLOYMENT SERVICES AGREEMENT

Last Updated: November 02, 2025

(This Annex B is made pursuant to, and governed by, the Master Services Agreement ("MSA") between The Hotel Systems Pte. Ltd. ("Provider") and the Customer.)

This Annex B ("Deployment Services Agreement") outlines the terms under which The Hotel Systems Pte. Ltd. ("Provider") will deliver Deployment, configuration, and related professional services ("Deployment Services") to the customer ("Customer") in connection with the Provider's cloud-based hospitality solutions ("Services").

This Annex B is subject to and incorporates by reference all applicable terms of the Master Services Agreement (MSA) currently in effect between the Provider and the Customer. In the event of any conflict, the terms of the MSA shall prevail unless otherwise agreed in writing.

1. Commencement and Coordination

1.1. The Parties shall mutually agree on the commencement date for the Deployment Services no later than twenty (20) business days before the intended start date.

1.2. Within the same period, the Parties shall agree on arrangements related to the stay of the Provider's Specialist(s) at the project site ("Object"), including travel, accommodation, and related expenses, in accordance with the Business Travel Requirements (Annex E).

1.3. Each Party shall designate its respective project resource assignment at least fourteen (14) business days prior to the commencement of any Deployment Services subject to agreed SOW.

2. Pre-Deployment Requirements

2.1. The Customer shall promptly and accurately complete and approve all pre-deployment documentation provided by the Provider and return it electronically to the Provider's designated email address no later than two (2) weeks before the commencement of cloud subscription agreement based on SOW.

2.2. The Provider shall provide the Deployment Plan based on the Customer's pre-deployment documentation. The Customer shall review and approve the plan within three (3) business days of receipt.

3. Scope, Procedures, and Responsibilities

3.1. The Provider shall perform the Services in accordance with the agreed deployment plan.

3.2. The Customer shall, at its own cost:

- Provide full access to the Object, including necessary user credentials, permits, or passwords to relevant systems.
- Ensure the required hardware and connectivity are available and functioning for the Deployment Services.
- Provide appropriate facilities and equipment for delivery (e.g., training rooms with computers, storage areas for materials, etc.).
- Ensure the presence of responsible employees during delivery, review, and acceptance of Services.

3.3. The Customer shall ensure the presence of its technical and operational representatives, and any third-party system providers, during the configuration, setup, and integration processes.

4. Fees and Payment

4.1. Fees for the deployment Services shall be as stated in the relevant quotation or Statement of Work.

4.2. Unless otherwise stated, fees are exclusive of taxes and payable in accordance with the payment terms defined in the MSA or quotation.

4.3. Any additional work requested outside the agreed scope shall require a separate quotation and written Customer approval prior to commencement.

5. Deliverables and Acceptance

5.1. The Provider shall deliver the Services in accordance with agreed milestones and timelines.

5.2. Upon completion, the Provider shall issue a *Completion Notice* to the Customer.

5.3. The Customer shall have seven (7) business days (or such period as mutually agreed) to review and confirm acceptance.

5.4. If no written issues are raised within that period, the Deployment Services shall be deemed accepted.

5.5. In the event of any project break exceeding six (6) business days (including delays due to change requests or other interruptions), the Parties shall execute a *Confirmation of Acceptance of Services* documenting all work completed up to the break date. If the Customer unreasonably refuses to sign, the Provider may issue a unilateral confirmation, which shall be deemed valid for billing and acceptance purposes.

6. Change Management

- 6.1. Any request by the Customer to modify the scope, deliverables, or timeline shall be documented in a written change request.
- 6.2. The Provider shall assess the impact of the requested change on cost and schedule.
- 6.3. Any revision must be mutually agreed at least thirty (30) business days in advance.
- 6.4. The Provider shall update and resend the Deployment Plan for Customer approval, which must be provided within three (3) business days of receipt.
- 6.5. If the Parties cannot agree on a revised start date, the Provider may, at its discretion, terminate this Agreement or proceed based on the current Deployment Plan.

7. On-Site Deployment and Travel

- 7.1. For any travel undertaken in connection with Services, the Customer shall reimburse all reasonable and pre-approved expenses, including accommodation, transportation, meals, laundry, visas, and travel insurance, in accordance with Annex E – Business Travel Agreement.

8. Ownership and Intellectual Property

- 8.1. All intellectual property rights in the Provider's software, tools, documentation, templates, and methodologies used or developed during Deployment shall remain the sole property of the Provider.
- 8.2. The Customer shall retain ownership of any Customer-specific data provided for Deployment.
- 8.3. Deliverables are licensed for the Customer's use under the terms of the MSA.

9. Warranties

- 9.1. The Provider warrants that the Services shall be performed with reasonable skill, care, and professionalism consistent with industry standards.
- 9.2. Except as expressly stated in this document or the MSA, no additional warranties, express or implied, are provided.

10. Term and Termination

- 10.1. This Annex B shall take effect on the Effective Date specified in the quotation or Statement of Work and shall remain in force until completion of the Deployment Services, unless terminated earlier in accordance with the MSA.
- 10.2. Either Party may terminate for cause in accordance with the MSA.
- 10.3. Upon termination, the Provider reserves the right to invoice for all work performed,

committed, or scheduled up to the effective termination date, including any non-recoverable costs or resource allocations incurred in preparation for delivery.

11. Limitation of Liability

11.1. The limitation of liability provisions in the MSA shall apply to all claims arising from or related to the Deployment Services.

12. Reference to MSA

12.1. This Annex B is governed by, and forms part of, the Master Services Agreement (MSA) between The Hotel Systems Pte. Ltd. and the Customer.

12.2. All defined terms, confidentiality obligations, and dispute-resolution procedures in the MSA apply to this Annex B.

13. General

13.1. This Annex B may be executed electronically or incorporated by reference through quotation or subscription acceptance.

13.2. Neither Party shall be liable for delays or failures caused by circumstances beyond their reasonable control.

13.3. All data exchanged during the Deployment Services shall remain subject to the confidentiality obligations set forth in the MSA.

13.4. Nothing in this Annex B limits either Party's rights or obligations as defined in the MSA.