



OUR OFFER TO YOU

RateBoard **Revenue Management Software for Hotels and Resorts**

Increase your revenue - Save valuable time - Always the right price - Fully automated

We introduce ourselves

RateBoard is a leading revenue management system, which eliminates the time-consuming and complicated processes – such as forecasting, pricing and rate maintenance – of hotels. The goal is to provide hotels with a simple tool to optimize their pricing strategy, to simplify their work processes, and to significantly increase the revenues.

Our robust pricing algorithm processes the historical and current booking situation, the competitor’s rates, market demand, events, vacation periods, guest ratings, and much more. Our Data Science Team, a team of physicists and mathematicians, works on the continuous further development.

RateBoard was founded in 2015 by Matthias Trenkwalder and Simon Falkensteiner in Innsbruck, Austria, and inspired many hoteliers in a very short amount of time.

Our service at a glance



System

- ✓ **PMS - Integration**
Connection to RateBoard including import of historical data
- ✓ **Dashboard**
Hotel performance at a glance, with key metrics such as pickup, ADR, RevPAR
- ✓ **Analysis**
Evaluation of various key figures from the PMS with the possibility to use various filters (e.g. ADR or pickup by sales channel for a comparison period)
- ✓ **Market (bookable)**
Competitor prices 365 days into the future on OTAs (booking.com) and market demand forecast for the destination 45 days into the future
- ✓ **Pickup**
Analysis of reservation development during comparative periods
- ✓ **Reputation**
Global reputation index of the respective hotel with semantic analysis of the ratings
- ✓ **Budget**
Detailed key figure comparisons and benchmark to the optionally defined budget
- ✓ **Reporting and automated notifications**
Customizable notifications and reporting by mail (e.g. based on new reservation revenue compared to the previous year)
- ✓ **Autopilot (activation after three operational months)**
New calculated rates are automatically sent to the partner systems (PMS, CM), individual settings (e.g. price limits) are possible
- ✓ **Individual settings**
Make RateBoard unique so it perfectly fits the respective pricing strategy: price rounding rules, define individual events, etc.
- ✓ **Multiple properties**
Manage multiple hotels via RateBoard and compare their key figures via the analysis options



Service and science

- ✓ **Trained Revenue and Customer Success Managers**
Our highly trained Customer Success Team will help you advance in revenue management. Through ongoing training, we pass on the latest findings and trends to the customer in discussions and training sessions
- ✓ **Data Science Team**
Our „science department“ consists of developers, physicists and mathematicians, who are constantly working on the improvement of our algorithms and software features
- ✓ **Setup and Training**
Setup of the system and training with an assigned Customer Success Manager
- ✓ **Customer Support**
Continuous availability via chat, mail, phone during office hours and via an „emergency mail“ even on holidays. Support costs are already included in the monthly license fee and are not charged additionally on an hourly basis

All services listed here are included in the price of the current offer

Order Confirmation

RateBoard GmbH – Revenue Management Software

Hotel Name* **The cove of lake geneva**

Billing Address (Service Recipient)

Company Name (according to Company Register)*

Contact Name **Juan Ramirez**

VAT Registration Number*

House Address & No.* **111 Center Street**

Postcode* **53147**

Town/City* **Lake Geneva/Wisconsin**

Country **USA**

Billing Email Address **jramirez@coveoflakegeneva.com**

* Required field

Contact Person

Administration

Mrs. Mr. Last Name **Ramirez**

First Name **Juan**

Job Title

Administration Email Address **jramirez@coveoflakegeneva.com**

Telephone **262-249-9460**

Person responsible for Revenue Management

Same as above

If different

Mrs. Mr. Last Name

First Name

Job Title

Administration Email Address

Telephone

Our offer to you

<p>Licence fee based on the property size with 222 rooms for the standard contract duration of 36 months</p> <p>monthly € 295,00 245,00</p>	<p>Setup fee</p> <p>one-time € 1.495,00 695,00</p>
<p>Autopilot fully automated price management after three operational months</p> <p><i>included in the monthly licence fee</i></p>	<p>External Market Data optional rate shopping, monthly payment</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> via booking.com free (for 36 months) or 50€ (for 12 months) <input type="radio"/> Direct booking prices via hotel's website X50€ (for 36 months) or 50€ (for 12 months)

TOP

Support and service costs, which are directly related to the use of the revenue management software RateBoard, are already included in the licence fee.

Please Note:

The one-time setup cost is to be paid immediately upon agreement to the contract. Payment for the listed software licence is due upon operational use of the Revenue Management System „RateBoard“. The billing modalities are described in detail on page 5 of the contract under the point "License fee settlement". **The offer is valid for 60 days from receiving this document.**

Contract Term and Payment Details

Contract term:

36 months TIPP
including external market data via booking.com for free or market data via hotel's website for 50€ monthly

12 months

The monthly licence fee increase due to the shortened contract period by € 50,00. In addition the external market data are optionally selectable

Payment Frequency (per annual license)

Monthly

Annual

Payment method:

Monthly payment:

Direct Debit (SEPA)

Annual payment:

Direct Debit (SEPA)

Bank transfer

Additional Remarks

special offer due to partnership of RateBoard & Lodgical after the pilot phase starting with 1st of January 2024:

*setup fee: \$ 695,00 (one time fee)

*monthly licence fee \$ 200,00 per month, 36 months contract duration, OTA rate shopping included

Technical Details

Hotel Software Lodgical (Zucchetti group)

Channel Manager

Technical Remarks

07/02/2024 - Added by Cove: Can be canceled with 3 month notice. If canceled prior to 36 months, monthly rate bills back at \$45 (\$245-\$200) for each month use up to cancellation date.

Contract Details

Right of Withdrawal and value adjustment

After successful installation of RateBoard in the hotel business, a right of withdrawal of 30 days from the first log-in onwards is granted. In the event of written withdrawal, the customer will be charged the setup costs and the first month of contract, unless otherwise agreed in writing. License agreements are adjusted annually. This also applies to multi-year contracts.

General Terms and Conditions

I have read and agree to the [General Terms and Conditions](#).

Yes No

Starting Information

Data deviations

Data variances between the hotel program and the revenue management system of up to 5% are common due to the separate evaluations and in no way reduce the performance of the system (due to the large number of reservation data).

It should be noted that the first license year serves as the basis for fine-tuning the system in order to subsequently leverage its full potential from the second year of use. Since hotel programs are often used differently within the first twelve months, even with certified interfaces, minor technical differences may occur.

Licence fee settlement

The signing of the contract does not indicate the starting date of the billable contract period. For accounting reasons, license fees are paid on the first of the next month and subject to fulfillment of the following conditions:

- RateBoard can receive data from the hotel program
- The customer has received access to the system and initial training

If the customer does not provide the preliminary work in the form of the agreement and compliance with the appointment of the one-way linkage with RateBoard, license billing starts automatically 3 months after the contract is signed. The same applies if the preliminary work required by the customer in the form of the fully completed setup questionnaire is not carried out within 14 days of receipt.

The license is automatically extended after the term of 12 or 36 months for another 12 months each. Cancellation at the end of the first or extended contract term requires a lead time of at least 3 months.

Verbal ancillary agreements are not valid. Only agreements in written form listed in this contract are valid.

Place, Date*

2-14-2024

* Required field



Company Stamp and Legally Binding Signature*

ANNEX A- PROCESSING OF PERSONAL DATA (EU REGULATION 2016/679)

The CUSTOMER declares to be aware of the GDPR (EU REGULATION 2016/679) and in particular of the content of articles 13 and following. With regard to the processing of its personal data, pursuant to and for the purposes of the above GDPR, the CUSTOMER declares to have received and read the Privacy Policy, which can be viewed at the following link: <https://www.rateboard.io/en/privacy-policy> and pursuant to art. 7 Reg. EU 2016/679 gives its consent to the processing of data for the management of the contract and expresses the following will:

He/she gives his/her consent to process the personal data provided for commercial purposes and in particular to receive commercial communications and advertising regarding the products and services of RateBoard GmbH.	
Consent <input checked="" type="radio"/>	Does not consent <input type="radio"/>
He/she gives his/her consent to process the data to communicate them to partners/third parties so that they can make it the recipient of commercial communications or advertising.	
Consent <input checked="" type="radio"/>	Does not consent <input type="radio"/>
He/she gives his/her consent that collaboration may be published on the RateBoard website, in the Newsletter and on related Social Media.	
Consent <input checked="" type="radio"/>	Does not consent <input type="radio"/>

The CUSTOMER is informed that will be respected the rights contemplated by art. 15 ss GDPR, including the right to obtain updating, rectification or, if interested, integration of data and respect for the right to oppose, in whole or in part, the processing of personal data concerning him/her including the right to exercise free of charge the right of opposition. The CUSTOMER may communicate any changes to the consents previously expressed and reported above, by email, writing to contact@rateboard.io.

Place, Date* 2-14-2024


Company Stamp and Legally Binding Signature*

With regard to the activities covered by the contract to which this document refers, the CUSTOMER (Data Controller) appoints ex art. 28 EU Reg. 2016/679 the SUPPLIER „Data Processor“. The rules and standards of conduct to be observed by the Data Processor, as well as the procedures for exercising the rights and duties arising therefrom, are defined in the document „DESIGNATION OF DATA PROCESSOR - Data Processing Agreement- (Art. 28 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016)“ made available at the following link: „<https://www.rateboard.io/en/dpa>“. The Customer, pursuant to and for the purposes of EU Regulation 2016/679, declares that it has obtained consent from all possible data subjects who are part of its organizational structure and who will enter into a relationship with the SUPPLIER in relation to the execution of this contract.

Place, Date* 2-14-2024


Company Stamp and Legally Binding Signature*

PROTECTION OF PERSONAL DATA

1. For the provision of the Services referred to in the contract to which this Annex refers, the SUPPLIER carries out on behalf of the CUSTOMER the personal data processing activities described in the document entitled „DESIGNATION OF DATA PROCESSOR - Data Processing Agreement- (Art. 28 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016)“. In relation to these activities, the CUSTOMER, as Data Controller, acknowledges that the Supplier acts as Data Processor pursuant to Article 28 of Regulation (EU) 2016/679 (General Data Protection Regulation, hereinafter the „GDPR“).
2. The CUSTOMER confirms that it has assessed that the SUPPLIER presents sufficient guarantees to put in place adequate technical and organizational measures to ensure the compliance of the aforementioned processing of personal data with the provisions of the GDPR and the protection of the rights of the data subjects.
3. The SUPPLIER, as Data Processor, undertakes to comply with the obligations set out in the document „DESIGNATION OF DATA PROCESSOR - Data Processing Agreement- (Art. 28 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016)“, which forms an integral part of the contract.
4. The CUSTOMER, as Data Controller, declares and guarantees that the personal data communicated to the SUPPLIER for the provision of the Services referred to in the contract to which this Annex refers are collected and processed by the CUSTOMER in full compliance with the provisions of the GDPR.
5. The Parties undertake to hold each other harmless and indemnified for any damage, burden, cost, expense resulting from any violation of the provisions of the GDPR, which is attributable to each Party.

Place, Date* 2-14-2024


Company Stamp and Legally Binding Signature*

* Required field

SEPA Direct Debit Mandate

Creditor Identification Number AT90ZZZ00000059717

Recurrent Payment

One-Time Payment

Name and Address
of the Creditor

RateBoard GmbH
Fallmerayerstr. 6, 6020 Innsbruck, Österreich

Unique Mandate Reference - filled in by the payee

Payer, Last Name, First Name

Payer House Address & No.

Payer Postcode, City/Town, Country

Payer IBAN

Payer SWIFT/BIC

This SEPA Direct Debit Mandate applies to the following
agreement with *(if different from the payer)*

I authorize (we authorize) the creditor to take payments from my (our) account by means of direct debit. At the same time, I instruct my (we instruct our) credit institution to redeem any direct debits drawn to my (our) account.

Note: I (we) can request a refund of the charged amount within eight weeks of the debit date. The terms and conditions agreed with my (our) bank apply.

Place, Date*

2-14-2024

* Required field



Company Stamp and Legally Binding Signature

