

THE HOTEL SYSTEMS PTE. LTD.

ANNEX E – BUSINESS TRAVEL AGREEMENT

Last Updated: October 31, 2025

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

1. Purpose

1.1. This Annex E defines the terms and cost responsibilities relating to any on-site work, travel, or accommodation undertaken by the Provider’s personnel when providing services under the MSA or any associated Annex.

2. Scope of Business Travel

2.1. Business travel may include, but not limited to:

- On-site implementation, training, or project coordination
- System review, audit, or support requiring physical presence
- Official meetings or workshops at the Customer’s location

2.2. Business travel shall only be undertaken upon written approval from the Customer or as otherwise specified in the project statement of work (SOW).

3. Travel and Expense Policy

3.1. The Customer shall reimburse all reasonable and pre-approved travel-related expenses, including, but not limited to:

- Airfare or transport (economy class unless otherwise agreed)
- Hotel accommodation (standard business rate)
- Laundry services
- Meals and local transport
- Visa, travel insurance

3.2. Reimbursable expenses shall be supported by official receipts and invoiced along with the final project completion invoice for the settlement as per standard terms.

3.3. The Provider shall exercise cost-efficient practices when arranging travel and accommodation.

3.4. The Customer shall settle all approved business travel claims within fourteen (14) business days after the invoice date.

4. Cancellations and Changes

- 4.1. If travel arrangements are cancelled or postponed by the Customer before departure, any non-refundable expenses shall be reimbursed by the Customer.
- 4.2. The Provider shall provide documentation of such charges upon request.

5. Compliance and Conduct

- 5.1. The Provider's personnel shall comply with all Customer site policies, health and safety regulations, and reasonable conduct expectations during on-site work.

6. Dispute Resolution

- 6.1. Any disputes relating to business travel reimbursements shall be handled in accordance with the dispute resolution clause of the MSA.

7. Reference to MSA

- 7.1. This Annex E is governed by, and forms part of, the Master Services Agreement (MSA) between The Hotel Systems Pte. Ltd. and the Customer. All defined terms, general provisions, confidentiality obligations, and dispute resolution mechanisms in the MSA shall apply to this Annex E.

8. General

- 8.1. This Annex E may be executed electronically or incorporated by reference through quotation or subscription acceptance.
- 8.2. Nothing in this Annex E limits either Party's rights or obligations as defined in the MSA.
- 8.3. Neither Party shall be liable for delays or failures caused by events beyond its reasonable control.
- 8.4. All Customer and Provider data exchanged in relation to business travel shall remain protected under the confidentiality obligations outlined in the MSA.
- 8.5. This Annex E is subject to the MSA. Any disputes arising from travel shall follow the dispute resolution procedures established in the MSA.