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Oracle Hospitality Hotel Cloud Consulting Service Descriptions

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PROFESSIONAL SERVICES DELIVERY POLICIES

The Oracle Professional Services Delivery Policies ("Policies") available at http://www.oracle.com/contracts apply to all professional services in your order.

Oracle's Professional Services Delivery Policies are subject to change, but such changes will not materially reduce the level of performance, functionality, security, or availability for the Services for the duration of Your order.

CONSULTING SERVICE OFFERINGS

Oracle Hospitality Hotel Central Systems and Distribution Cloud Implementation and Configuration – Per Hour

Part Number: B84197, B87923 (Extended Hours), B87935 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Distribution Cloud Implementation and Configuration related to the installation or upgrade, configuration, connection, and/or training of the most current version of the Oracle Hospitality Product specified modules (the "Hospitality Application") in Your cloud environment. The Services may include assistance with the following:

1. Installation or Upgrade and Connection of the Hospitality Application
   a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to discuss the following:
      i. Your requirements for Your version of the Hospitality Application in Your environment;
      ii. Review of the preliminary questionnaire that was completed by You prior to the commencement of Services;
      iii. Features, modules, and standard functionality available in the Hospitality Application;
      iv. Selection of the specific modules within the Hospitality Application or connected to the Hospitality Application to be installed and/or configured;
      v. Determine if Your Hospitality Application needs to be upgraded to the most current version;
      vi. Identify the properties (up to three) to be connected to the Hospitality Application;
      vii. Details of the project plan;
      viii. Review the steps for the Services set forth below.
   b. Install or upgrade the Hospitality Application in Your test environment;

c. Connect a maximum of three (3) properties to the Hospitality Application in Your test environment.

2. Training and Configuration
   a. Provide up to four (4) trainings, each for up ten (10) of Your resources on the standard functionality of the Hospitality Application in Your test environment for the number of hours purchased, but not to exceed forty (40) hours, in a workshop setting; and
   b. Configure the Hospitality Application in Your test environment for the agreed upon properties.
3. Testing, Connection, and Production Assistance
   a. Provide assistance to Your resources for user acceptance testing and/or regression testing of the Hospitality Application in Your test environment;
   b. Refresh Your production environment after You have added the test data to Your production environment;
   c. Connect the Hospitality Application to the Opera Property Management Systems application and/or to third-party applications/websites;
   d. Provide assistance with connecting up to three properties in the Hospitality Application in Your production environment;
   e. Provide post-production assistance for the number of hours purchased (up to forty (40) hours) for each of the agreed upon properties (maximum of three (3)), not to exceed the total number of hours purchased (up to a total of one hundred twenty (120) hours).
   f. Provide the documentation related to the operation of the Hospitality Application in Your environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-sales questionnaire regarding Your requirements for the Hospitality Application to Oracle prior to commencement of Services.
   b. Validate all required data that will be loaded into Your test and production environments.
   c. Provide remote access to perform any of the Services for the duration of the Services.
   d. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   e. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.
   f. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
   g. Provide user rights to access the cloud test environment(s) for the Services.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. The Services will be performed either by onsite delivery resources or remotely.
   c. If You wish to receive additional Services for more than three properties, You may do so by entering into a separate order for such Services.
   d. The following are not part of these Services and are considered out of scope:
      i. Configuration or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Inputting of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon properties (up to a maximum of three);
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Hospitality Application;
      vi. Project management; or
      vii. Any other Services not expressly identified herein.
   e. Oracle may deliver Services during the following work shifts as specified in your order.
      i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding

Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.

ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours.

iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.

iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

Oracle Hospitality Hotel Central Systems and Distribution Cloud Consulting Services – Per Hour

Part Number: B84198, B87924 (Extended Hours), B87936 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Distribution Cloud Consulting Service ("Total Hours") related to Your Oracle Hospitality Distribution deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
   a. Facilitate a project kick-off call with Your team to review and confirm the project scope.
   b. Add desired Distribution channels to the property in the Distribution platform.
   c. Review Oracle Hotel Distribution pre-installation requirements.
   d. Configure the Oracle Hotel Distribution system based on existing Oracle Hospitality Property Management System (PMS) configuration data provided by You.
2. Software Application Training
   a. Conduct up to up to two (2) remote web-based training sessions for each module ("Oracle Hotel Distribution Training"), not to exceed two (2) hours in duration.
3. Live Cutover Support
   a. Provide post go-live support in production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your hotel site required for the performance of Services.
   b. Provide all necessary content, as per pre-installation document, prior to configuration.
   c. Train staff who have not attended OPERA application training related to this Service.
   d. Maintain direct relation with extranet partners market managers (e.g. Expedia, Booking.com) for business decisions and requests related to hotel representation in their systems.
2. Project Assumptions
   a. The Services are designed to go-live in the production Services environment at one time. Multiple or staged go-lives are not included in the Services.
   b. Each module is live as soon as one (1) distribution channel is live with the module.
   c. Training is provided for Oracle Hotel Distribution products only.
   d. Oracle Hotel Distribution application training is conducted by module (e.g. OPRA Xchange interface, Central Reservation System, web booking engine, Hotel Channel Manager).
   e. Additional charges may result if You or Your third-party entities have not completed the required activities defined in the Oracle Hotel Distribution Pre-installation Guide list of requirements on the day Oracle is to commence the Services.

f. Additional training sessions or advanced training sessions will require a change order.
g. Development of a new application interface is not included in the Services.
h. Data migration from an external hotel management system is not included in the Services.
i. Certification processes are not included in the Services.
j. The Services will be performed remotely and do not include physical hardware installation.
k. Project Management is not included in the Services.
l. Oracle may deliver Services during the following work shifts as specified in your order.
    i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.
    ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours.
    iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.
    iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

Oracle Hospitality Hotel Project Management Cloud Service – Per Hour

Part Number: B86154

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Project Management Cloud Services ("Total Hours") related to Your Oracle Hospitality Property Management Systems (PMS) deployment(s) and/or Point Of Sale (POS) implementation(s), which Services may include assistance with any of the following:

1. Project Management Services

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services. Provide You with the following project management related assistance, which may include the following:

a. Facilitate a project kick-off call with Your team to review and confirm the project scope.
b. Confirm Oracle Hospitality PMS and/or POS products and Services sold align with the effort to be performed.
c. Confirm mutually agreed upon implementation dates, including Oracle Hospitality PMS and/or POS go-live date.
d. Confirm with You what the necessary hardware is for Your Oracle Hospitality PMS and/or POS implementation.
e. Track status of hardware purchased from Oracle.
f. Prepare project implementation schedule for Oracle resources.
g. Assign Oracle implementation resources.
h. Provide travel information for resources traveling to Your location.
i. Facilitate mutually agreed reoccurring project status calls to track progress.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Designate a project manager who shall work together with Oracle's project manager to facilitate an efficient delivery of the Services, including assigning, scheduling and managing Your resources.

b. Provide Oracle access to Your hotel site required for the performance of Services.
c. Provide completed copy of the Oracle Hospitality PMS and/or POS Pre-installation Guide.
d. Schedule Your staff to attend required Oracle Hospitality PMS and/or POS training sessions.

2. Project Assumptions
   a. All communications and documentation will be in mutually agreed language.
   b. The Services above will be performed either by remote or onsite resources.
   c. Oracle will send an Oracle Hospitality PMS and/or POS Pre-installation Guide list of requirements that are to be implemented by You in preparation of the installation.

Oracle Hospitality Hotel Project Consulting Cloud Service – Per Hour

Part Number: B86155

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Project Consultant Services ("Total Hours") related to Your Oracle Hospitality Property Management Systems (PMS) deployment(s) and/or Point Of Sale (POS) implementation(s), which Services may include assistance with any of the following:

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review and confirm the project scope.
      i. Confirm Oracle Hospitality PMS and/or POS products and Services purchased.
      ii. Discuss estimated implementation dates; including Oracle Hospitality PMS and/or POS go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality PMS and/or POS implementation.
   b. Track status of hardware purchased from Oracle.
   c. Prepare project implementation schedule for Oracle resources.
   d. Assign Oracle implementation resources.
   e. Provide travel information for resources traveling to Your location.
   f. Facilitate mutually agreed reoccurring project status calls to track progress.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Designate a project consultant who shall work together with Oracle's project consultant to facilitate an efficient delivery of the Services, including assigning, scheduling and managing Your resources.
   b. Provide Oracle access to Your hotel site required for the performance of Services.
   c. Provide completed copy of the Oracle Hospitality PMS and/or POS Pre-installation Guide.
   d. Schedule Your staff to attend required Oracle Hospitality PMS and/or POS training sessions.
2. Project Assumptions
   a. All communications and documentation will be in the mutually agreed upon language.
   b. The Services above will be performed either by onsite delivery resources or remotely and do not include physical hardware installation, networking or any other Services not expressly identified herein.
   c. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional charges.
   d. Custom report development is not included in the Services.
   e. Custom interface development is not included in the Services.
   f. Third-party software configuration is not included in the Services.
   g. Application training is not included in the Services.
   h. Project Management is not included in the Services.
   i. Implementation of the Oracle Hospitality PMS and/or POS application is not included in the Services.

Oracle Hospitality Hotel PMS Implementation and Configuration Cloud Service – Per Hour

Part Number: B87620, B87925 (Extended Hours), B87937 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel PMS Implementation and Configuration Cloud Service ("Total Hours") related to Your Oracle Hospitality Hotel Property Management System ("PMS") deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
   a. Review Your PMS environment to identify, software version, hotel name, room count, and network connectivity.
   b. Assist You with creating users /granting permissions.
   c. Configure rooms, room types, rate codes, rates, transaction codes, market codes.
   d. Create and/or edit customized stationery. (e.g., folio, registration card, A/R statement, reminder letters, confirmation letters, message formats, or receipts).
   e. Assist with screen modifications (e.g., selecting up to 6 tiles on dashboard, changing layout of fields).Test the configurations, review configuration reports, stationery forms and screen flow in Your hosted Cloud environment.
   f. Assist you with the configuration of Business Events messaging to third-party applications per the vendor requirements.
   g. Assist You with configuration of the Guest Experience tool.
2. Software Application Training
   a. Conduct up to up to two (2) training sessions for each module ("Oracle Hospitality PMS Application Training"), each of which is up to four (4) hours in duration and may be attended by up to twelve (12) of Your resources.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your Hotel applications required for the performance of Services.
   b. Complete necessary hardware (example: Interface PC, OXI PC) placement and connection to the network according to the specifications outlined in the Oracle Hospitality PMS hardware sizing guide.
   c. Complete the Oracle Hospitality PMS Pre-installation Guide prior to the commencement of Services.
   d. Complete required digital learning before attending the instructor led training sessions.
   e. Schedule Your staff to attend required Oracle Hospitality PMS training sessions.
   f. Perform all data entry.
   g. Train staff who has not attended Oracle Hospitality PMS application training.
2. Project Assumptions
   a. All communications and documentation will be in a mutually agreed upon language.
   b. The Services are designed to go-live in the hosted Cloud environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Training is provided for Oracle Hospitality PMS products only.
   d. Oracle Hospitality PMS application training is conducted by module (e.g. Profiles, Reservations, Front Desk, Cashier).
   e. Additional charges may result if You or Your third-party vendors have not completed the required activities defined in the Oracle Hospitality PMS Pre-installation Guide list of requirements on the day Oracle is to commence the Services.
   f. Development of new reports is not included in the Services.
   g. Development of a new application interface is not included in the Services.
   h. Data migration from an external hotel management system is not included in the Services.
   i. Configuration or training of third-party applications is not included in the Services.
   j. The Services will be performed either by onsite delivery resources or remotely and does not include physical hardware installation.
   k. Project Management is not included in the Services.
   l. Oracle may deliver Services during the following work shifts as specified in your order.

i. ""Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.

ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours.

iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.

iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

Oracle Hospitality Hotel Live Cutover Support Cloud Service – Per Hour

Part Number: B87621, B87926 (Extended Hours), B87938 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Cloud Live Cutover Support Cloud Services ("Total Hours") related to Your Oracle Hospitality Property Management System (PMS) deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
   a. Review Your hosted Cloud environment (Oracle Hospitality PMS version, hotel name, room count, network connectivity).
   b. Configure rooms, room types, rate codes, rates, transaction codes, market codes.
   c. Create and/or edit customized stationery. (e.g., folio; registration card; Accounts Receivable statement; reminder letters; confirmation letters; message formats; receipts).
   d. Apply screen modifications (e.g., changing layout of fields or adding conditions/fields; customization).
   e. Test and validate software configuration, review configuration reports, stationery forms, and screen flow in Your hosted Cloud environment compared to the Pre-installation guide.
2. Live Cutover Support
   a. Provide post go-live support in Your hosted Cloud environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete the Oracle Hospitality PMS Pre-installation Guide prior to prior to the commencement of Services.
   b. Complete pre-requisite tasks provided by Oracle in preparation for the installation.
   c. Schedule Your staff to attend required Oracle Hospitality PMS training sessions.
   d. Perform all data entry.
2. Project Assumptions
   a. All communications and documentation will be in the mutually agreed upon language.
   b. The Services are designed to go-live in the hosted Cloud environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Oracle's live support coverage hours will align to project scoping identified in the Order.
   d. Consulting assistance is only provided to Your staff that has completed the required Oracle Hospitality PMS training sessions.
   e. Development of new reports is not included in the Services.
   f. Development of a new application interface is not included in the Services.
   g. Data migration from an external hotel management system is not included in the Services.

h. Configuration or training of third-party applications is not included in the Services.
i. The Services above will be performed remotely and do not include physical hardware installation or any other Services not expressly identified herein.
j. Project management is not included in the Services.
k. Oracle may deliver Services during the following work shifts as specified in your order.
    i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.
    ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours.
    iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.
    iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

Oracle Hospitality Hotel Network Interface Technical Cloud Service – Per Hour

Part Number: B87622, B87927 (Extended Hours), B87939 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Network Interface Technical Cloud Services ("Total Hours") related to Your Oracle Hospitality Property Management System (PMS) deployment(s), which Services may include assistance with any of the following:

1. Software Installation
    a. Facilitate one (1) discovery call with designated members of Your team to confirm scope of Services.
    b. Install OPERA Interface Controller on workstations, and interface PC.
    c. Verify Microsoft Internet Explorer or other Microsoft Windows based software products for supported versions.
2. Software Configuration
    a. Configure the OPERA Interface Controller software to enable the required protocol for each Oracle certified PMS third-party interface purchased as part of Your OPERA PMS deployment.
    b. Review mapping worksheets, as applicable (e.g. point-of-sale interfaces).

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Provide Oracle access to Your Hotel applications required for the performance of Services.
    b. Verify interfaces are functional.
    c. Complete the applicable Oracle Hospitality PMS pre-installation mapping worksheets prior to the commencement of Services.
    d. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
    e. Complete all prerequisites as outlined in the discovery call.
    f. Complete the implementation requirements (e.g. cabling, hardware setup) defined in the Oracle Hospitality PMS pre-installation Guide list of requirements prior to the commencement of Services.
    g. Schedule Your information technology ("IT") staff to be designated to work with Oracle.
2. Project Assumptions

a. All communications and documentation will be in mutually agreed upon language.
b. The Services are designed to go-live in the hosted Cloud environment at one time. Multiple or staged go-lives are not included in the Services.
c. Additional charges may result if customer or third-party vendors have not completed the required activities defined in the Oracle Hospitality PMS pre-installation list of requirements on the day Oracle is to commence the Services.
d. Development of a new application interface is not included in the Services.
e. Configuration or training of third-party applications is not included in the Services.
f. The Services above will be performed remotely and do not include physical hardware installation or any other Services not expressly identified herein.
g. Project management is not included in the Services.
h. Oracle may deliver Services during the following work shifts as specified in your order.
    i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.
    ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours.
    iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.
    iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

Oracle Hospitality Hotel Sales and Catering Implementation and Configuration Cloud Service – Per Hour

Part Number: B87628, B87933 (Extended Hours), B87945 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Implementation Cloud Services ("Total Hours") related to Your Oracle Hospitality Sales and Catering deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
    a. Review Your environment hosted Cloud Oracle Hospitality system.
    b. Review pre-installation guide for applying software requirements.
    c. Assist You with creating users /granting permissions.
    d. Configure system variables e.g., banquet and catering rooms, banquet equipment, catering menus and resources.
    e. Create and/or edit customized stationery.
    f. Apply screen modifications e.g., changing layout of fields or adding conditions/fields.
    g. Test the configurations, review configuration reports, stationery forms, screen flow in Your production environment.
2. Software Application Training
    a. Conduct training sessions for Oracle Hospitality Sales and Catering modules to be implemented, each of which is up to four (4) hours in duration and may be attended by up to ten (10) of Your resources.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a. Provide Oracle access to Your Hotel applications required for the performance of Services.
b. Complete necessary hardware (example: Interface PC, OXI PC) placement and connection to the network according to the specifications outlined in the Oracle Hospitality hardware sizing guide.
c. Complete the Oracle Hospitality Pre-installation Guide prior to the commencement of Services.
d. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
e. Schedule Your staff to attend required Oracle Hospitality training sessions.
f. Perform all data entry.
g. Train staff who has not attended Oracle Hospitality application training.

2. Project Assumptions
   a. All communications and documentation will be in a mutually agreed upon language.
   b. The Services are designed to go-live in hosted Cloud environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Training is provided for Oracle Hospitality products only.
   d. Oracle Hospitality application training is conducted by module.
   e. Additional charges may result if You or Your third-party vendors have not completed the required activities defined in the Oracle Hospitality Pre-installation Guide list of requirements on the day Oracle is to commence the Services.
   f. Development of new reports is not included in the Services.
   g. Development of a new application interface is not included in the Services.
   h. Configuration or training of third-party applications is not included in the Services.
   i. The Services will be performed remotely and does not include physical hardware installation.
   j. Project Management is not included in the Services.
   k. Oracle may deliver Services during the following work shifts as specified in your order.
      i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.
      ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours.
      iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.
      iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

Oracle Hospitality Hotel Property Management System Training Cloud Service – Per Hour

Part Number: B87629, B87934 (Extended Hours), B87946 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Property Management System Cloud Training Services ("Total Hours") related to Your Oracle Hospitality Property Management Systems ("PMS") deployment(s), which Services may include assistance with any of the following:

1. Software Application Training
   a. Conduct training sessions for any module of Your Oracle Hospitality PMS Deployment. Depending on the hours purchased each training session may be up to four (4) hours in duration and may be attended by up to twelve (12) of your end users.
      i. Oracle Hospitality application training is conducted by module (e.g. Reservations, Rate Management, Profiles, Front Desk, Cashiering etc).

b. Provide training on end user interaction with Oracle Hospitality PMS products, as currently configured. This may include making profiles or reservations, rate management, housekeeping, accounts receivable, reporting or any other standard PMS product functionality.
c. Provide training on standard PMS product administration which may include room configuration, transaction code setup, rate and package setup, user management, housekeeping functionality, scheduled reporting and inventory management.
d. Assist You to create documentation related to the current engagement. .

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your Hotel applications as required for the performance of Services.
   b. Complete required digital learning before attending the instructor led training sessions.
   c. Schedule Your end users to attend the Oracle Hospitality Hotel Property Management System Training Services sessions.
   d. Reproduce copies of training materials solely for Your end users.
   e. Recording or reproduction of the training is not allowed.
   f. You are responsible for providing a training room with internet access, access to all required Oracle Hospitality products, LCD projector, white board or flip chart, and computers for students (if required).
2. Project Assumptions
   a. All communications and documentation will be in a mutually agreed upon language.
   b. The Services above will be performed remotely.
   c. Training is provided for Oracle Hospitality products only.
   d. Configuration or training of third-party applications/interfaces is not included in the Services.
   e. Project management is not included in the Services.
   f. Service will be provided on consecutive days, during mutually agreeable times, excluding holidays, unless parties agree otherwise.
   g. Oracle may deliver Services during the following work shifts as specified in your order.
      i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.
      ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours.
      iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.
      iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

Oracle Hospitality OPERA Cloud Reporting and Analytics System Implementation and Configuration Cloud Service – Per Hour

Part Number: B89808

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality OPERA Cloud Reporting and Analytics System Implementation and Configuration Cloud Service ("Total Hours") related to Your Oracle

Hospitality OPERA Cloud Reporting and Analytics System ("Opera R&A") deployment(s), which Services may include assistance with any of the following:

1. Software Configuration and Training
   a. Conduct a discovery call to discuss the requirements for the configuration of Your Hospitality Product(s).
   b. Assist You with the configuration of Oracle's Hospitality Product(s), which may include:
      i. Enabling organization attributes, defining user roles, and/or side menu configuration (also known as "Portal Administration Activities").
   c. Operational Review:
      i. Review Your business rules and operational standards.
      ii. Review Analytics System application parameters.
      iii. Review Analytics System users and associated permissions.
      iv. Review Analytics System configuration.
      v. Review Analytics System customized reports and alerts.
      vi. Review Analytics System screen design and enabled features.
   d. Provide end user training on Oracle's Hospitality Product(s), which may include:
      i. Training related to organization setup;
      ii. Training related to user and role setup (including permissions);
      iii. Training related to master item alignment; or
      iv. Training related to creating, modifying, or publishing reports.
   e. Conduct one (1) training session ("Opera R&A Training"), each of which is up to four (4) hours in duration and may be attended by up to eight (8) of Your resources.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your applications if required for the performance of Services.
   b. Provide any notices, and obtain any consents, required for Oracle to perform services.
   c. Complete the Opera R&A pre-installation guides and data sheets prior to the mutually agreed installation commencement date.
   d. Maintain a test environment and validate the Services, as requested by Oracle, in such test environment prior to the deployment of changes to Your production environment.
   e. Limit Oracle's access to any production environment or shared development environments to the extent necessary for Oracle to perform services.
   f. If while performing Services Oracle requires access to other vendor's products that are part of your system, you will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on your behalf.
   g. Restrict Oracle's access to any content or information that imposes privacy, security or regulatory obligations greater than those specified in this order.
   h. Schedule Your staff to attend all required Oracle Hospitality training sessions.
   i. Ensure all users have compatible hardware to access hosted or local Analytics System solutions.
   j. Installation of software to client PCs where required.
   k. Provide all Microsoft Excel Licenses if required.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Training documentation will be Oracle standard and does not include any customization.
   c. The Services above will be performed either by onsite or remotely during local business hours, Monday through Friday, excluding holidays and weekends.
   d. The services are designed to go-live in the production Services environment at one time. Multiple or staged go-lives are not included in the Services.
   e. Training is provided for Oracle Hospitality Analytics System Product(s) only.

f. Additional charges may result if You or Your third-party vendors have not completed the required activities defined in the Oracle Hospitality Pre-installation Guide list of requirements on the day Oracle is to commence the Services.
g. Additional training sessions to accommodate larger teams or advanced training sessions will require a change order.
h. You are responsible for providing a training room with internet access, access to all required Oracle Hospitality Product(s), LCD projector, white board or flip chart, and computers for students (if required). All attendees must have a phone and either have their own personal computers ("PC(s)") with internet connection or the ability to share the screen of a PC with internet connection.
i. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order; if You wish to order additional Services, contact Your Oracle sales representative or visit the Oracle store.
j. Any request for modification to the Services requires entering into a new order.
k. The following are not part of these Services and are considered out of scope:
    i. Development of new reports
    ii. Data migration from an external hotel management system
    iii. Configuration or training of third-party applications;
    iv. Project management;
    v. Physical hardware installation;
    vi. Network troubleshooting;
    vii. Customizations, enhancements, modifications, localizations, or interfaces of the Hospitality Product(s); or
    viii. Any other Services not expressly identified herein.

Oracle Hospitality Hotel Business Intelligence Implenentation and Configuration Cloud Service – Per Hour

Part Number: B89811

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Business Intelligence Implementation and Configuration Cloud Service ("Total Hours") related to Your Oracle Hospitality OPERA Business Intelligence deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
    a. Review Your hosted Cloud environment.
    b. Review pre-installation guide for applying software requirements.
    c. Create users/granting permissions.
    d. Configure system variables.
    e. Create and/or edit customized dashboards and reports.
2. Software Application Training
    a. Conduct training sessions for Business Intelligence modules to be implemented, each of which is up to four (4) hours in duration and may be attended by up to ten (10) of Your resources.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Provide Oracle access to Your Hotel applications required for the performance of Services.
    b. Provide Oracle access to Your test environment required for the performance of Services.
    c. Complete necessary hardware (example: Oracle Hospitality server(s), Interface PC, OXI PC) placement and connection to the network according to the specifications outlined in the Oracle Hospitality hardware sizing guide.
    d. Complete the Oracle Hospitality Pre-installation Guide prior to the commencement of Services.
    e. Schedule Your staff to attend required Oracle Hospitality training sessions.

f. Ensure database access to source systems are in place.
g. Train staff who has not attended Oracle Hospitality application training.

2. Project Assumptions
   a. All communications and documentation will be in English.
   b. The Services are designed to go-live in the production services environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Training is provided for Oracle Hospitality products only.
   d. Oracle Hospitality application training is conducted by module.
   e. Additional charges may result if You or Your third-party vendors have not completed the required activities defined in the Oracle Hospitality Pre-installation Guide list of requirements on the day Oracle is to commence the Services.
   f. Additional training sessions to accommodate larger teams or advanced training sessions will require a change order.
   g. Development of new reports is not included in the Services.
   h. Development of a new application interface is not included in the Services.
   i. Configuration or training of third-party applications is not included in the Services.
   j. The Services will be performed either by onsite delivery resources or remotely and does not include physical hardware installation.
   k. Project Management is not included in the Services.

Oracle Hospitality Opera Cloud Consulting Package – Rooms 1 to 50

Part Number: B91237

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application") for up to fifty (50) rooms:

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review project details, as follows:
      i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
      ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
   b. Prepare project implementation schedule for Oracle resources.
   c. Assign Oracle implementation resources.
   d. Facilitate mutually agreed reoccurring project status calls to track progress.
   e. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Cloud Application
   a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services;
   b. Configure the Application features, modules, and standard functionality available in the preliminary pre-installation workbook (s); and
   c. Configure interfaces for the Application:
      i. Up to two (2) property interfaces
      ii. Up to one (1) OXI (OPERA Exchange Interface)
      iii. Up to one (1) OPI (OPERA Payment Interface)
3. Training
   a. Provide E-Learning for Opera Cloud access to Your training administrator; and
   b. Provide eight (8) hours remote live training for up to twelve (12) staff members.
4. Testing and Production Assistance

a. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment;
b. Test the interfaces to the Application based on the applicable configurations; and
c. Provide post-production assistance for up to twelve (12) hours.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook(s) that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Participate in all configuration related meetings and activities.
   c. Complete all prerequisite E-Learning prior to scheduled live training.
   d. Validate all required configuration data that will be loaded into Your production environment.
   e. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   f. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   g. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   h. Ensure that Your back office interface is Oracle-certified.
   i. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. The Services are designed to go-live in the hosted Cloud environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Additional charges may result if customer or third-party vendors have not completed the required activities defined in the Oracle Hospitality PMS pre-installation list of requirements on the day Oracle is to commence the Services.
   d. Oracle will perform the Services remotely.
   e. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   f. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application;
      vi. Point of Sale (POS) system interface installation
      vii. Delphi.fdc Third-Party interface installation; or
      viii. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Consulting Package – Rooms 1 to 110

Part Number: B91238

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application") for up to one hundred and ten (110) rooms:

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review project details, as follows:
      i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
      ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
   b. Prepare project implementation schedule for Oracle resources.
   c. Assign Oracle implementation resources.
   d. Facilitate mutually agreed reoccurring project status calls to track progress.
   e. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Cloud Application
   a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services;
   b. Configure the Application features, modules, and standard functionality available in the preliminary pre-installation workbook(s); and
   c. Configure interfaces for the Application:
      i. Up to three (3) property interfaces .
      ii. Up to two (2) OXI (OPERA Exchange Interface).
      iii. Up to one (1) OPI (OPERA Payment Interface).
3. Training
   a. Provide E-Learning for Opera Cloud access to Your training administrator; and
   b. Provide eight (8) hours remote live training for up to twelve (12) staff members.
4. Testing and Production Assistance
   a. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment;
   b. Test the interfaces to the Application based on the applicable configurations; and
   c. Provide post-production assistance for up to twelve (12) hours.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook(s) that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Participate in all configuration related meetings and activities.
   c. Complete all prerequisite E-Learning prior to scheduled live training.
   d. Validate all required configuration data that will be loaded into Your production environment.
   e. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   f. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   g. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   h. Ensure that Your back office interface is Oracle-certified.
   i. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform

to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

2. Project Assumptions
   a. All communications and documentation will be in English.
   b. The Services are designed to go-live in the hosted Cloud environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Additional charges may result if customer or third-party vendors have not completed the required activities defined in the Oracle Hospitality PMS pre-installation list of requirements on the day Oracle is to commence the Services.
   d. Oracle will perform the Services remotely.
   e. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   f. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application;
      vi. Delphi.fdc Third-Party interface installation; or
      vii. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Consulting Package – Rooms 1 to 180

Part Number: B91239

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application") for up to one hundred-eighty (180) rooms:

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review project details, as follows:
      i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
      ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
   b. Prepare project implementation schedule for Oracle resources.
   c. Assign Oracle implementation resources.
   d. Provide travel information for resources traveling to Your location, if add-on travel was purchased as part of the order.
   e. Facilitate mutually agreed reoccurring project status calls to track progress.
   f. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Cloud Application
   a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services;
   b. Configure the Application features, modules, and standard functionality available in the preliminary pre-installation workbook;
   c. Configure stationery, including confirmation letter, folio and registration card for up to three (3) hours;
   d. Configure interfaces for the Application:

i. Up to five (5) property interfaces
ii. Up to three (3) OXI (OPERA Exchange Interface)
iii. Up to one (1) OPI (OPERA Payment Interface)

3. Training
   a. Provide E-Learning for Opera Cloud access to Your training administrator; and
   b. Provide twenty (20) hours remote live training sessions for up to twelve (12) staff members per session.
4. Testing and Production Assistance
   a. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment;
   b. Test the interfaces to the Application based on the applicable configurations; and
   c. Provide cutover and post-production assistance for up to twenty-four (24) hours.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook(s) that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Participate in all configuration related meetings and activities.
   c. Complete all prerequisite E-Learning prior to scheduled live training.
   d. Validate all required configuration data that will be loaded into Your production environment.
   e. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   f. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   g. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   h. Ensure that Your back office interface is Oracle-certified.
   i. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. The Services are designed to go-live in the hosted Cloud environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Additional charges may result if customer or third-party vendors have not completed the required activities defined in the Oracle Hospitality PMS pre-installation list of requirements on the day Oracle is to commence the Services.
   d. Oracle will perform the Services on-site and/or remotely.
   e. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   f. Travel and expenses will be billed separately.
   g. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;

v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
vi. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Consulting Package – Rooms 180 Plus

Part Number: B91240

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review project details, as follows:
      i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
      ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
   b. Prepare project implementation schedule for Oracle resources.
   c. Assign Oracle implementation resources.
   d. Provide travel information for resources traveling to Your location, if add-on travel was purchased as part of the order.
   e. Facilitate mutually agreed reoccurring project status calls to track progress.
   f. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Cloud Application
   a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services;
   b. Configure the Application features, modules, and standard functionality available in the preliminary pre-installation workbook;
   c. Configure stationery, including confirmation letter, folio and registration card for up to three (3) hours;
   d. Interfaces for the Application:
      i. Up to six (6) property interfaces
      ii. Up to three (3) OXI (OPERA Exchange Interface)
      iii. Up to one (1) OPI (OPERA Payment Interface)
3. Training
   a. Provide E-Learning for Opera Cloud access to Your training administrator; and
   b. Provide twenty-four (24) hours remote live training hour training sessions for up to twelve (12) staff members per session.
4. Testing and Production Assistance
   a. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment;
   b. Test the interfaces to the Application based on the applicable configurations; and
   c. Provide cutover and post-production assistance for up to twenty-eight (28) hours.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook(s) that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Participate in all configuration related meetings and activities.
   c. Complete all prerequisite E-Learning prior to scheduled live training.

d. Validate all required configuration data that will be loaded into Your production environment.
e. Provide Your point of contact to enable:
    i. Remote access to perform any of the Services for the duration of the Services.
    ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
    iii. Provide user rights to access the cloud production environment(s) for the Services.
f. Maintain network connectivity between Your environment and any third-party applications and/or websites.
g. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
h. Ensure that Your back office interface is Oracle-certified.
i. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

2. Project Assumptions
    a. All communications and documentation will be in English.
    b. The Services are designed to go-live in the hosted Cloud environment at one time. Multiple or staged go-lives are not included in the Services.
    c. Additional charges may result if customer or third-party vendors have not completed the required activities defined in the Oracle Hospitality PMS pre-installation list of requirements on the day Oracle is to commence the Services.
    d. Oracle will perform the Services on-site and/or remotely.
    e. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
    f. Travel and expenses will be billed separately.
    g. The following are not included in the Services and are considered out of scope:
        i. Configuration, troubleshooting or training of third-party applications;
        ii. Physical hardware installation;
        iii. Network troubleshooting;
        iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
        v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
        vi. Any other Services not expressly identified herein.

Oracle Hospitality Cloud Consulting Opera Exchange Interface Configuration

Part Number: B92046

Description of Services

Oracle will perform the following Services related to the installation and configuration of the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Installation, Configuration and Testing of the Hospitality OXI ("Opera Exchange Interface")
    a. Install and configure one (1) OXI for Your Application.
    b. Provide up to two (2) hours assistance to Your resources for user acceptance testing of the Application in Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
b. Validate all required configuration data that will be loaded into Your production environment.
c. Provide Your point of contact to enable:
    i. Remote access to perform any of the Services for the duration of the Services.
    ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
    iii. Provide user rights to access the cloud production environment(s) for the Services.
d. Maintain network connectivity between Your environment and any third-party applications and/or websites.
e. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
f. Ensure that Your back office interface is Oracle-certified.
g. Purchase Oracle Hospitality Opera Cloud Consulting Package services for the correct room count for Your property.
h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

2. Project Assumptions
    a. All communications and documentation will be in English.
    b. Oracle will perform the Services remotely.
    c. Installation and configuration of Your OXI must be concurrent with implementation of Oracle Opera Cloud Services, and is not a standalone service offering.
    d. OXI interface must be from the approved general availability release and excludes DELPHI interfaces.
    e. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
    f. The following are not included in the Services and are considered out of scope:
        i. Configuration, troubleshooting or training of third-party applications;
        ii. Physical hardware installation;
        iii. Network troubleshooting;
        iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
        v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
        vi. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Sales and Event Management Package – Meeting Rooms 1 to 2

Part Number: B92047

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Project Consultancy Services
    a. Facilitate a project kick-off call with Your team to review project details, as follows:
        i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
        ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
        iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.

b. Prepare project implementation schedule for Oracle resources.
c. Assign Oracle implementation resources.
d. Facilitate mutually agreed reoccurring project status calls to track progress.
e. Facilitate a project completion call and provide You with a completion certificate.

2. Installation and Configuration of the Hospitality Opera Sales and Event Management Module
   a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services; and
   b. Configure the module for up to two (2) meeting rooms and one (1) stationary package:
      i. All meeting rooms combined not to exceed a total capacity of one hundred (100) people;
      ii. Banquet staff not to exceed ten (10); and
      iii. Sales staff not to exceed two (2).
3. Training
   a. Provide E-Learning for Opera Cloud Sales and Event Management access to Your training administrator.
   b. Provide sixteen (16) hours of training for up to twelve (12) resources.
4. Go-Live Support
   a. Provide up to eight (8) hours of go-live support post-production assistance.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your module configuration requirements to Oracle prior to commencement of Services.
   b. Complete all prerequisite E-Learning prior to scheduled live training.
   c. Validate all required configuration data that will be loaded into Your production environment.
   d. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   e. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the Services remotely.
   c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   d. The following are not included in the Services and are considered out of scope:
      i. Localization of the module;
      ii. Does not include data import and conversion from historical data;
      iii. Stationary customization;
      iv. Configuration, troubleshooting or training of third-party applications;
      v. Physical hardware installation;
      vi. Network troubleshooting;
      vii. No offsite catering facilities;

viii. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
ix. Customizations, enhancements, modifications, localizations, or interfaces of the module; or
x. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Sales and Event Management Package – Meeting Rooms 1 to 4

Part Number: B92048

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review project details, as follows:
      i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
      ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
   b. Prepare project implementation schedule for Oracle resources.
   c. Assign Oracle implementation resources.
   d. Facilitate mutually agreed reoccurring project status calls to track progress.
   e. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Sales and Event Management Module

a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services; and

b. Configure the module for up to four (4) meeting rooms and one (1) stationary package:
      i. All meeting rooms combined not to exceed a total capacity of three hundred (300) people;
      ii. Banquet staff not to exceed fifteen (15); and
      iii. Sales staff not to exceed three (3).

3. Training
   a. Provide E-Learning for Opera Cloud Sales and Event Management access to Your training administrator.
   b. Provide sixteen (16) hours of training for up to twelve (12) resources
4. Go-Live Support
   a. Provide up to eight (8) hours of go-live support post-production assistance.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your module configuration requirements to Oracle prior to commencement of Services.
   b. Complete all prerequisite E-Learning prior to scheduled live training.
   c. Validate all required configuration data that will be loaded into Your production environment.
   d. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   e. Maintain network connectivity between Your environment and any third-party applications and/or websites.

f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
g. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the Services remotely.
   c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   d. The following are not included in the Services and are considered out of scope:
      i. Localization of the module;
      ii. Does not include data import and conversion from historical data;
      iii. Stationary customization;
      iv. Configuration, troubleshooting or training of third-party applications;
      v. Physical hardware installation;
      vi. Network troubleshooting;
      vii. No offsite catering facilities;
      viii. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      ix. Customizations, enhancements, modifications, localizations, or interfaces of the module; or
      x. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Sales and Event Management Package – Meeting Rooms 1 to 8

Part Number: B92049

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review project details, as follows:
      i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
      ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
   b. Prepare project implementation schedule for Oracle resources.
   c. Assign Oracle implementation resources.
   d. Provide travel information for resources traveling to Your location.
   e. Facilitate mutually agreed reoccurring project status calls to track progress.
   f. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Sales and Event Management Module
   a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services; and
   b. Configure the module for up to eight (8) meeting rooms and one (1) stationary package:
      i. Stationary package customization up to sixteen (16) hours;
      ii. All meeting rooms combined not to exceed a total capacity of six hundred (600) people;
      iii. Banquet staff not to exceed twenty five (25); and

iv. Sales staff not to exceed seven (7).

3. Training
   a. Provide E-Learning for Opera Cloud Sales and Event Management access to Your training administrator; and
   b. Provide up to twenty four (24) hours of training for up to twelve (12) resources
4. Go-Live Support

a. Provide up to twelve (12) hours of go-live support post-production assistance.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your module configuration requirements to Oracle prior to commencement of Services.
   b. Complete all prerequisite E-Learning prior to scheduled live training.
   c. Validate all required configuration data that will be loaded into Your production environment.
   d. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   e. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the Services onsite or remotely.
   c. Travel and expenses will be billed separately.
   d. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   e. The following are not included in the Services and are considered out of scope:
      i. Localization of the module;
      ii. Stationary customization;
      iii. Configuration, troubleshooting or training of third-party applications;
      iv. Physical hardware installation;
      v. Network troubleshooting;
      vi. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      vii. Customizations, enhancements, modifications, localizations, or interfaces of the module; or
      viii. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Sales and Event Management Package – Meeting Rooms 1 to 10

Part Number: B92050

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Project Consultancy Services
    a. Facilitate a project kick-off call with Your team to review project details, as follows:
        i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
        ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
        iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
    b. Prepare project implementation schedule for Oracle resources.
    c. Assign Oracle implementation resources.
    d. Provide travel information for resources traveling to Your location.
    e. Facilitate mutually agreed reoccurring project status calls to track progress.
    f. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Sales and Event Management Module
    a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to:
        i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services; and
    b. Configure the module for up to ten (10) meeting rooms and one (1) stationary package:
        i. Stationary package customization up to sixteen (16) hours;
        ii. All meeting rooms combined not to exceed a total capacity of nine hundred ninety nine (999) people;
        iii. Banquet staff not to exceed thirty five (35); and
        iv. Sales staff not to exceed twelve (12).
3. Training
    a. Provide E-Learning for Opera Cloud Sales and Event Management access to Your training administrator; and
    b. Provide up to twenty four (24) hours of training for up to twelve (12) resources
4. Go-Live Support
    a. Provide up to sixteen (16) hours of go-live support post-production assistance.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Complete and return the pre-installation workbook that will set forth Your module configuration requirements to Oracle prior to commencement of Services.
    b. Complete all prerequisite E-Learning prior to scheduled live training.
    c. Validate all required configuration data that will be loaded into Your production environment.
    d. Provide Your point of contact to enable:
        i. Remote access to perform any of the Services for the duration of the Services.
        ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
        iii. Provide user rights to access the cloud production environment(s) for the Services.
    e. Maintain network connectivity between Your environment and any third-party applications and/or websites.
    f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
    a. All communications and documentation will be in English.
    b. Oracle will perform the Services onsite or remotely.
    c. Travel and expenses will be billed separately.

d. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
e. The following are not included in the Services and are considered out of scope:
    i. Localization of the module;
    ii. Does not include data import and conversion from historical data;
    iii. Stationary customization;
    iv. Configuration, troubleshooting or training of third-party applications;
    v. Physical hardware installation;
    vi. Network troubleshooting;
    vii. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
    viii. Customizations, enhancements, modifications, localizations, or interfaces of the module; or
    ix. Any other Services not expressly identified herein.

Oracle Hospitality Professional Services Export or Report Customization Cloud Service – Per Hour

Part Number: B92128

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Professional Services Export or Report Customization Cloud Services ("Total Hours") related to Your Oracle Hospitality Property Management System or Oracle Hospitality OPERA Cloud Reporting and Analytics System deployment(s), which Services may include assistance with any of the following:

1. Discovery and Requirements Gathering
    a. Conduct a discovery and requirements gathering session (the "Discovery Session") for the creation (or modification) of a customization to Your Opera applications. ("the Customization").
    b. Review and discuss the requirements for the creation (or modification) of the Customization.
    c. Create a design document based on the mutually agreed upon requirements for the creation of the Customization, identified during the Discovery Session.
2. Customization

    Create or modify One of the below:

    a. Create (or modify) one export to be configured via the Opera Export Module containing up to 20 columns, following the mutually agreed upon requirements identified in section 1.c above and including no more than three of the following data types:
        i. Past Guest Financial Data;
        ii. Past Reservation Data;
        iii. Future Reservation Data;
        iv. Guest Profile Data;
        v. Membership Data; or
        vi. Configuration Data.
    b. Create (or modify) one report to be configured via the Opera Miscellaneous Report Module containing up to 20 columns, following the mutually agreed upon requirements identified in section 1.c above and including no more than four of the following data types:
        i. Past Guest Financial Data;
        ii. Past Reservation Data;
        iii. Future Reservation Data;
        iv. Guest Profile Data;
        v. Membership Data; or
        vi. Configuration Data.

c. Create (or modify) one Back Office Export ("BOF Export") following the mutually agreed upon requirements identified in section 1.c above and including no more than six (6) custom views or modifications to existing or standard views.
d. Create (or modify) one report to be configured via the Oracle Hospitality OPERA Cloud Reporting and Analytics Module containing up to twenty (20) columns, following the mutually agreed upon requirements identified in section 1.c above and including no more than four (4) of the following data types:
    i. Past Guest Financial Data;
    ii. Past Reservation Data;
    iii. Future Reservation Data;
    iv. Guest Profile Data;
    v. Membership Data; or
    vi. Configuration Data.

3. Testing and Production Assistance
    a. Install and functionally test the Customization in an Oracle test environment.
    b. Document the installation, configuration, and usage instructions for the Customization.
    c. Provide assistance to Your resources for user acceptance testing of the Customization in Your non-production and production environments.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Provide a mockup template of the required export or report.
    b. Provide test scenario for user acceptance testing.
    c. If the Customization is to an existing export or report, provide a copy of the existing report customizable report file ending in file extension ".RDF" or export configuration.
    d. Provide Your point of contact to enable:
        i. Remote access to perform any of the Services for the duration of the Services.
        ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
        iii. Provide user rights to access the cloud production environment(s) for the Services.
    e. Maintain network connectivity between Your environment and any third-party applications and/or websites.
    f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
    g. Upon completion of the services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the services provided do not conform to the Description of Services as set forth above, within five (5) business days after the date of Oracle's written notice of completion, (the "review period"), then the services shall be deemed completed at the end of the review period.
2. Project Assumptions
    a. All communications and documentation will be in English.
    b. Post go-live support is not included in this Service.
    c. The Customization is not an integration with an external system or third-party.
    d. The Customization is not entitled to standard Oracle product support from Oracle Support.
    e. The Customization may not be compatible with different or future versions or upgrades of Oracle's Opera applications.
    f. The Services will be performed either on-site and/or remotely.
    g. If You wish to receive additional Services for Your property. You may do so by entering into a separate order for such Services.
    h. The following are not part of these Services and are considered out of scope:
        i. Configuration, troubleshooting or training of third-party applications; and
        ii. Physical hardware installation.

Oracle Hospitality Cloud Consulting Interface Configuration Back Office – EMEA Only

Part Number: B92498

Description of Services

Oracle will perform the following Services related to the installation and configuration of the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Installation, Configuration and Testing of the Hospitality Back Office Interface
   a. Install and configure one (1) Back Office interface for Your Application.
   b. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Validate all required configuration data that will be loaded into Your production environment.
   c. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   d. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   e. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   f. Ensure that Your back office interface is Oracle-certified.
   g. Purchase Oracle Hospitality Opera Cloud Consulting Package services for Your property.
   h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the Services remotely or on Your site, as mutually agreed upon.
   c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   d. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
      vi. Any other Services not expressly identified herein.

Oracle Hospitality Cloud Consulting Interface Configuration IFC8 – EMEA Only

Part Number: B92499

Description of Services

Oracle will perform the following Services related to the installation and configuration of the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Installation, Configuration and Testing of the IFC8 interface
   a. Install and configure one (1) IFC8 Interface for Your Application.
   b. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Validate all required configuration data that will be loaded into Your production environment.
   c. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   d. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   e. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   f. Ensure that Your back office interface is Oracle-certified.
   g. Purchase Oracle Hospitality Opera Cloud Consulting Package services for Your property.
   h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the Services remotely or on Your site, as mutually agreed upon.
   c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   d. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
      vi. Any other Services not expressly identified herein.

Oracle Hospitality Cloud Consulting Interface Configuration Localization – EMEA Only

Part Number: B92500

Description of Services

Oracle will perform the following Services related to the installation and configuration of the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Installation, Configuration and Testing of Country Specific Localization
   a. Provide country specific localization configuration and settings for Your Application.

b. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Validate all required configuration data that will be loaded into Your production environment.
   c. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   d. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   e. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   f. Ensure that Your back office interface is Oracle-certified.
   g. Purchase Oracle Hospitality Opera Cloud Consulting Package services for Your property.
   h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the Services remotely or on Your site, as mutually agreed upon.
   c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   d. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
      vi. Any other Services not expressly identified herein.

Oracle Hospitality Cloud Consulting Interface Configuration OEDS – EMEA Only

Part Number: B92501

Description of Services

Oracle will perform the following Services related to the installation and configuration of the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Installation, Configuration and Testing of the Hospitality Oracle Electronic Distribution Suite (OEDS) Interface
   a. Install and configure one (1) OEDS interface for Your Application.
   b. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
    b. Validate all required configuration data that will be loaded into Your production environment.
    c. Provide Your point of contact to enable:
        i. Remote access to perform any of the Services for the duration of the Services.
        ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
        iii. Provide user rights to access the cloud production environment(s) for the Services.
    d. Maintain network connectivity between Your environment and any third-party applications and/or websites.
    e. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
    f. Ensure that Your back office interface is Oracle-certified.
    g. Purchase Oracle Hospitality Opera Cloud Consulting Package services for Your property.
    h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
    a. All communications and documentation will be in English.
    b. Oracle will perform the Services remotely or on Your site, as mutually agreed upon.
    c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
    d. The following are not included in the Services and are considered out of scope:
        i. Configuration, troubleshooting or training of third-party applications;
        ii. Physical hardware installation;
        iii. Network troubleshooting;
        iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
        v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
        vi. Any other Services not expressly identified herein.

Oracle Hospitality Cloud Consulting Interface Configuration OPI Credit Card – EMEA Only

Part Number: B92502

Description of Services

Oracle will perform the following Services related to the installation and configuration of the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Installation, Configuration and Testing of Oracle Payment Interface (OPI) Credit Card Interface
    a. Install the OPI Credit Card interface software to Your Application.
    b. Configure the Oracle Payment Interface to connect to your Payment Service Provider.
    c. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
b. Validate all required configuration data that will be loaded into Your production environment.
c. Provide Your point of contact to enable:
    i. Remote access to perform any of the Services for the duration of the Services.
    ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
    iii. Provide user rights to access the cloud production environment(s) for the Services.
d. Maintain network connectivity between Your environment and any third-party applications and/or websites.
e. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
f. Ensure that Your back office interface is Oracle-certified.
g. Purchase Oracle Hospitality Opera Cloud Consulting Package services for Your property.
h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

2. Project Assumptions
    a. All communications and documentation will be in English.
    b. Oracle will perform the Services remotely or on Your site, as mutually agreed upon.
    c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
    d. The following are not included in the Services and are considered out of scope:
        i. Configuration, troubleshooting or training of third-party applications;
        ii. Physical hardware installation;
        iii. Network troubleshooting;
        iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
        v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
        vi. Any other Services not expressly identified herein.

Oracle Hospitality Cloud Consulting Interface Configuration OXI 2 OHDCS – EMEA Only

Part Number: B92503

Description of Services

Oracle will perform the following Services related to the installation and configuration of the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Installation, Configuration and Testing of the Hospitality Opera Exchange Interface (OXI) to Oracle Hospitality Distribution Cloud Services (OHDCS)
    a. Install and configure one (1) OXI 2 OHDCS for Your Application.
    b. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
    b. Validate all required configuration data that will be loaded into Your production environment.

c. Provide Your point of contact to enable:
    i. Remote access to perform any of the Services for the duration of the Services.
    ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
    iii. Provide user rights to access the cloud production environment(s) for the Services.
d. Maintain network connectivity between Your environment and any third-party applications and/or websites.
e. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
f. Ensure that Your back office interface is Oracle-certified.
g. Purchase Oracle Hospitality Opera Cloud Consulting Package services for Your property.
h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

2. Project Assumptions
    a. All communications and documentation will be in English.
    b. Oracle will perform the Services remotely or on Your site, as mutually agreed upon.
    c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
    d. The following are not included in the Services and are considered out of scope:
        i. Configuration, troubleshooting or training of third-party applications;
        ii. Physical hardware installation;
        iii. Network troubleshooting;
        iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
        v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
        vi. Any other Services not expressly identified herein.

Oracle Hospitality Cloud Consulting Interface Configuration OXI 2 Way – EMEA Only

Part Number: B92504

Description of Services

Oracle will perform the following Services related to the installation and configuration of the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Installation, Configuration and Testing of the Hospitality Opera Exchange Interface (OXI)
    a. Install and configure one (1) OXI 2-way for Your Application.
    b. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
    b. Validate all required configuration data that will be loaded into Your production environment.
    c. Provide Your point of contact to enable:
        i. Remote access to perform any of the Services for the duration of the Services.
        ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.

iii. Provide user rights to access the cloud production environment(s) for the Services.

d. Maintain network connectivity between Your environment and any third-party applications and/or websites.
e. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
f. Ensure that Your back office interface is Oracle-certified.
g. Purchase Oracle Hospitality Opera Cloud Consulting Package services for the correct room count for Your property.
h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the Services remotely or on Your site, as mutually agreed upon.
   c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   d. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
      vi. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Consulting Package – Rooms 1 to 50 – EMEA Only

Part Number: B92505

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application") for up to fifty (50) rooms:

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review project details, as follows:
      i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
      ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
   b. Prepare project implementation schedule for Oracle resources.
   c. Assign Oracle implementation resources.
   d. Facilitate mutually agreed reoccurring project status calls to track progress.
   e. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Cloud Application
   a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services;
   b. Configure the Application features, modules, and standard functionality available in the preliminary pre-installation workbook; and

c. Configure up to two (2) IFC8 interfaces.

3. Training
   a. Provide E-Learning for Opera Cloud access to Your training administrator; and
   b. Provide a single four (4) hour Question and Answer session for your resources.
4. Testing and Production Assistance
   a. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment;
   b. Test the interfaces to the Application based on the applicable configurations; and
   c. Provide remote post-production assistance (consequent day shifts), limited to up to sixteen (16) hours.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Complete all prerequisite E-Learning prior to scheduled live training / Question and Answer session.
   c. Validate all required configuration data that will be loaded into Your production environment.
   d. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   e. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   g. Ensure that Your back office interface is Oracle-certified.
   h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. The Services are designed to go-live in the hosted Cloud environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Additional charges may result if customer or third-party vendors have not completed the required activities defined in the Oracle Hospitality PMS pre-installation list of requirements on the day Oracle is to commence the Services.
   d. Oracle will perform the Services remotely or on Your site, as mutually agreed upon.
   e. For Opera Stationaries Oracle will provide templates only, no full customizations.
   f. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   g. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
      vi. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Consulting Package – Rooms 1 to 110 – EMEA Only

Part Number: B92506

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application") for up to one hundred ten (110) rooms:

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review project details, as follows:
      i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
      ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
   b. Prepare project implementation schedule for Oracle resources.
   c. Assign Oracle implementation resources.
   d. Provide travel information for resources traveling to Your location.
   e. Facilitate mutually agreed reoccurring project status calls to track progress.
   f. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Cloud Application
   a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services;
   b. Configure the Application features, modules, and standard functionality available in the preliminary pre-installation workbook; and
   c. Configure up to three (3) IFC8 interfaces,
3. Training
   a. Provide E-Learning for Opera Cloud access to Your training administrator; and
   b. Provide eight (8) hour Question and Answer sessions for your resources.
4. Testing and Production Assistance
   a. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment;
   b. Test the interfaces to the Application based on the applicable configurations; and
   c. Provide on-site and/or remote post-production assistance (consequent day shifts), limited to up to sixteen (16) hours.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Complete all prerequisite E-Learning prior to scheduled live training / Question and Answer session.
   c. Validate all required configuration data that will be loaded into Your production environment.
   d. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   e. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.

g. Ensure that Your back office interface is Oracle-certified.
h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

2. Project Assumptions
   a. All communications and documentation will be in English.
   b. The Services are designed to go-live in the hosted Cloud environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Additional charges may result if customer or third-party vendors have not completed the required activities defined in the Oracle Hospitality PMS pre-installation list of requirements on the day Oracle is to commence the Services.
   d. Oracle will perform the Services remotely or on Your site, as mutually agreed upon.
   e. For Opera Stationaries Oracle will provide templates only, no full customizations.
   f. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   g. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
      vi. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Consulting Package – Rooms 1 to 180 – EMEA Only

Part Number: B92507

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application") for up to one hundred eighty (180) rooms:

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review project details, as follows:
      i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
      ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
   b. Prepare project implementation schedule for Oracle resources.
   c. Assign Oracle implementation resources.
   d. Provide travel information for resources traveling to Your location.
   e. Facilitate mutually agreed reoccurring project status calls to track progress.
   f. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Cloud Application
   a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services;
   b. Configure the Application features, modules, and standard functionality available in the preliminary pre-installation workbook; and

c. Configure up to four (4) IFC8 interfaces; and
d. Configure one (1) Back Office interface; and
e. Configure up to two (2) certified Third-Party Opera Exchange Interfaces (OXI)-2Way / Oracle Electronic Distribution Service (OEDS) interfaces.

3. Training
   a. Provide E-Learning for Opera Cloud access to Your training administrator; and
   b. Provide sixteen (16) hours of training for your resources.
4. Testing and Production Assistance
   a. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment;
   b. Test the interfaces to the Application based on the applicable configurations; and
   c. Provide post-production assistance (consequent day shifts), limited to up to twenty-four (24) hours.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Complete all prerequisite E-Learning prior to scheduled live training / Question and Answer session.
   c. Validate all required configuration data that will be loaded into Your production environment.
   d. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   e. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   g. Ensure that Your back office interface is Oracle-certified.
   h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. The Services are designed to go-live in the hosted Cloud environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Additional charges may result if customer or third-party vendors have not completed the required activities defined in the Oracle Hospitality PMS pre-installation list of requirements on the day Oracle is to commence the Services.
   d. Oracle will perform the Services remotely or on Your site, as mutually agreed upon.
   e. For Opera Stationaries Oracle will provide templates only, no full customizations.
   f. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   g. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;

v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
vi. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Consulting Package – Rooms 180 Plus – EMEA Only

Part Number: B92508

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application") for greater than one hundred eighty (180 plus) rooms:

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review project details, as follows:
      i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
      ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
   b. Prepare project implementation schedule for Oracle resources.
   c. Assign Oracle implementation resources.
   d. Provide travel information for resources traveling to Your location.
   e. Facilitate mutually agreed reoccurring project status calls to track progress.
   f. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Cloud Application
   a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services;
   b. Configure the Application features, modules, and standard functionality available in the preliminary pre-installation workbook; and
   c. Configure up to five (5) IFC8 interfaces; and
   d. Configure one (1) Back Office interface; and
   e. Configure up to three (3) certified Third-Party Opera Exchange Interfaces (OXI)-2Way / Oracle Electronic Distribution Service (OEDS) interfaces.
3. Training
   a. Provide E-Learning for Opera Cloud access to Your training administrator; and
   b. Provide sixteen (16) hours of training for your resources.
4. Testing and Production Assistance
   a. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment;
   b. Test the interfaces to the Application based on the applicable configurations; and
   c. Provide post-production assistance (consequent day shifts), limited to up to thirty-two (32) hours.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Complete all prerequisite E-Learning prior to scheduled live training / Question and Answer session.
   c. Validate all required configuration data that will be loaded into Your production environment.
   d. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.

ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
iii. Provide user rights to access the cloud production environment(s) for the Services.

e. Maintain network connectivity between Your environment and any third-party applications and/or websites.
f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
g. Ensure that Your back office interface is Oracle-certified.
h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

2. Project Assumptions
   a. All communications and documentation will be in English.
   b. The Services are designed to go-live in the hosted Cloud environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Additional charges may result if customer or third-party vendors have not completed the required activities defined in the Oracle Hospitality PMS pre-installation list of requirements on the day Oracle is to commence the Services.
   d. Oracle will perform the Services remotely or on Your site, as mutually agreed upon.
   e. For Opera Stationaries Oracle will provide templates only, no full customizations.
   f. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   g. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
      vi. Any other Services not expressly identified herein.

Oracle Hospitality Hotel Professional Cloud Services and Consulting – Per Hour

Part Number: B92662

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Professional Cloud Services and Consulting ("Total Hours") related to Your Oracle Hospitality Property Management System (PMS) deployment(s), which Services may include assistance with any of the following:

1. Software Application Configuration and Operational Review
   a. Review Your business rules and operational standards.
   b. Review and update, as mutually agreed upon, application parameters.
   c. Review users/granting permissions.
   d. Review and update, as mutually agreed upon, configuration of rooms, room types, rate codes, rates, transaction codes, and market codes.
   e. Review and update, as mutually agreed upon, stationery. (e.g., folio; registration card; Accounts Receivable statement; reminder letters; confirmation letters; message formats; receipts).
   f. Review and update, as mutually agreed upon, screen design and enabled features. (e.g., changing layout of fields or adding conditions/fields).
2. Software Application Training

a. Conduct up to two (2) training sessions for each module ("Oracle Hospitality PMS Application Training"), each of which is up to four (4) hours in duration and may be attended by up to eight (8) of Your resources.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your hotel site required for the performance of Services.
   b. Provide Oracle access to Your test environment required for the performance of Services.
   c. Schedule Your staff to attend required Oracle Hospitality PMS training sessions.
   d. Train staff who has not attended Oracle Hospitality PMS application training.
   e. Perform all data entry.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will provide a list of requirements that must be implemented by You in preparation of the installation.
   c. Additional Oracle Hospitality PMS training for additional staff or advance training sessions are available for an additional charge.
   d. Oracle Hospitality PMS application training is conducted by module (e.g. Profiles, Reservations, Front Desk, Cashier). Training is provided for Oracle Hospitality PMS products only.
   e. Development of new reports is not included in the Services.
   f. Development of new application interface is not included in the Services.
   g. Data migration from an external hotel management system is not included in the Services.
   h. Configuration or training of third-party applications is not included in the Services.
   i. The Services above will be performed either by onsite delivery resources or remotely and do not include physical hardware installation.
   j. Project management is not included in the Services.
   k. Additional training sessions to accommodate larger teams or advanced training sessions will require a change order.

Oracle Hospitality Cloud Consulting Additional Go Live Cover – JPAC Only

Part Number: B92968

Description of Services

Oracle will perform the following Services related to the installation and configuration of the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Additional Production Assistance
   a. Provide post-production assistance, limited to up to eight (8) hours.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Validate all required configuration data that will be loaded into Your production environment.
   c. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   d. Maintain network connectivity between Your environment and any third-party applications and/or websites.

e. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
f. Purchase Oracle Hospitality Opera Cloud Consulting Package services for Your property.
g. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the Services remotely.
   c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   d. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
      vi. Any other Services not expressly identified herein.

Oracle Hospitality Cloud Consulting Inerface Configuration IFC8 – JPAC Only

Part Number: B92969

Description of Services

Oracle will perform the following Services related to the installation and configuration of the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Installation, Configuration and Testing of the IFC8 interface
   a. Install and configure one (1) IFC8 Interface for Your Application.
   b. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Validate all required configuration data that will be loaded into Your production environment.
   c. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   d. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   e. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   f. Purchase Oracle Hospitality Opera Cloud Consulting Package services for Your property.
   g. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform

to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the Services remotely.
   c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   d. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
      vi. Any other Services not expressly identified herein.

Oracle Hospitality Cloud Consulting Configuration Localizations – JPAC Only

Part Number: B92970

Description of Services

Oracle will perform the following Services related to the installation and configuration of the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Installation, Configuration and Testing of country specific localization
   a. Provide country specific localization configuration and setting for Your Application.
   b. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Validate all required configuration data that will be loaded into Your production environment.
   c. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   d. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   e. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   f. Purchase Oracle Hospitality Opera Cloud Consulting Package services for Your property.
   g. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.

b. Oracle will perform the Services remotely.
c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
d. The following are not included in the Services and are considered out of scope:
    i. Configuration, troubleshooting or training of third-party applications;
    ii. Physical hardware installation;
    iii. Network troubleshooting;
    iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
    v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
    vi. Any other Services not expressly identified herein.

Oracle Hospitality Cloud Consulting Interface Configuration OEDS – JPAC Only

Part Number: B92971

Description of Services

Oracle will perform the following Services related to the installation and configuration of the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Installation, Configuration and Testing of the Hospitality OEDS interface
    a. Install and configure one (1) Oracle Electronic Distribution Suite Interface for Your Application.
    b. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
    b. Validate all required configuration data that will be loaded into Your production environment.
    c. Provide Your point of contact to enable:
        i. Remote access to perform any of the Services for the duration of the Services.
        ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
        iii. Provide user rights to access the cloud production environment(s) for the Services.
    d. Maintain network connectivity between Your environment and any third-party applications and/or websites.
    e. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
    f. Ensure that Your back office interface is Oracle-certified.
    g. Purchase Oracle Hospitality Opera Cloud Consulting Package services for Your property.
    h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
    a. All communications and documentation will be in English.
    b. Oracle will perform the Services remotely.
    c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
    d. The following are not included in the Services and are considered out of scope:

i. Configuration, troubleshooting or training of third-party applications;
ii. Physical hardware installation;
iii. Network troubleshooting;
iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
vi. Any other Services not expressly identified herein.

Oracle Hospitality Cloud Consulting Interface Configuration OPI Credit Card – JPAC Only

Part Number: B92972

Description of Services

Oracle will perform the following Services related to the installation and configuration of the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Installation, Configuration and Testing of OPI CC Interface (Oracle Payment Interface)
   a. Install the Oracle Payment Interface software to Your Application.
   b. Configure the Oracle Payment Interface to connect to your Payment Service Provider.
   c. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Validate all required configuration data that will be loaded into Your production environment.
   c. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   d. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   e. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   f. Purchase Oracle Hospitality Opera Cloud Consulting Package services for Your property.
   g. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the Services remotely.
   c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   d. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;

iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
vi. Any other Services not expressly identified herein.

Oracle Hospitality Cloud Consulting Interface Configuration OXI 2 OHDCS – JPAC Only

Part Number: B92973

Description of Services

Oracle will perform the following Services related to the installation and configuration of the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Installation, Configuration and Testing of the Hospitality OXI to OHDCS
   a. Install and configure one (1) OXI 2 OHDCS for Your Application.
   b. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Validate all required configuration data that will be loaded into Your production environment.
   c. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   d. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   e. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   f. Purchase Oracle Hospitality Opera Cloud Consulting Package services for Your property.
   g. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the Services remotely.
   c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   d. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
      vi. Any other Services not expressly identified herein.

Oracle Hospitality Cloud Consulting Interface Configuration OXI 2 Way – JPAC Only

Part Number: B92974

Description of Services

Oracle will perform the following Services related to the installation and configuration of the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application"):

1. Installation, Configuration and Testing of the Hospitality OXI ("Opera Exchange Interface")
   a. Install and configure one (1) OXI 2-way for Your Application.
   b. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Validate all required configuration data that will be loaded into Your production environment.
   c. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   d. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   e. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   f. Purchase Oracle Hospitality Opera Cloud Consulting Package services for the correct room count for Your property.
   g. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the Services remotely.
   c. Installation and configuration of Your OXI must be concurrent with implementation of Oracle Opera Cloud Services, and is not a standalone service offering.
   d. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   e. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
      vi. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Consulting Package Up to Hundred Eighty (180) Room – JPAC Only

Part Number: B92975

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application") for up to one hundred-eighty (180) rooms:

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review project details, as follows:
      i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
      ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
   b. Prepare project implementation schedule for Oracle resources.
   c. Assign Oracle implementation resources.
   d. Provide travel information for resources traveling to Your location.
   e. Facilitate mutually agreed reoccurring project status calls to track progress.
   f. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Cloud Application
   a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services;
   b. Configure the Application features, modules, and standard functionality available in the preliminary pre-installation workbook; and
   c. Configure up to three (3) Interfaces IFC 8; and
   d. Configure one (1) OXI, HTNG or OEDS and
   e. Configure stationaries from standard sets.
3. Training
   a. Provide E-Learning for Opera Cloud access to Your training administrator; and
   b. Provide sixteen (16) hours of training for your resources.

Testing and Production Assistance

   a. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment;
   b. Test the interfaces to the Application based on the applicable configurations; and
   c. Provide post-production assistance (consequent day shifts), limited to up to sixteen (16) hours.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Complete all prerequisite E-Learning prior to scheduled live training / Question & Answer session.
   c. Validate all required configuration data that will be loaded into Your production environment.
   d. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   e. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.

g. Ensure that Your back office interface is Oracle-certified.
h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

2. Project Assumptions
   a. All communications and documentation will be in English.
   b. For Opera Stationaries Oracle will provide templates only, no full customizations.
   c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   d. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
      vi. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Consulting Package Greater Hundred Eighty (180 Plus) Rooms – JPAC Only

Part Number: B92976

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application") for greater than one hundred eighty (180 plus) rooms:

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review project details, as follows:
      i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
      ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
   b. Prepare project implementation schedule for Oracle resources.
   c. Assign Oracle implementation resources.
   d. Provide travel information for resources traveling to Your location.
   e. Facilitate mutually agreed reoccurring project status calls to track progress.
   f. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Cloud Application
   a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services;
   b. Configure the Application features, modules, and standard functionality available in the preliminary pre-installation workbook; and
   c. Configure up to four (4) Interfaces IFC 8; and
   d. Configure up to three (3) OXI/OEDS/HTNG; and
   e. Configure stationaries from standard sets.
3. Training
   a. Provide E-Learning for Opera Cloud access to Your training administrator; and

b. Provide twenty-hours (20) hours of training for your resources.

4. Testing and Production Assistance
   a. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment;
   b. Test the interfaces to the Application based on the applicable configurations; and
   c. Provide post-production assistance (consequent day shifts), limited to up to thirty-two (32) hours.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Complete all prerequisite E-Learning prior to scheduled live training / Question & Answer session.
   c. Validate all required configuration data that will be loaded into Your production environment.
   d. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   e. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   g. Ensure that Your back office interface is Oracle-certified.
   h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. For Opera Stationaries Oracle will provide templates only, no full customizations.
   c. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   d. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application; or
      vi. Any other Services not expressly identified herein.

Oracle Hospitality Integration Platform Cloud Premium Assistance – 2 Hour Workshop

Part Number: B93148

Description of Services

You have ordered up to two (2) hours of integration assistance related to Your Oracle Hospitality Opera Cloud service. Oracle will perform one of the following Services, as selected by You and not to exceed the stated two (2) hour limit:

1. Workshop Services

a. Facilitate a project kick-off call with Your primary point of contact to review integration workshop objective and identify desired areas of focus.
b. Assign Oracle workshop resources.
c. Prepare integration workshop content to address Your requested areas of focus.
d. Coordinate, schedule and participate in one (1) workshop presentation for up to two (2) hours.
e. Facilitate a project completion call and provide You with an integration workshop completion certificate.

2. On Request (Non-scheduled) Services to be consumed as assistance is required.
   a. If desired, provide access to an Oracle staffed online messaging service (I.E. - Slack) with a channel dedicated to answering questions related to Opera Cloud integration; or
   b. Open a channel of communication (E.g., Email, Zoom, Telephone) whereby You may raise questions related to OPERA Cloud Integration;
   c. Answer questions as they are raised; and Oracle will log the time required for Oracle to provide such answer in the project log (with a minimum increment of fifteen (15) minutes) up to the two (2) hour service limit.
   d. Facilitate a project completion call and provide You with an On Request Assistance completion certificate including a breakdown of entries in the project log.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-workshop workbook prior to commencement of Services if applicable.
   b. Validate all required configuration data against Your specifications.
   c. Designate a representative who will serve as Oracle's primary point of contact and have authority to make decisions with regard to Services. The primary contact will be responsible for identifying and scheduling Your participants in the workshop.
   d. Maintain network connectivity between Your environment and any third-party applications and/or websites required for the workshop.
   e. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
   f. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within three (3) months following the execution of such order. If You do not use the Services within the allotted time, Oracle's obligation to provide any remaining Services shall terminate with no further action required of either party and You shall not be entitled to a refund or any credit toward additional or other services. If You wish to order additional Services, contact Your Oracle sales representative or visit the Oracle Store.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the Services remotely.
   c. If You wish to receive additional services You may do so by entering into a separate services order with Oracle for such services.
   d. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Troubleshooting, training or other assistance not pertaining to Oracle Hospitality Opera Cloud Service integration and/or otherwise provided by standard Oracle Cloud support;

v. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope; or
vi. Any other Services not expressly identified herein.

Oracle Hospitality Integration Platform Cloud Premium Assistance – 4 Hour Workshop

Part Number: B93149

Description of Services

You have ordered up to four (4) hours of integration assistance related to Your Oracle Hospitality Opera Cloud service. Oracle will perform one of the following Services as selected by You and not to exceed the stated four (4) hour limit:

1. Workshop Services
   a. Facilitate a project kick-off call with Your primary point of contact to review integration workshop objective and identify desired areas of focus.
   b. Assign Oracle workshop resources.
   c. Prepare integration workshop content to address Your requested areas of focus.
   d. Coordinate, schedule and participate in workshop(s) as required for up to four (4) hours.
   e. Facilitate a project completion call and provide You with an integration workshop completion certificate.
2. On Request (Non-scheduled) Services to be consumed as assistance is required.
   a. If desired, provide access to an Oracle staffed online messaging service (I.E. - Slack) with a channel dedicated to answering questions related to Opera Cloud integration; or
   b. Open a channel of communication (E.g., Email, Zoom, Telephone) whereby You may raise questions related to OPERA Cloud Integration
   c. Answer questions as they are raised, and Oracle will log the time required for Oracle to provide such answer in the project log (with a minimum increment of fifteen (15) minutes) up to the four (4) hour service limit.
   d. Facilitate a project completion call and provide You with an On Request Assistance completion certificate including a breakdown of entries in the project log.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-workshop workbook prior to commencement of Services if applicable.
   b. Validate all required configuration data against Your specifications.
   c. Designate a representative who will serve as Oracle's primary point of contact and have authority to make decisions with regard to Services. The primary contact will be responsible for identifying and scheduling Your participants in the workshop.
   d. Maintain network connectivity between Your environment and any third-party applications and/or websites required for the workshop.
   e. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
   f. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within three (3) months following the execution of such order. If You do not use the Services within the allotted time, Oracle's obligation to provide any remaining Services shall terminate with no further action required of either party You shall not be entitled to a refund or any credit toward additional or other services. If You wish to order additional Services, contact Your Oracle sales representative or visit the Oracle Store.
2. Project Assumptions

a. All communications and documentation will be in English.
b. Oracle will perform the Services remotely.
c. If You wish to receive additional services You may do so by entering into a separate services order with Oracle for such services.
d. The following are not included in the Services and are considered out of scope:
    i. Configuration, troubleshooting or training of third-party applications;
    ii. Physical hardware installation;
    iii. Network troubleshooting;
    iv. Troubleshooting, training or other assistance not pertaining to Oracle Hospitality Opera Cloud Service integration and/or otherwise provided by standard Oracle Cloud support.
    v. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope; or
    vi. Any other Services not expressly identified herein.

Oracle Hospitality Integration Platform Cloud Premium Assistance – 8 Hour Workshop

Part Number: B93150

Description of Services

You have ordered up to eight (8) hours of integration assistance related to Your Oracle Hospitality Opera Cloud service. Oracle will perform one of the following Services as selected by You and not to exceed the stated eight (8) hour limit:

1. Workshop Services
    a. Facilitate a project kick-off call with Your primary point of contact to review integration workshop objective and identify desired areas of focus.
    b. Assign Oracle workshop resources.
    c. Prepare integration workshop content to address Your requested areas of focus.
    d. Coordinate, schedule and participate in workshop(s) as required for up to eight (8) hours.
    e. Facilitate a project completion call and provide You with an integration workshop completion certificate.
2. On Request (Non-scheduled) Services to be consumed as assistance is required.
    a. If desired, provide access to an Oracle staffed online messaging service (I.E. - Slack) with a channel dedicated to answering questions related to Opera Cloud integration; or
    b. Open a channel of communication (E.g., Email, Zoom, Telephone) whereby You may raise questions related to OPERA Cloud Integration
    c. Answer questions as they are raised, and Oracle will log the time required for Oracle to provide such answer in the project log (with a minimum increment of fifteen (15) minutes) up to the eight (8) hour service limit.
    d. Facilitate a project completion call and provide You with an On Request Assistance completion certificate including a breakdown of entries in the project log.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Complete and return the pre-workshop workbook prior to commencement of Services if applicable.
    b. Validate all required configuration data against Your specifications.
    c. Designate a representative who will serve as Oracle's primary point of contact and have authority to make decisions with regard to Services. The primary contact will be responsible for identifying and scheduling Your participants in the workshop.
    d. Maintain network connectivity between Your environment and any third-party applications and/or websites required for the workshop.
    e. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform

to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

f. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within three (3) months following the execution of such order. If You do not use the Services within the allotted time, Oracle's obligation to provide any remaining Services shall terminate with no further action required of either party and You shall not be entitled to a refund or any credit toward additional or other services. If you wish to order additional Services, contact Your Oracle sales representative or visit the Oracle Store.

2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the Services remotely.
   c. If You wish to receive additional services You may do so by entering into a separate services order with Oracle for such services.
   d. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Troubleshooting, training or other assistance not pertaining to Oracle Hospitality Opera Cloud Service integration and/or otherwise provided by standard Oracle Cloud support.
      v. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope; or
      vi. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Consulting Package Up To fifty (50) rooms – LAD Only

Part Number: B93636

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application") for up to fifty (50) rooms:

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review project details, as follows:
      i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
      ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
   b. Prepare project implementation schedule for Oracle resources.
   c. Assign Oracle implementation resources.
   d. Facilitate mutually agreed reoccurring project status calls to track progress.
   e. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Cloud Application
   a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services;
   b. Configure the Application features, modules, and standard functionality available in the preliminary pre-installation workbook;
   c. Configure up to two (2) IFC 8 Interfaces;
   d. Configure interface with POS up to two (2) Revenue Centers.
3. Training
   a. Provide E-Learning for Opera Cloud access to Your training administrator;

b. Provide a single eight (8) hours Question & Answer session for your resources with pre-defined topics;
c. The session should not have more than 12 participants.
d. For Report and Analytics only E-Learning available.
e. Additional training can be quoted as needed.

4. Testing and Production Assistance
   a. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment;
   b. Test the interfaces to the Application based on the applicable configurations;
   c. Provide remote post-production assistance (consequent day/night shifts), limited to up to eight (8) hours during the day, eight (8) hours during the night from Monday to Friday.
   d. Weekends and Holidays can be quoted additionally if needed.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Complete all prerequisite E-Learning prior to scheduled live training / Question & Answer session.
   c. Validate all required configuration data that will be loaded into Your production environment.
   d. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   e. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   g. Ensure that Your back office interface is Oracle-certified.
   h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Configurations of any Opera Exchange Interface (OXI), Oracle Electronic Distribution Suite (OEDS) or Hotel Technology Next Generation (HTNG) are out of scope.
   c. Oracle will perform the Services remotely.
   d. For Opera Stationaries Oracle will provide standard templates only, adding only LOGO and property information, without any additional customizations.
   e. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   f. Only Backoffice Universal is included in the implementation and Oracle will share the documentation with You, no additional training will be performed.
   g. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting, contact for schedule or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application;

vi. Fiscal interface configuration is out of scope and should be quoted as additional;
vii. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Consulting Package from Fifty One (51) to A Hundred (100) rooms – LAD Only

Part Number: B93637

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application") from fifty one (51) to a hundred (100) rooms:

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review project details, as follows:
      i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
      ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
   b. Prepare project implementation schedule for Oracle resources.
   c. Assign Oracle implementation resources.
   d. Facilitate mutually agreed reoccurring project status calls to track progress.
   e. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Cloud Application
   a. Conduct a preliminary meeting or conference call with up to fifteen (15) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services;
   b. Configure the Application features, modules, and standard functionality available in the preliminary pre-installation workbook;
   c. Configure up to three (3) IFC 8 Interfaces;
   d. Configure interface with POS up to four (4) Revenue Centers.
3. Training
   a. Provide E-Learning for Opera Cloud access to Your training administrator;
   b. Provide two (2) sessions of eight (8) hours each of Question & Answer session for your resources with pre-defined topics;
   c. Each session should not have more than 12 participants.
   d. For Report and Analytics only E-Learning available.
   e. Additional training can be quoted as needed.
4. Testing and Production Assistance
   a. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment;
   b. Test the interfaces to the Application based on the applicable configurations;
   c. Provide remote post-production assistance (consequent day/night shifts), limited to up to sixteen (16) hours during the day, eight (8) hours during the night from Monday to Friday.
   d. Weekends and Holidays can be quoted additionally if needed.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Complete all prerequisite E-Learning prior to scheduled live training / Question & Answer session.
   c. Validate all required configuration data that will be loaded into Your production environment.

d. Provide Your point of contact to enable:
    i. Remote access to perform any of the Services for the duration of the Services.
    ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
    iii. Provide user rights to access the cloud production environment(s) for the Services.
e. Maintain network connectivity between Your environment and any third-party applications and/or websites.
f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
g. Ensure that Your back office interface is Oracle-certified.
h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

2. Project Assumptions
    a. All communications and documentation will be in English.
    b. Configurations of any Opera Exchange Interface (OXI), Oracle Electronic Distribution Suite (OEDS) or Hotel Technology Next Generation (HTNG) are out of scope.
    c. Oracle will perform the Services remotely.
    d. For Opera Stationaries Oracle will provide standard templates only, adding only LOGO and property information, without any additional customizations.
    e. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
    f. Only Backoffice Universal is included in the implementation and Oracle will share the documentation with You, no additional training will be performed.
    g. The following are not included in the Services and are considered out of scope:
        i. Configuration, troubleshooting, contact for schedule or training of third-party applications;
        ii. Physical hardware installation;
        iii. Network troubleshooting;
        iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
        v. Customizations, enhancements, modifications, localizations, or interfaces of the Application;
        vi. Fiscal interface configuration is out of scope and should be quoted as additional;
        vii. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Consulting Package from a Hundred One (101) to A Hundred Fifty (150) rooms – LAD Only

Part Number: B93638

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application") from a hundred one (101) to a hundred fifty (150) rooms:

1. Project Consultancy Services
    f. Facilitate a project kick-off call with Your team to review project details, as follows:
        i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
        ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
        iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
    g. Prepare project implementation schedule for Oracle resources.
    h. Assign Oracle implementation resources.

i. Facilitate mutually agreed reoccurring project status calls to track progress.
j. Facilitate a project completion call and provide You with a completion certificate.

2. Installation and Configuration of the Hospitality Opera Cloud Application
   a. Conduct a preliminary meeting or conference call with up to fifteen (15) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services;
   b. Configure the Application features, modules, and standard functionality available in the preliminary pre-installation workbook;
   c. Configure up to four (4) IFC 8 Interfaces;
   d. Configure interface with POS up to six (6) Revenue Centers.
   e. Configure interface with OXI or OEDS up to two (2)
3. Training
   a. Provide E-Learning for Opera Cloud access to Your training administrator;
   b. Provide three (3) sessions of eight (8) hours each of Question & Answer session for your resources with pre-defined topics;
   c. Each session should not have more than 12 participants.
   d. For Report and Analytics only E-Learning available.
   e. Additional training can be quoted as needed.
4. Testing and Production Assistance
   a. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment;
   b. Test the interfaces to the Application based on the applicable configurations;
   c. Provide remote post-production assistance (consequent day/night shifts), limited to up to twenty four (24) hours during the day, sixteen (16) hours during the night from Monday to Friday.
   d. Weekends and Holidays can be quoted additionally if needed.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Complete all prerequisite E-Learning prior to scheduled live training / Question & Answer session.
   c. Validate all required configuration data that will be loaded into Your production environment.
   d. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   e. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   g. Ensure that Your back office interface is Oracle-certified.
   h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Configuration of Hotel Technology Next Generation (HTNG) is out of scope.
   c. Oracle will perform the Services remotely.

d. For Opera Stationaries Oracle will provide standard templates only, adding only LOGO and property information, without any additional customizations.
e. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
f. Only Backoffice Universal is included in the implementation and Oracle will share the documentation with You, no additional training will be performed.
g. The following are not included in the Services and are considered out of scope:
    i. Configuration, troubleshooting, contact for schedule or training of third-party applications;
    ii. Physical hardware installation;
    iii. Network troubleshooting;
    iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
    v. Customizations, enhancements, modifications, localizations, or interfaces of the Application;
    vi. Fiscal interface configuration is out of scope and should be quoted as additional;
    vii. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Consulting Package from a Hundred Fifty One (151) to Two Hundred (200) rooms – LAD only

Part Number: B93639

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application") from a hundred fifty one (151) to two hundred (200) rooms:

1. Project Consultancy Services
    a. Facilitate a project kick-off call with Your team to review project details, as follows:
        i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
        ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
        iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
    b. Prepare project implementation schedule for Oracle resources.
    c. Assign Oracle implementation resources.
    d. Facilitate mutually agreed reoccurring project status calls to track progress.
    e. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Cloud Application
    a. Conduct a preliminary meeting or conference call with up to fifteen (15) members of Your team to:
        i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services;
    b. Configure the Application features, modules, and standard functionality available in the preliminary pre-installation workbook;
    c. Configure up to five (5) IFC 8 Interfaces;
    d. Configure interface with POS up to ten (10) Revenue Centers.
    e. Configure interface with OXI or OEDS up to three (3).
3. Training
    a. Provide E-Learning for Opera Cloud access to Your training administrator;
    b. Provide three (3) sessions of eight (8) hours each of Question & Answer session for your resources with pre-defined topics;
    c. Each session should not have more than 12 participants.
    d. For Report and Analytics only E-Learning available.
    e. Additional training can be quoted as needed.
4. Testing and Production Assistance

a. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment;
b. Test the interfaces to the Application based on the applicable configurations;
c. Provide remote post-production assistance (consequent day/night shifts), limited to up to thirty two (32) hours during the day, twenty four (24) hours during the night from Monday to Friday.
d. Weekends and Holidays can be quoted additionally if needed.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Complete all prerequisite E-Learning prior to scheduled live training / Question & Answer session.
   c. Validate all required configuration data that will be loaded into Your production environment.
   d. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   e. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   g. Ensure that Your back office interface is Oracle-certified.
   h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Configuration of Hotel Technology Next Generation (HTNG) is out of scope.
   c. Oracle will perform the Services remotely.
   d. For Opera Stationaries Oracle will provide standard templates only, adding only LOGO and property information, without any additional customizations.
   e. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   f. Only Backoffice Universal is included in the implementation and Oracle will share the documentation with You, no additional training will be performed.
   g. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting, contact for schedule or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application;
      vi. Fiscal interface configuration is out of scope and should be quoted as additional;
      vii. Any other Services not expressly identified herein.

Oracle Hospitality Opera Cloud Consulting Package from Two Hundred One (201) to Three Hundred Fifty (350) rooms – LAD Only

Part Number: B93640

Description of Services

Oracle will perform the following Services related to the installation and configuration of, and training related to, the applicable Oracle Hospitality Opera Cloud application listed in Your order (the "Application") from two hundred one (201) to three hundred fifty (350) rooms:

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review project details, as follows:
      i. Confirm the terms of Your Oracle Hospitality Opera Cloud order.
      ii. Discuss estimated implementation dates; including Oracle Hospitality Opera Cloud go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality Opera Cloud implementation.
   b. Prepare project implementation schedule for Oracle resources.
   c. Assign Oracle implementation resources.
   d. Facilitate mutually agreed reoccurring project status calls to track progress.
   e. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Hospitality Opera Cloud Application
   a. Conduct a preliminary meeting or conference call with up to fifteen (20) members of Your team to:
      i. Review of the preliminary pre-installation workbook that was completed by You prior to the commencement of Services;
   b. Configure the Application features, modules, and standard functionality available in the preliminary pre-installation workbook;
   c. Configure up to seven (7) IFC 8 Interfaces;
   d. Configure interface with POS up to sixteen (16) Revenue Centers.
   e. Configure interface with OXI or OEDS up to four (4).
3. Training
   a. Provide E-Learning for Opera Cloud access to Your training administrator;
   b. Provide four (4) sessions of eight (8) hours each of Question & Answer session for your resources with pre-defined topics;
   c. Each session should not have more than 12 participants.
   d. For Report and Analytics only E-Learning available.
   e. Additional training can be quoted as needed.
4. Testing and Production Assistance
   a. Provide assistance to Your resources for user acceptance testing of the Application in Your production environment;
   b. Test the interfaces to the Application based on the applicable configurations;
   c. Provide remote post-production assistance (consequent day/night shifts), limited to up to forty (40) hours during the day, twenty four (24) hours during the night from Monday to Friday.
   d. Weekends and Holidays can be quoted additionally if needed.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Complete and return the pre-installation workbook that will set forth Your Application configuration requirements to Oracle prior to commencement of Services.
   b. Complete all prerequisite E-Learning prior to scheduled live training / Question & Answer session.
   c. Validate all required configuration data that will be loaded into Your production environment.
   d. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   e. Maintain network connectivity between Your environment and any third-party applications and/or websites.

f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
g. Ensure that Your back office interface is Oracle-certified.
h. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Configuration of Hotel Technology Next Generation (HTNG) is out of scope.
   c. Oracle will perform the Services remotely.
   d. For Opera Stationaries Oracle will provide standard templates only, adding only LOGO and property information, without any additional customizations.
   e. If You wish to receive additional services for Your property, You may do so by entering into a separate services order with Oracle for such services.
   f. Only Backoffice Universal is included in the implementation and Oracle will share the documentation with You, no additional training will be performed.
   g. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting, contact for schedule or training of third-party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Application;
      vi. Fiscal interface configuration is out of scope and should be quoted as additional;
      vii. Any other Services not expressly identified herein.

Oracle Hospitality Hotel Reporting and Analytics- Analysis Customization Cloud Service – Per Hour

Part Number: B95517

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Reporting and Analytics System Analysis Customization Cloud Service ("Total Hours") related to Your Oracle Analytics and Reporting System deployment(s), which Services may include assistance with any of the following:

1. Discovery and Requirements Gathering
   a. Conduct a discovery and requirements gathering session (the "Discovery Session") for the creation (or modification) of a customization to Your Opera applications. ("the Customization").
   b. Review and discuss the requirements for the creation (or modification) of the Customization.
   c. Confirm the terms of the mutually agreed requirements for the creation of the Customization, identified during the Discovery Session.
2. Customization
   a. Create (or modify) one analysis (Reports and/or Exports) to be configured via the Oracle Hospitality Reporting and Analytics, following the mutually agreed upon requirements identified in section 1.c above.
3. Testing and Production Assistance
   a. Install and functionally test the Customization in Your production environment.
   b. Provide assistance to Your resources for user acceptance testing of the Customization in Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide a mockup template of the required export or report.
   b. If customization requires additional configuration in areas of the application, this is your requirement to complete prior to the Services to commencement of Services.
   c. All requirements must be presented at the time of the meeting prior to the commencement of Services under this order.
   d. Provide test scenario for user acceptance testing.
   e. If the Customization is to an existing export or report, provide a copy of the existing report customizable report file (XML and output in English)
   f. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   g. Maintain network connectivity between Your environment and any third-party applications and/or websites.
   h. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
   i. Upon completion of the services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the services provided do not conform to the Description of Services as set forth above, within five (5) business days after the date of Oracle's written notice of completion, (the "review period"), then the services shall be deemed completed at the end of the review period.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Post go-live support is not included in this Service.
   c. The Customization is not an integration with an external system or third-party.
   d. Customization is limited to the existing configuration in your Oracle Hospitality applications.
   e. Customization is limited to the Subject areas available in Oracle Hospitality Reporting and Analytics
   f. The Customization is not entitled to standard Oracle product support from Oracle Support.
   g. The Customization may not be compatible with different or future versions or upgrades of Oracle's Opera applications.
   h. The Services will be performed either on-site and/or remotely.
   i. If You wish to receive additional Services for Your property. You may do so by entering into a separate order for such Services.
   j. The following are not part of these Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third-party applications;
      ii. Physical hardware installation.
      iii. Additional modification after completed of agreed services are subject to additional charges
      iv. Customization in a Non-Production Environment is out of scope

Oracle Hospitality Hotel Cloud Remote Professional Services Implementation Assistance

Part Number: B96289

Description of Services

You have ordered Oracle Hospitality Hotel Remote Professional Services Implementation related to the installation, configuration, and/or testing of Your Oracle Hospitality product (the "Application"), as described below, which Services may include up to four hours of remote assistance for Your Hotel Application:

1. Installation, Configuration, and/or Testing of the Application and Application Interface
   a. Conduct a discovery call to discuss the following:
      i. The configuration of the applicable modules from Your Application and Application interface(s) which will be the subject of the Services to be installed and tested;

ii. The timing and scheduling of the Services;
iii. Identification and confirmation of the full Application version; and
iv. Review the steps for the Services set forth below.

b. Assist You to install a report or export to/from Your Application or third-party interface;
c. Assist You with the testing of the applicable modules from Your Application and Application interface(s) to confirm operation and functionality as discussed during the discovery call.
    i. If Your Application and Application interface(s) do not operate or function as discussed during the discovery call, Oracle will assist You to identify issues with Your Application and/or Application interface(s) and recommend steps to address the issues.
d. Facilitate a project kick-off call with Your primary point of contact to review workshop objective and identify desired areas of focus.
    i. Assign Oracle workshop resources;
    ii. Prepare integration workshop content to address Your requested areas of focus; and
    iii. Coordinate, schedule and participate in one (1) workshop presentation for up to two (2) hours

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

    a. Download all necessary media before the commencement of services.
    b. Complete all prerequisites as outlined in the discovery call.
    c. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
    d. Engage third-party vendors required for support or testing, as applicable.
    e. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
    f. Develop necessary end user documentation, including, but not limited to, specific business practices and data examples documentation, and organization/end-user specific policies and procedures.
    g. Be responsible for addressing and resolving functional and/or compatibility issues, in Your environments, that are not expressly included in the Services to be performed by Oracle.
    h. Perform all data entry.

1. Project Assumptions
    a. Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication.
    b. All communication and documentation will be in English.
    c. The Services above will be performed remotely during local business hours, Monday through Friday excluding holidays and weekends.
    d. Any request for modification to the Services requires entering into a new order.
    e. You acknowledge and agree that any delay or issue related to a third-party vendor may result in the delay of the commencement and/or completion of Services.
    f. The Services provided above are limited to the Application version identified during the discovery call.
    g. The following are not part of these Services and are considered out of scope:
        i. Functionality outside of the Application and Application interface, such as the following:
            1. Third-party applications and interfaces; and/or
            2. Operating systems and hardware.
        ii. Development of a new application interface;
        iii. Configuration or training of third-party applications;
        iv. Physical hardware installation;
        v. Network configuration and troubleshooting;
        vi. Changes to workstations and PMS workflow; or

vii. any other Services not expressly identified herein.

Unused Services

The Services above must be used within ninety (90) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any Services other than the Services stated herein.

Oracle Hospitality Hotel Cloud Remote Property Management System Implementation Assistance

Part Number: B96290

Description of Services

You have ordered Oracle Hospitality Hotel Remote Property Management System ("PMS") Implementation related to the installation, configuration, and/or testing of Your Oracle Hospitality product (the "Application"), as described below, which Services may include up to four hours of remote assistance for Your Hotel Application:

1. Software Installation, Configuration, and/or Testing of the Application and Application Interface
   a. Conduct a discovery call to discuss the following:
      i. The applicable modules from Your Application and Application interface(s) which will be the subject of the Services to be installed, configured, and tested;
      ii. Review Your pre-installation requirements for the Application, as applicable;
      iii. Discuss the timing and scheduling of the Services; and
      iv. Review the steps for the Services set forth below.
   b. Assist You in configuring Your users/roles with associated permissions;
   c. Assist You to install, configure, or modify the standard functionality of Your Application and/or Application interface(s) as identified in the discovery call (e.g., configuration of rooms, room types, rate codes, rates, transaction codes, market codes, stationary forms, etc.);
   d. Assist You to enable and/or modify the screen and features within the screen designer (e.g., changing layout of fields, adding conditions/fields, etc.); and
   e. Assist You with the testing of the applicable modules from Your Application and Application interface(s) to confirm operation and functionality as discussed during the discovery call.
      i. If Your Application and Application interface(s) do not operate or function as discussed during the discovery call, Oracle will assist You to identify issues with Your Application and/or Application interface(s) and recommend steps to address the issues.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
   b. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
   c. Engage third-party vendors required for support or testing, as applicable.
   d. Develop necessary end user documentation, including, but not limited to, specific business practices and data examples documentation, and organization/end-user specific policies and procedures.
   e. Be responsible for addressing and resolving functional and/or compatibility issues, in Your environments, that are not expressly included in the Services to be performed by Oracle.
   f. Perform all data entry.
2. Project Assumptions

a. Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication.
b. All communication and documentation will be in English.
c. The Services above will be performed remotely during local business hours, Monday through Friday excluding holidays and weekends.
d. You acknowledge and agree that Your completion of the pre-installation guide is a pre-requisite for the performance of the Services; any delay in completion in the pre-installation guide will result in a delay of the commencement of Services.
e. Any request for modification to the Services requires entering into a new order.
f. You acknowledge and agree that any delay or issue related to a third-party vendor may result in the delay of the commencement and/or completion of Services.
g. The following are not part of these Services and are considered out of scope:
    i. Functionality outside of the Application and Application interface, such as the following:
        1. Third-party applications and interfaces; and/or
        2. Operating systems and hardware.
    ii. Development of a new application interface;
    iii. Configuration or training of third-party applications;
    iv. Physical hardware installation;
    v. Network configuration and troubleshooting;
    vi. Changes to workstations and PMS workflow; or
    vii. any other Services not expressly identified herein.

Unused Services

The Services above must be used within ninety (90) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any Services other than the Services stated herein.

Oracle Hospitality Hotel Cloud Remote Network Interface Technical Services Implementation Assistance

Part Number: B96291

Description of Services

You have ordered Oracle Hospitality Hotel Remote Network Interface Technical Services Implementation related to the installation, upgrade, configuration, and/or testing of Your Oracle Hospitality product (the "Application"), as described below, which Services may include up to four hours of remote assistance for Your Hotel Application:

1. Installation, Upgrade, Configuration, and/or Testing of the Application
    a. Conduct a discovery call to discuss the following:
        i. Review Your environment for current and/or proposed hardware versions required for Your Application;
        ii. The timing and scheduling of the Services;
        iii. Identify the current version (e.g. x.x.xx) and destination version (e.g. x.x.xx) of the Application;
        iv. Review Your pre-installation and/or upgrade requirements for the Application, as applicable; and
        v. Review the steps for the Services set forth below.
    b. Assist You in installing, configuring, and/or upgrading the Application on Your workstation(s), database server(s), application server(s), and/or interface PC(s);
    c. Assist You in installing and/or configuring recommended patches for the Application (e.g. security update(s) and service pack(s));
    d. Assist You to enable and/or modify the standard functionality of Your Application based upon Your requirements identified in the discovery call; and
    e. Assist You with the testing of Your Application after the installation, upgrade, and/or configuration.

i. If the Application does not operate or function as discussed during the discovery call, Oracle will assist You to identify issues with the Application and recommend steps to address the issues.

2. Installation, Configuration, and/or Testing of Network Interfaces
   a. Conduct a discovery call to discuss the following:
      i. Review Your environment for current and/or proposed hardware versions required for Your network interface;
      ii. The timing and scheduling of the Services;
      iii. Identify the current version (e.g. x.x.xx) and destination version (e.g. x.x.xx) of the network interface;
      iv. Review Your pre-installation and/or upgrade requirements for the network interface, as applicable; and
      v. Review the steps for the Services set forth below.
   b. Assist You in installing, configuring, and/or upgrading the network interface on Your workstation(s), database server(s), application server(s), and/or interface PC(s);
   c. Assist You to enable and/or modify the standard functionality of Your network interface based upon Your requirements identified in the discovery call; and
   d. Assist You with the testing of Your Application and network interface after installation, upgrade, and/or configuration.
      i. If the Application and network interface does not operate or function as discussed during the discovery call, Oracle will assist You to identify issues with the Application and/or network interface and recommend steps to address the issues.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
   b. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
   c. Engage third-party vendors required for support or testing, as applicable.
   d. Develop necessary end user documentation, including, but not limited to, specific business practices and data examples documentation, and organization/end-user specific policies and procedures.
   e. Review and complete the pre-installation guide provided to you by Oracle.
   f. Be responsible for addressing and resolving functional and/or compatibility issues, in Your environments, that are not expressly included in the Services to be performed by Oracle.
   g. Perform all data entry.
2. Project Assumptions
   a. Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication.
   b. All communication and documentation will be in English.
   c. The Services above will be performed remotely during local business hours, Monday through Friday excluding holidays and weekends.
   d. You acknowledge and agree that Your completion of the pre-installation guide is a pre-requisite for the performance of the Services; any delay in completion in the pre-installation guide will result in a delay of the commencement of Services.
   e. Any request for modification to the Services requires entering into a new order.
   f. You acknowledge and agree that any delay or issue related to a third-party vendor may result in the delay of the commencement and/or completion of Services.
   g. The following are not part of these Services and are considered out of scope:
      i. Functionality outside of the Application and Application interface, such as the following:
         1. Third-party applications and interfaces; and/or

2. Operating systems and hardware.

ii. Development of a new application interface;
iii. Configuration or training of third-party applications;
iv. Physical hardware installation;
v. Network configuration and troubleshooting;
vi. Changes to workstations and Application workflow; or
vii. any other Services not expressly identified herein.

Unused Services

The Services above must be used within ninety (90) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any Services other than the Services stated herein.

Oracle Hospitality Hotel Cloud Remote Consulting SME Assistance

Part Number: B96288

Description of Services

You have ordered Oracle Hospitality Hotel Cloud Remote Consulting SME Assistance related to the installation, upgrade, configuration, and/or testing of Your Oracle Hospitality product (the "Application"), as described below, which Services may include up to sixteen hours of remote assistance for Your Hotel Application:

1. Installation, Upgrade, Configuration, and/or Testing of the Application
   a. Conduct a discovery call to discuss the following:
      i. Review Your environment for current and/or proposed hardware versions required for Your Application;
      ii. The timing and scheduling of the Services;
      iii. Identify the current version (e.g. x.x.xx) and destination version (e.g. x.x.xx) of the Application;
      iv. Review Your pre-installation and/or upgrade requirements for the Application, as applicable; and
      v. Review the steps for the Services set forth below.
   b. Assist You in installing, configuring, and/or upgrading the Application on Your workstation(s), database server(s), application server(s), and/or interface PC(s);
   c. Assist You in installing and/or configuring recommended patches for the Application (e.g. security update(s) and service pack(s));
   d. Assist You to enable and/or modify the standard functionality of Your Application based upon Your requirements identified in the discovery call; and
   e. Assist You with the testing of Your Application after the installation, upgrade, and/or configuration.
      i. If the Application does not operate or function as discussed during the discovery call, Oracle will assist You to identify issues with the Application and recommend steps to address the issues.
2. Installation, Configuration, and/or Testing of Network Interfaces
   a. Conduct a discovery call to discuss the following:
      i. Review Your environment for current and/or proposed hardware versions required for Your network interface;
      ii. The timing and scheduling of the Services;
      iii. Identify the current version (e.g. x.x.xx) and destination version (e.g. x.x.xx) of the network interface;
      iv. Review Your pre-installation and/or upgrade requirements for the network interface, as applicable; and
      v. Review the steps for the Services set forth below.
   b. Assist You in installing, configuring, and/or upgrading the network interface on Your workstation(s), database server(s), application server(s), and/or interface PC(s);

c. Assist You to enable and/or modify the standard functionality of Your network interface based upon Your requirements identified in the discovery call; and
d. Assist You with the testing of Your Application and network interface after installation, upgrade, and/or configuration.
    i. If the Application and network interface does not operate or function as discussed during the discovery call, Oracle will assist You to identify issues with the Application and/or network interface and recommend steps to address the issues.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
    b. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
    c. Engage third-party vendors required for support or testing, as applicable.
    d. Develop necessary end user documentation, including, but not limited to, specific business practices and data examples documentation, and organization/end-user specific policies and procedures.
    e. Review and complete the pre-installation guide provided to you by Oracle.
    f. Be responsible for addressing and resolving functional and/or compatibility issues, in Your environments, that are not expressly included in the Services to be performed by Oracle.
    g. Perform all data entry.
2. Project Assumptions
    a. Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication.
    b. All communication and documentation will be in English.
    c. The Services above will be performed remotely during local business hours, Monday through Friday excluding holidays and weekends.
    d. You acknowledge and agree that Your completion of the pre-installation guide is a pre-requisite for the performance of the Services; any delay in completion in the pre-installation guide will result in a delay of the commencement of Services.
    e. Any request for modification to the Services requires entering into a new order.
    f. You acknowledge and agree that any delay or issue related to a third-party vendor may result in the delay of the commencement and/or completion of Services.
    g. The following are not part of these Services and are considered out of scope:
        i. Functionality outside of the Application and Application interface, such as the following:
            1. Third-party applications and interfaces; and/or
            2. Operating systems and hardware.
        ii. Development of a new application interface;
        iii. Configuration or training of third-party applications;
        iv. Physical hardware installation;
        v. Network configuration and troubleshooting;
        vi. Changes to workstations and Application workflow; or
        vii. any other Services not expressly identified herein.

Unused Services

The Services above must be used within ninety (90) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any Services other than the Services stated herein.

Oracle Hospitality OPERA Cloud Remote Configuration Data Import Assistance - Standard

Part Number: B96292

Description of Services

You have ordered Oracle Hospitality OPERA Cloud Remote Configuration Data Import Assistance – Standard services related to Your Oracle Hospitality OPERA Property Premium Cloud Service ("OPERA Cloud") as described below, which Services include up to a total of twelve (12) hours of remote assistance for a single Property with any of the following:

1. Project Management and Data Import
    a. Provide You with the following project management activities:
        i. Facilitate a project kick-off call with Your team to review the project scope.
        ii. Prepare project implementation schedule for Oracle resources.
        iii. Create a property for You in the Oracle Hospitality Consulting Accelerator and provide You access to it.
    b. Perform a one-time import of Your validated configuration data for OPERA Cloud and OSEM to Your user acceptance testing ("UAT") environment.
    c. Perform a one-time import of Your validated configuration data for OPERA Cloud and OSEM to Your production environment.
    d. Perform a one-time import of Your validated OPERA Exchange Interface ("OXI") configuration data for up to five (5) different OXI Interfaces to Your production environment.
    e. Perform a one-time import of Your validated IFC8 interface (property level and PoS) configuration data for up to (3) different IFC8 interfaces (1 POS & 2 others) to Your production environment.
    f. Perform a one-time import of Your validated Export configuration data for up to (3) different exports to Your production environment.
    g. Perform a one-time import of Your validated Data Value Mapping configuration to Your UAT environment and to Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation
   The following obligations apply in addition to (and subject to) those in the Policies if required:
    a. Provide access to Your test and production environments for Oracle to perform the Services described above in the section entitled Description of Services.
    b. Review and correct any errors in the configuration data in the UAT environment prior to validating the configuration data for production import.

2. Project Assumptions
    a. All Services will be performed for a single Property.
    b. A person day is defined as one (1) resource working for up to eight (8) hours.
    c. Oracle will perform all Services remotely.
    d. All written documentation and communication will be in United States ("US") English.
    e. Oracle will use its standard documentation formats for all documentation.
    f. You and Oracle each agree to designate a project manager who shall work together to facilitate an efficient delivery of the Services.

Unused Services

The Services above must be used within ninety (90) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party and You will not be entitled to a refund or any credit toward additional

or other Services for any unused portion of the fees paid for any unused Services. You may not use the fees for any Services other than the Services stated herein.

Oracle Hospitality Nor1 Revenue Performance Cloud Consulting Services – Per Hour

Part Number: B96925

Description of Services

You have ordered the quantity of hours identified in your order for Oracle Hospitality Nor1 Revenue Performance Cloud Consulting Services ("Total Hours") related to Your Nor1 Cloud deployment(s), which Services may include assistance with any of the following:

1. Consulting Services
    a. Provide the following general project management assistance:
        i. Designate an Oracle point of contact for communications related to the project planning (the "Oracle project manager");
        ii. Oversee the Oracle project plan and communication plan;
        iii. Oversee Oracle resource allocation and scheduling;
        iv. Coordinate project activities with Your project manager;
        v. Schedule, coordinate, and participate in project status meetings;
        vi. Work with You to document and agree upon the workshop plan for any on-site or remote workshops; and
        vii. Project issue handling, and escalation processes and contacts.
    b. If performed onsite, a physical walk-through of Your hotel facilities with You to review Your hotel facilities and amenities.
    c. Provide training workshops for up to twelve (12) of your staff per workshop based upon the mutually agreed upon workshop plan:
        i. Program Manager Workshop
        ii. Front Office Agent Workshop
        iii. Additional Workshops in Nor1 Merchandising as agreed
    d. Review Your Check-In Merchandising configuration with You and assist with configuration changes as mutually agreed upon.
    e. Assist Your staff with usage of the Check-In Merchandising utility, as required.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Designate a representative who will serve as Oracle's primary point of contact and have authority to make decisions regarding Services. The primary contact will be responsible for identifying and scheduling Your participants in any applicable workshop(s).
    b. Perform user acceptance testing ("UAT") and provide all necessary test scripts (or use cases).
    c. Obtain any necessary licenses related to third-party applications prior to the commencement of Services.
    d. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

2. Project Assumptions
    a. All communications and documentation will be in English.
    b. The Services will be performed either by onsite delivery resources or remotely.

c. If You wish to receive additional Services, You may do so by entering into a separate services order with Oracle for such services.
d. The Services will be performed during normal business hours 9:00 am to 5:00 pm local time Monday through Friday (excluding holidays), except as otherwise mutually agreed upon.
e. Oracle will use its standard documentation format for any documentation prepared and / or delivered during the performance of Services.
f. Standard features and/or functionalities are features and/or functionalities described on the Hospitality section of docs.oracle.com.
g. All Services listed above may not be performed for every order.
h. Oracle's performance of Services listed above in the Description of Services is limited to the quantity of hours identified in Your order and any additional Services effort in excess of such quantity shall require an additional order.

Oracle Hospitality OPERA Cloud Remote Workshop Annual Services – Basic

Part Number: B96974

Description of Services

You have ordered Oracle Hospitality OPERA Cloud Remote Workshop Annual Services related to Oracle Hospitality Opera Cloud Service ("OPERA") and/or Oracle Hospitality OPERA Reporting and Analytics Cloud Service ("R&A). Oracle will provide you with the following:

1. Workshop and Access
   a. Facilitate a kick-off call with Your primary point of contact to review the workshop order and the scheduling portal.
   b. Provide Your primary point of contact with access to the scheduling portal.
   c. Provide You with up to thirty-two (32) OPERA and/or R&A remote training workshops.
   d. Provide You access to the scheduling portal for three hundred sixty-five (365) days starting from the date of Your order.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Designate a point of contact who shall maintain Your access to the Oracle scheduling portal for signing up for workshops.
   b. Restrict workshop access to resources within Your organization.
   c. Schedule Your staff based on the date(s) and time(s) available on the scheduling portal calendar.
   d. Maintain a current subscription during the Professional Services Period for the OPERA Cloud Service and/or R&A Cloud Service.

2. Project Assumptions
   a. Information about each workshop including date, time, duration, workshop topic, and language will be available on the scheduling portal provided by Oracle.
   b. The workshops are not dedicated, and You will be attending with other Oracle customers who have signed up for the same scheduled workshop.
   c. Any workshop scheduled by You that You do not cancel at least twenty-four (24) hours prior to the scheduled time will be counted against Your workshop credits.
   d. Oracle will perform the Services remotely.
   e. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of Services.
   f. The Services will be delivered during normal business hours 8:00 am to 5:00 pm US Eastern Time Monday through Friday, excluding holidays.

g. All workshops will be delivered in English.

Unused Services

The Services above must be used within three hundred sixty-five (365) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any Services other than the Services stated herein.

Oracle Hospitality OPERA Cloud Remote Workshop Annual Services – Standard

Part Number: B96975

Description of Services

You have ordered Oracle Hospitality OPERA Cloud Remote Workshop Annual Services related to Oracle Hospitality Opera Cloud Service ("OPERA"), OPERA Sales and Event Management ("OSEM") and/or Oracle Hospitality OPERA Reporting and Analytics Cloud Service ("R&A"). Oracle will provide you with the following:

1. Workshop and Access
   a. Facilitate a kick-off call with Your primary point of contact to review the workshop order and the scheduling portal.
   b. Provide Your primary point of contact with access to the scheduling portal.
   c. Provide You with up to thirty-eight (38) OPERA, OSEM and/or R&A remote training workshops.
   d. Provide You access to the scheduling portal for three hundred sixty-five (365) days starting from the date of Your order.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Designate a point of contact who shall maintain Your access to the Oracle scheduling portal for signing up for workshops.
   b. Restrict workshop access to resources within Your organization.
   c. Schedule Your staff based on the date(s) and time(s) available on the scheduling portal calendar.
   d. Maintain a current subscription during the Professional Services Period for the OPERA Cloud Service, OSEM Cloud Service and/or R&A Cloud Service.

2. Project Assumptions
   a. Information about each workshop including date, time, duration, workshop topic, and language will be available on the scheduling portal provided by Oracle.
   b. The workshops are not dedicated, and You will be attending with other Oracle customers who have signed up for the same scheduled workshop.
   c. Any workshop scheduled by You that You do not cancel at least twenty-four (24) hours prior to the scheduled time will be counted against Your workshop credits.
   d. Oracle will perform the Services remotely.
   e. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of Services.
   f. The Services will be delivered during normal business hours 8:00 am to 5:00 pm US Eastern Time Monday through Friday, excluding holidays.
   g. All workshops will be delivered in English.

Unused Services

The Services above must be used within three hundred sixty-five (365) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any Services other than the Services stated herein.

Oracle Hospitality OPERA Cloud Archive Service – Per Hour

Part Number: B109505

Description of Services

You have ordered the quantity of hours identified in Your order for the Oracle Hospitality OPERA Cloud Archive Service ("Total Hours") related to Your Oracle Hospitality Hotel Property Management System ("PMS") deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
   a. Assist You with the installation and execution of the OPERA Cloud Archive solution in Your OPERA 5 environment to extract Folio data, to be uploaded into the OPERA Cloud environment.
   b. Assist You with the installation and execution of the OPERA Cloud Archive solution in Your OPERA 5 environment to extract predefined reports, to be uploaded into the OPERA Cloud environment.

2. Software Application Training
   a. Conduct a training session for each module on how to access the archived folios and reports.

Your Cooperation and Project Assumptions

3. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies if required:
   a. Provide Oracle access to Your applicable applications required for the performance of Services.
   b. Provide Oracle a password for the OPERA 5 on premise schema in order to execute the extraction.
   c. Provide Oracle sufficent disk space (external USB Drive maybe required) to perform the extraction of Folios and end-of-day (EOD) reports for OPERA 5 on premise.
   d. Provide an internet connection to Your OPERA 5 on premise application server to upload the Folios and EOD reports into the OPERA Cloud Environment.

4. Project Assumptions
   g. All communications and documentation will be in a mutually agreed upon language.
   h. Your OPERA 5 property is accessible and in working condition.
   i. Extraction of reports other than those included in the OPERA Cloud Archive solution are not part of the Services.
   j. The archiving initiative will provide You with the archive materials in a PDF format, with the understanding that You are contracted to transition to OPERA Cloud.
   k. Development of new reports is not included in the Services.
   l. Development of a new application interface is not included in the Services.
   m. Data migration from an external hotel management system is not included in the Services.
   n. Configuration or training of third party applications is not included in the Services.
   o. The Services will be delivered remotely and do not include physical hardware installation.
   p. Project management is not included in the Services.

Oracle Hospitality OPERA Cloud Workshops - Individual Workshop

Part Number: B110403

Description of Services

You have ordered Oracle Hospitality OPERA Cloud Remote Workshops – Individual Workshop related to Oracle Hospitality OPERA Cloud Service ("OPERA"), OPERA Sales and Event Management ("OSEM"), and/or Oracle Hospitality OPERA Reporting and Analytics Cloud Service ("R&A"). Oracle will provide You with the following:

1. Workshop and Access
   a. Facilitate a kick-off call with Your primary point of contact to review the workshop order and the scheduling portal.
   b. Provide Your primary point of contact with access to the scheduling portal.
   c. Provide You with up to one (1) OPERA or OSEM or R&A remote training workshops.
   d. Provide You with access to the scheduling portal for ninety (90) days starting from the date of Your order.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Designate a point of contact who shall maintain Your access to the Oracle scheduling portal to sign up for workshops.
   b. Restrict workshop access to resources within Your organization.
   c. Schedule Your staff based on the date(s) and time(s) available on the scheduling portal calendar.
2. Project Assumptions
   a. Information about each workshop, including date, time, duration, workshop topic, and language, will be available on the scheduling portal provided by Oracle.
   b. The workshops are not dedicated, and You will be attending with other Oracle customers who have signed up for the same scheduled workshop.
   c. Class size cannot exceed twelve (12) registrants.
   d. Any workshop scheduled by You that You do not cancel at least forty-eight (48) hours prior to the scheduled time will be counted against Your workshop credits.
   e. Oracle will perform the Services remotely.
   f. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of Services.
   g. The Services will be delivered during normal business hours 8:00 a.m. to 5:00 p.m. US Eastern Time, Monday through Friday, excluding holidays.
   h. All workshops will be delivered in English.

Unused Services

The Services above must be used within ninety (90) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, You will not be entitled to a refund or any credit toward additional or other Services for any unused portion of the fees paid for any unused Services. You may not use the fees for any Services other than the Services stated herein.

Oracle Hospitality OPERA Cloud Central Implementation and Configuration Cloud Service – Per Hour

Part Number: B110405

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality OPERA Cloud Central Implementation and Configuration Cloud Services ("Total Hours") related to Your OPERA Cloud Central deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
   a) Facilitate a project kick-off call with Your team to review and confirm the project scope or facilitate a discovery call if You are already using an OPERA Reservations System (ORS) / OPERA Customer Information System (OCIS).
   b) Assist You with OPERA Cloud Central configuration.
   c) For Your OPERA Cloud or OPERA 5 PMS properties interfacing with OPERA Cloud Central:
      i. Assist You with configuration of the Cloud Hub Adapter Integration.
      ii. Assist You with connection of the OPERA Cloud OXI and / or OPERA 5 properties OXI Interface to Cloud Hub Adapter Integration for the number of hours purchased for the total amount of all properties to be connected (up to 4 hours per property).
2. Software Application Training
   a) Conduct one (1) training session for each Opera Cloud Central module (including but not limited to "Reservation Sales Screen, Central Sales"), for up to two (2) hours in duration which may be attended by up to twelve (12) of Your resources.
   b) Conduct one (1) training session for Cloud Hub Adapter Integration and OXI system maintenance training including OPERA Scheduler for up to four (4) hours in duration which may be attended by up to twelve (12) of Your resources, if required.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a) Provide Oracle access to Your Oracle Hospitality applications required for the performance of Services.
   b) Complete the Oracle Hospitality Consulting Accelerator PMS Configuration entry prior to the commencement of Services.
   c) Complete Oracle's required digital learning before attending the instructor led training sessions.
   d) Schedule Your staff to attend required Oracle Hospitality training sessions.
   e) Perform all applicable data entry.
2. Project Assumptions
   a) All communications and documentation will be in a mutually agreed upon language.
   b) The Services are designed to go-live in the hosted Oracle Hosptiality cloud environment simultaneously. Multiple or staged go-lives are not included in the Services.
   c) Oracle provides training for Oracle Hospitality OPERA Cloud Central products only.
   d) Development of new reports is not included in the Services.
   e) Development of a new application interface is not included in the Services.
   f) Data migration from an external hotel management system is not included in the Services.
   g) Configuration or training of third-party applications is not included in the Services.
   h) Oracle will perform the Services either by onsite delivery resources or remotely and the Services do not include physical hardware installation.
   i) Project management is not included in the Services.
   j) Oracle may deliver Services during the following work shifts as specified in Your order.
      i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the Services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws,

but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.

ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the Services are to be performed, excluding Holiday Hours.

iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the Services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.

iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the Services are to be performed.

Oracle Hospitality OPERA Cloud Central Live Cutover Support Cloud Service – Per Hour

Part Number: B110406, B110407 (Extended Hours), B110408 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality OPERA Cloud Central Live Cutover Support Cloud Services ("Total Hours"), which Services may include assistance with any of the following:

1. Live Cutover Support
    a. Provide post go-live support in Your hosted Oracle Hospitality cloud environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Provide Oracle access to Your Oracle Hospitality applications required for the performance of Services.
    b. Complete the Oracle Hospitality Consulting Accelerator PMS Configuration entry prior to the commencement of Services.
    c. Complete Oracle's required digital learning before attending the instructor led training sessions.
    d. Schedule Your staff to attend required Oracle Hospitality training sessions.
    e. Perform all applicable data entry.

2. Project Assumptions.
    a. All communications and documentation will be in the mutually agreed upon language.
    b. The Services are designed to go-live in the hosted Oracle Hospitality cloud environment simultaneously. Multiple or staged go-lives are not included in the Services.
    c. Oracle's live support coverage hours will align to project scoping identified in Your order.
    d. Oracle will provide consulting assistance only to Your staff who have completed the required OPERA Cloud Central training sessions.
    e. Development of new reports is not included in the Services.
    f. Development of a new application interface is not included in the Services.
    g. Data migration from an external hotel management system is not included in the Services.
    h. Configuration or training of third-party applications is not included in the Services.
    i. Oracle will performthe Services remotely and the Services do not include physical hardware installation or any other services not expressly identified herein.
    j. Project management is not included in the Services.
    k. Oracle may deliver Services during the following work shifts as specified in Your order.
        i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the Sservices are to be performed, excluding

Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.

ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the Services are to be performed, excluding Holiday Hours.

iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the Services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.

iv. iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the Services are to be performed.

Oracle Hospitality OPERA Cloud Loyalty Implementation and Configuration Cloud Service – Per Hour

Part Number: B110409

Description of Services

You have ordered the quantity of hours identified in Your order of OPERA Cloud Loyalty Implementation and Configuration Cloud Services ("Total Hours") related to Your OPERA Cloud deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
   a) Facilitate a project kick-off call with Your team to review and confirm the project scope or facilitate a discovery call if You are already using an OPERA Reservations System (ORS) / OPERA Customer Information System (OCIS).
   b) Configure OPERA Cloud Loyalty based on the configuration data provided by You.
2. Software Application Training
   a) Conduct one (1) training session for OPERA Cloud Loyalty configuration options and administration processes not to exceed Total Hours which may be attended by up to twelve (12) of Your resources.
   b) Conduct one (1) training session for OPERA Cloud Loyalty day-to-day processes and standard operating procedures not to exceed Total Hours which may be attended by up to twelve (12) of Your resources.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a) Provide Oracle access to Your Oracle Hospitality applications required for the performance of Services.
   b) Complete the Oracle Hospitality Consulting Accelerator PMS Configuration entry prior to the commencement of Services.
   c) Complete Oracle's required digital learning before attending the instructor led training sessions.
   d) Schedule Your staff to attend required Oracle Hospitality training sessions.
   e) Perform all applicable data entry.
2. Project Assumptions
   a) All communications and documentation will be in a mutually agreed upon language.
   b) The Services are designed to go-live in the hosted Cloud environment simultaneously. Multiple or staged go-lives are not included in the Services.

c) Oracle provides training for Oracle Hospitality OPERA Cloud Loyalty products only.
d) Development of new reports is not included in the Services.
e) Development of a new application interface is not included in the Services.
f) Data migration from an external hotel management system is not included in the Services.
g) Configuration or training of third-party applications is not included in the Services.
h) Oracle will perform the Services either by onsite delivery resources or remotely and the Services do not include physical hardware installation.
i) Project management is not included in the Services.
j) Oracle may deliver Services during the following work shifts as specified in Your order.
    i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the Services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.
    ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the Services are to be performed, excluding Holiday Hours.
    iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the Services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.
    iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the Services are to be performed.

Oracle Hospitality OPERA Cloud Loyalty Live Cutover Support Cloud Service – Per Hour

Part Number: B110410

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality OPERA Cloud Loyalty Live Cutover Support Cloud Services ("Total Hours"), which Services may include assistance with any of the following:

1. Live Cutover Support
    a. Provide post go-live support in Your hosted Oracle Hospitality cloud environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Provide Oracle access to Your Oracle Hospitality applications required for the performance of Services.
    b. Complete the Oracle Hospitality Consulting Accelerator PMS Configuration entry prior to the commencement of Services.
    c. Complete Oracle's required digital learning before attending the instructor led training sessions.
    d. Schedule Your staff to attend required Oracle Hospitality training sessions.
    e. Perform all applicable data entry.

2. Project Assumptions
    a. All communications and documentation will be in the mutually agreed upon language.

b. The Services are designed to go-live in the hosted Oracle Hospitality cloud environment simultaneously. Multiple or staged go-lives are not included in the Services.
c. Oracle's live support coverage hours will align to project scoping identified in Your order.
d. Oracle will provide consulting assistance only to Your staff who have completed the required OPERA Cloud Central training sessions.
e. Development of new reports is not included in the Services.
f. Development of a new application interface is not included in the Services.
g. Data migration from an external hotel management system is not included in the Services.
h. Configuration or training of third-party applications is not included in the Services.
i. Oracle will perform the Services remotely and the Services do not include physical hardware installation or any other services not expressly identified herein.
j. Project management is not included in the Services.
k. Oracle may deliver Services during the following work shifts as specified in Your order.
    i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the Services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.
    ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the Services are to be performed, excluding Holiday Hours.
    iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the Services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.
    iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

Oracle Hospitality Migration Service OPERA Cloud to OPERA Cloud

Part Number: B111399

Description of Services

You have ordered Oracle Hospitality Migration Service OPERA Cloud to OPERA Cloud Services for a single property related to the Oracle Hospitality OPERA Cloud Service, Property Management and/or Sales & Event Management ("OPERA Cloud") as described below, which Services include up to eight (8) person days of remote assistance for Your OPERA Cloud application:

1. Project Consultancy Services
    a. Provide You with the following project management activities:
        i. Facilitate a project kick-off call with Your team to review the project scope.
        ii. Confirm Your purchased OPERA Cloud Products and Services.
        iii. Discuss estimated implementation dates, including the go-live date.
        iv. Confirm migration prerequisites to support Your Oracle Hospitality PMS migration.
    b. Prepare project migration schedule for Oracle's resources.
    c. Moderate coordination between Your team and Oracle's technical migration team.
    d. Facilitate mutually agreed reoccurring project status calls to track progress.
    e. Facilitate a project completion call and provide You with a completion certificate.
2. Migration Services
    a. Transfer of migration data.
    b. Perform two sets of data migration from the staging to the target OPERA Cloud environment:

i. Your user acceptance test ("UAT") system;
ii. Your production ("PROD") system.

c. Perform post-migration data validation.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Designate a point of contact who shall work with the Oracle Project Manager
   b. Provide access to Your test and production environments in order for Oracle to perform the Services described above in Section 2. Description of Services.
   c. Review and correct any errors in the configuration data in the UAT environment prior to signing off for PROD migration.
   d. Review and correct any errors in the configuration data in the PROD environment prior to go-live and signing off.
   e. Engage third-party vendors required for support, testing and reconnect integrations, as applicable.
   f. Develop necessary end user documentation, including, but not limited to, specific business practices and data examples documentation, and organization/end-user specific policies and procedures.
   g. Be responsible for addressing and resolving functional and/or compatibility issues in Your environments that are not expressly included in the Services.
   h. Execute required configuration changes post migration to ensure the operation of OPERA Cloud.

2. Project Assumptions
   a. You and Oracle each agree to designate a project manager who shall work together to facilitate an efficient delivery of the Services.
   b. A person day is defined as one (1) resource working for up to eight (8) hours.
   c. The Services above will be performed remotely and do not include physical hardware installation or any other services not expressly identified herein.
   d. All communications and documentation will be in the mutually agreed upon language.
   e. Oracle will use its standard formats for all project related documentation.
   f. Configuration, training or go-live support of OPERA Cloud applications is not included in the Services.
   g. Configuration, training or go-live support of third-party applications is not included in the Services.
   h. Development of new reports is not included in the Services.
   i. Development of a new application interface is not included in the Services.
   j. Oracle may deliver Services during the following work shifts as specified in Your order.
      i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.
      ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours.
      iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.
      iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

Unused Services

The Services above must be used within one hundred and eighty (180) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You with no further action required of either party and You will not be entitled to a refund or any credit toward additional or other Services for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Oracle Hospitality Migration Service OPERA 5 to OPERA Cloud

Part Number: B111398

Description of Services

You have ordered Oracle Hospitality Migration Service OPERA 5 to OPERA Cloud Services for a single property related to the Oracle Hospitality OPERA Property Premium Cloud Service ("OPERA Cloud") as described below, which Services include up to thirteen (13) person days of remote assistance for Your OPERA Cloud application:

1. Project Consultancy Services
    a. Provide You with the following project management activities:
        i. Facilitate a project kick-off call with Your team to review the project scope.
        ii. Confirm Your purchased OPERA Cloud Products and Services.
        iii. Discuss estimated implementation dates, including the go-live date.
        iv. Confirm migration prerequisites to support Your Oracle Hospitality PMS migration.
    b. Prepare project migration schedule for Oracle's resources.
    c. Moderate coordination between Your team and Oracle's technical migration team.
    d. Facilitate mutually agreed reoccurring project status calls to track progress.
    e. Facilitate a project completion call and provide You with a completion certificate.
2. Migration Services
    a. Create migration backup with Oracle Recovery Manager.
    b. Upload migration data from the source to the staging system.
    c. Perform intermediate updates required to migrate to the target version.
    d. Perform two sets of data migration from the staging to the target OPERA Cloud environment:
        i. Your user acceptance test ("UAT") system;
        ii. Your production ("PROD") system.
    e. Perform post-migration data validation.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Designate a point of contact who shall work with the Oracle Project Manager.
    b. Provide access to Your test and production environments in order for Oracle to perform the Services described above in Section 2. Description of Services..
    c. Review and correct any errors in the configuration data in the UAT environment prior to signing off for PROD migration.
    d. Review and correct any errors in the configuration data in the PROD environment prior to go-live and signing off.
    e. Engage third-party vendors required for support, testing and reconnect integrations, as applicable.

f. Develop necessary end user documentation, including, but not limited to, specific business practices and data examples documentation, and organization/end-user specific policies and procedures.
g. Be responsible for addressing and resolving functional and/or compatibility issues in Your environments that are not expressly included in the Services.
h. Execute required configuration changes post migration to ensure the operation of OPERA Cloud.
i. Ensure that Your custom integrations, exports and reports convert to OPERA Cloud available functionality or integrations.

2. Project Assumptions
   a. You and Oracle each agree to designate a project manager who shall work together to facilitate an efficient delivery of the Services.
   b. A person day is defined as one (1) resource working for up to eight (8) hours.
   c. The Services above will be performed remotely and do not include physical hardware installation or any other services not expressly identified herein.
   d. All communications and documentation will be in the mutually agreed upon language.
   e. Oracle will use its standard formats for all project related documentation.
   f. Configuration, training or go-live support of OPERA Cloud applications is not included in the Services.
   g. Configuration, training or go-live support of third-party applications is not included in the Services.
   h. Development of new reports is not included in the Services.
   i. Development of a new application interface is not included in the Services.
   j. Oracle may deliver Services during the following work shifts as specified in Your order.
      i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.
      ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours.
      iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.
      iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

Unused Services

The Services above must be used within one hundred and eighty (180) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You with no further action required of either party and You will not be entitled to a refund or any credit toward additional or other Services for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Oracle Hospitality Deployment Service for OPERA Cloud for IHG Hotels – Foundation

Part Number: B111770

Description of Services

You have ordered the IHG Deployment Foundation Package for a single property as described below. Oracle will perform the following services related to the installation, configuration and go-live of the applicable Oracle Hospitality OPERA Cloud application listed in Your order (the "Application"):

1. Project Management Services
   Oracle will provide project management services, including:
   a. Designate an Oracle consultant to act as a single point of contact for communications related to the project planning and workstreams ("Oracle project manager").
   b. Facilitate a project kick-off call with Your team to review the project scope.
   c. Coordinate and manage the Oracle project plans and communication plans.
   d. Oversee the Oracle resource allocation and scheduling.
   e. Review, clarify, and manage Oracle's project scope, work breakdown structure, and approach.
   f. Schedule, coordinate, and participate in weekly project status update meetings.
   g. Provide project status, risk, and issues reports to project stakeholders.

2. Installation, Configuration and Go-Live of the OPERA Cloud Application
   a. Provide assistance with the following OPERA Cloud configuration tasks:
      i. Review and validate Your OPERA Cloud configuration data in the Accelerator tool.
      ii. Import Your configuration data from the Accelerator for OPERA Cloud to Your user acceptance testing ("UAT") and production environments.
      iii. Review and perform OPERA Cloud manual configurations, for up to two (2) hours.
   b. Provide up to four (4) hours of assistance to configure Your Oracle Payment Interface Cloud ("OPI Cloud") in OPERA Cloud.
   c. Provide up to eight (8) hours of assistance to configure Your Oracle Hospitality OPERA Property Level Interface Interfaces ("PLI's") in OPERA Cloud, if applicable.
   d. Provide up to two (2) hours to assist You with setting up Your Oracle Identity Manager ("OIM").
   e. Provide You with up to forty-eight (48) hours of OPERA Cloud user training workshops.
   f. Conduct go-live preparation calls with You, for a maximum of two (2) hours to review the go-live services and schedule.
   g. Provide You with up to two (2) hours of assistance with the financial balance transfer to OPERA Cloud from Your existing OPERA 5 production environment, if applicable.
   h. Provide You with up to five (5) person days of remote go-live assistance, based on a mutually agreed upon schedule, including remote OPERA Cloud technical and functional assistance following the go-live, delivered by solution consultants via Oracle's Command Center, as follows:
      i. Collaborate with Your teams in handling questions and issues identified;
      ii. Provide guidance on configuration changes and/or use of functionality, as required;
      iii. Perform configuration changes during issue troubleshooting, as required;
      iv. Perform configuration changes to stationery, as required; and
      v. Conduct a support wrap up call and facilitate the handover to Oracle Premier Support.
   i. Provide up to four (4) hours of assistance to connect to OPERA 5 to extract folios and/or night audit reports using OPERA Cloud Archival Solution ("OCAS") as mutually agreed and if applicable.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies (as defined in Your order), the following obligations apply in addition to those in the Policies:
   a. Complete the following to support the performance of Services:
      i. Complete OPERA digital learning plans;
      ii. Schedule third-party vendors and managing any contractual relationships required to support the interfaces described in Description of Services, Section 2.c above;
      iii. Designate up to two (2) individuals to serve as the primary points of contact related to the project (the "Property Champions"); and
      iv. Obtain the prerequisite Oracle Cloud Services prior to Services delivery.

b. Use reasonable efforts to limit changes to the deployment schedule thirty (30) days prior to Your scheduled go-live date.
c. Provide access to Your UAT and production environments in order for Oracle to perform the Services.
d. Obtain any necessary licenses related to third party applications prior to the commencement of Services.
e. Upon commencement of Services, provide Oracle with all details required to configure the Stationery as defined in Section 2.h below.

2. Project Assumptions
   a. You and Oracle each agree to designate a project manager who shall work together to facilitate an efficient delivery of the Services.
   b. A person day is defined as one (1) resource working for up to eight (8) hours.
   c. Oracle will perform the Services remotely.
   d. Oracle will provide all documentation and all verbal or written communications in English.
   e. Both parties will honor all holidays recognized in the relevant jurisdictions.
   f. The manual configurations mentioned in the Description of Services, Section 2.a.3 may include the following standard items and the following is not an exhaustive list: back-office exports, commissions, User Defined Functions, and Stationery.
   g. Third-party vendor PLI's must be included in the list of third party interfaces validated to interface with OPERA Cloud. Such list can be found at https://docs.oracle.com/en/industries/hospitality/ochti/F23596.pdf.
   h. The term "Stationery" refers to items such as folio, registration card, sales ledger statement, customer logo, photos, if applicable. The list is not conclusive and is dependent on the information provided by You.
   i. You shall have access to Oracle's available digital learning for all learning paths as a feature of Your support subscription.
   j. OPERA Cloud training will be available with the workshop subscription mentioned in the Description of Services, Section 2.e above.
   k. Oracle will provide the go-live assistance on a mutually agreed upon schedule.
   l. The following are not included in the scope of, or fees for, Services under this exhibit:
      i. Configuration of OPERA interfaces that are not certified to interface with OPERA.
      ii. Data migration, with the exception of OCAS as mentioned in the Description of Services, Section 2.i.
      iii. Design, build and test of any interfaces, conversions, customizations, extensions.
      iv. Design, build, and execution of processes for legacy data reconciliation / validation.
      v. Organization change management.
      vi. Development of policies and procedures, business processes and end-user documentation.
      vii. Anything not expressly identified in the Description of Services.

Unused Services

The Services above must be used within one hundred and eighty (180) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You with no further action required of either party and You will not be entitled to a refund or any credit toward additional or other Services for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Oracle Hospitality Deployment Service for OPERA Cloud for IHG Hotels – Standard

Part Number: B111771

Description of Services

You have ordered the IHG Deployment Standard Package for a single property as described below. Oracle will perform the following services related to the installation, configuration and go-live of the applicable Oracle Hospitality OPERA Cloud application listed in Your order (the "Application"):

1. Project Management Services
   Oracle will provide project management services, including:
   a. Designate an Oracle consultant to act as a single point of contact for communications related to the project planning and workstreams ("Oracle project manager").
   b. Facilitate a project kick-off call with Your team to review the project scope.
   c. Coordinate and manage the Oracle project plans and communication plans.
   d. Oversee the Oracle resource allocation and scheduling.
   e. Review, clarify, and manage Oracle's project scope, work breakdown structure, and approach.
   f. Schedule, coordinate, and participate in weekly project status update meetings.
   g. Provide project status, risk, and issues reports to project stakeholders.

2. Installation, Configuration and Go-Live of the OPERA Cloud Application
   a. Provide assistance with the following OPERA Cloud configuration tasks:
      i. Review and validate Your OPERA Cloud configuration data in the Accelerator tool.
      ii. Import Your configuration data from the Accelerator for OPERA Cloud to Your user acceptance testing ("UAT") and production environments.
      iii. Review and perform OPERA Cloud manual configurations for up to two (2) hours.
   b. Provide up to four (4) hours of assistance to configure Your Oracle Payment Interface Cloud ("OPI Cloud") in OPERA Cloud.
   c. Provide up to twelve (12) hours of assistance to configure Your Oracle Hospitality OPERA Property Level Interface Interfaces ("PLI's") in OPERA Cloud, if applicable.
   d. Provide up to two (2) hours to assist You with setting up Your Oracle Identity Manager ("OIM").
   e. Provide You with up to forty-eight (48) hours of OPERA Cloud user training workshops.
   f. Conduct go-live preparation calls with You for a maximum of two (2) hours to review the go-live services and schedule.
   g. Provide You with up to two (2) hours of assistance with the financial balance transfer to OPERA Cloud from Your existing OPERA 5 production environment, if applicable.
   h. Provide You with up to five (5) person days of remote go-live assistance, based on a mutually agreed upon schedule, including remote OPERA Cloud technical and functional assistance following the go-live, delivered by solution consultants via Oracle's Command Center, as follows:
      i. Collaborate with Your teams in handling questions and issues identified;
      ii. Provide guidance on configuration changes and/or use of functionality, as required;
      iii. Perform configuration changes during issue troubleshooting, as required;
      iv. Perform configuration changes to stationery, as required; and
      v. Conduct a support wrap up call and facilitate the handover to Oracle Premier Support.
   i. Provide up to four (4) hours of assistance to connect to OPERA 5 to extract folios and/or night audit reports using OPERA Cloud Archival Solution ("OCAS") as mutually agreed and if applicable.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies (as defined in Your order), the following obligations apply in addition to those in the Policies:
   a. Complete the following to support the performance of Services:
      i. Complete OPERA digital learning plans;
      ii. Schedule third-party vendors and manage any contractual relationships required to support the interfaces described in Description of Services, Section 2.c above;
      iii. Designate up to two (2) individuals to serve as the primary points of contact related to the project (the "Property Champions"); and
      iv. Obtain the prerequisite Oracle Cloud Services prior to Services delivery.

b. Use reasonable efforts to limit changes to the deployment schedule thirty (30) days prior to Your scheduled go-live date.
c. Provide access to Your UAT and production environments in order for Oracle to perform the Services.
d. Obtain any necessary licenses related to third party applications prior to the commencement of Services.
e. Upon commencement of Services, provide Oracle with all details required to configure the Stationery as defined in Section 2.h below.

2. Project Assumptions
   a. You and Oracle each agree to designate a project manager who shall work together to facilitate an efficient delivery of the Services.
   b. A person day is defined as one (1) resource working for up to eight (8) hours.
   c. Oracle will perform the Services remotely.
   d. Oracle will provide all documentation and all verbal or written communications in English.
   e. Both parties will honor all holidays recognized in the relevant jurisdictions.
   f. The manual configurations mentioned in the Description of Services, Section 2.a.3 may include the following standard items and the following is not an exhaustive list: back-office exports, commissions, User Defined Functions, and Stationery.
   g. Third-party vendor PLI's must be included in the list of third party interfaces validated to interface with OPERA Cloud. Such list can be found at https://docs.oracle.com/en/industries/hospitality/ochti/F23596.pdf.
   h. The term "Stationery" refers to items such as folio, registration card, sales ledger statement, customer logo, photos, if applicable. The list is not conclusive and is dependent on the information provided by You.
   i. You shall have access to Oracle's available digital learning for all learning paths as a feature of Your support subscription.
   j. OPERA Cloud training will be available with the workshop subscription mentioned in the Description of Services, Section 2.e above.
   k. Oracle will provide the go-live assistance on a mutually agreed upon schedule.
   l. The following are not included in the scope of, or fees for, Services under this exhibit:
      i. Configuration of OPERA interfaces that are not certified to interface with OPERA.
      ii. Data migration, with the exception of OCAS as mentioned in the Description of Services, Section 2.i.
      iii. Design, build and test of any interfaces, conversions, customizations, extensions.
      iv. Design, build, and execution of processes for legacy data reconciliation / validation.
      v. Organization change management.
      vi. Development of policies and procedures, business processes and end-user documentation.
      vii. Anything not expressly identified in the Description of Services.

Unused Services

The Services above must be used within one hundred and eighty (180) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You with no further action required of either party and You will not be entitled to a refund or any credit toward additional or other Services for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Oracle Hospitality Deployment Service for OPERA Cloud for IHG Hotels – Premium

Part Number: B111772

Description of Services

You have ordered the IHG Deployment Premium Package for a single property as described below. Oracle will perform the following services related to the installation, configuration and go-live of the applicable Oracle Hospitality OPERA Cloud application listed in Your order (the "Application"):

1. Project Management Services
   Oracle will provide project management services, including:
   a. Designate an Oracle consultant to act as a single point of contact for communications related to the project planning and workstreams ("Oracle project manager").
   b. Facilitate a project kick-off call with Your team to review the project scope.
   c. Coordinate and manage the Oracle project plans and communication plans.
   d. Oversee the Oracle resource allocation and scheduling.
   e. Review, clarify, and manage Oracle's project scope, work breakdown structure, and approach.
   f. Schedule, coordinate, and participate in weekly project status update meetings.
   g. Provide project status, risk, and issues reports to project stakeholders.

2. Installation, Configuration and Go-Live of the OPERA Cloud Application
   a. Provide assistance with the following OPERA Cloud configuration tasks:
      i. Review and validate Your OPERA Cloud configuration data in the Accelerator tool.
      ii. Import Your configuration data from the Accelerator for OPERA Cloud to Your user acceptance testing ("UAT") and production environments.
      iii. Review and perform OPERA Cloud manual configurations, for up to four (4) hours.
   b. Provide up to four (4) hours of assistance to configure Your Oracle Payment Interface Cloud ("OPI Cloud") in OPERA Cloud.
   c. Provide up to fourteen (14) hours of assistance to configure Your Oracle Hospitality OPERA Property Level Interface Interfaces ("PLI's") in OPERA Cloud, if applicable.
   d. Provide up to one (1) person day of assistance to configure Your OPERA Exchange Interface ("OXI") in OPERA Cloud, if applicable.
   e. Provide up to one (1) person day of assistance to configure Your OPERA Hotel Next Generation Technology ("HTNG") and/or Your OPERA Web Service ("OWS") Interface in OPERA Cloud, if applicable.
   f. Provide up to two (2) hours to assist You with setting up Your Oracle Identity Manager ("OIM").
   g. Provide You with up to forty-eight (48) hours of OPERA Cloud user training workshops.
   h. Provide up to four (4) hours of assistance during the import of your Rates, Reservations, Profile and Block data from IHG's Guest Reservation System ("GRS").
   i. Conduct go-live preparation calls with You, for a maximum of two (2) hours to review the go-live services and schedule.
   j. Provide You with up to two (2) hours of assistance with the financial balance transfer to OPERA Cloud from Your existing OPERA 5 production environment, if applicable.
   k. Provide You with up to seven (7) person days of remote go-live assistance, based on a mutually agreed upon schedule, including remote OPERA Cloud technical and functional assistance following the go-live, delivered by solution consultants via Oracle's Command Center, as follows:
      i. Collaborate with Your teams in handling questions and issues identified;
      ii. Provide guidance on configuration changes and/or use of functionality, as required;
      iii. Perform configuration changes during issue troubleshooting, as required;
      iv. Perform configuration changes to stationery, as required; and
      v. Conduct a support wrap up call and facilitate the handover to Oracle Premier Support.
   l. Provide up to one (1) person day of assistance to connect to OPERA 5 to extract folios and/or night audit reports using OPERA Cloud Archival Solution ("OCAS") as mutually agreed and if applicable.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies (as defined in Your order), the following obligations apply in addition to those in the Policies:

a. Complete the following to support the performance of Services:
    i. Complete OPERA digital learning plans;
    ii. Schedule third-party vendors and managing any contractual relationships required to support the interfaces described in Description of Services, Section 2.c above;
    iii. Designate up to two (2) individuals to serve as the primary points of contact related to the project (the "Property Champions"); and
    iv. Obtain the prerequisite Oracle Cloud Services prior to Services delivery.
b. Use reasonable efforts to limit changes to the deployment schedule thirty (30) days prior to Your scheduled go-live date.
c. Provide access to Your UAT and production environments in order for Oracle to perform the Services.
d. Obtain any necessary licenses related to third party applications prior to the commencement of Services.
e. Upon commencement of Services, provide Oracle with all details required to configure the Stationery as defined in Section 2.h below.

2. Project Assumptions
    a. You and Oracle each agree to designate a project manager who shall work together to facilitate an efficient delivery of the Services.
    b. A person day is defined as one (1) resource working for up to eight (8) hours.
    c. Oracle will perform the Services remotely.
    d. Oracle will provide all documentation and all verbal or written communications in English.
    e. Both parties will honor all holidays recognized in the relevant jurisdictions.
    f. The manual configurations mentioned in the Description of Services, Section 2.a.3 may include the following standard items and the following is not an exhaustive list: back-office exports, commissions, User Defined Functions, and Stationery.
    g. Third-party vendor PLI's must be included in the list of third party interfaces validated to interface with OPERA Cloud. Such list can be found at https://docs.oracle.com/en/industries/hospitality/ochti/F23596.pdf .
    h. The term "Stationery" refers to items such as folio, registration card, sales ledger statement, customer logo, photos, if applicable. The list is not conclusive and is dependent on the information provided by You.
    i. You shall have access to Oracle's available digital learning for all learning paths as a feature of Your support subscription.
    j. OPERA Cloud training will be available with the workshop subscription mentioned in the Description of Services, Section 2.g above.
    k. Oracle will provide the go-live assistance on a mutually agreed upon schedule.
    l. The following are not included in the scope of, or fees for, Services under this exhibit:
        i. Configuration of OPERA interfaces that are not certified to interface with OPERA.
        ii. Data migration, with the exception of OCAS as mentioned in the Description of Services, Section 2.l.
        iii. Design, build and test of any interfaces, conversions, customizations, extensions.
        iv. Design, build, and execution of processes for legacy data reconciliation / validation.
        v. Organization change management.
        vi. Development of policies and procedures, business processes and end-user documentation.
        vii. Anything not expressly identified in the Description of Services.

Unused Services

The Services above must be used within one hundred and eighty (180) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You with no further action required of either party and You will not be entitled to a refund or any credit toward additional or other Services for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Oracle Hospitality OPERA Cloud Remote Workshops – PMS GoLive Training

Part Number: B112418

Description of Services

You have ordered Oracle Hospitality OPERA Cloud Remote Workshops PMS Go-Live Training related to the Oracle Hospitality OPERA Cloud Service ("OPERA") Property Management Systems ("PMS") offerings. Oracle will provide you with the following:

1. Software Application Training
   a. Conduct remote training sessions for OPERA PMS ("Workshops") as described in Section 2 and including:
      i. Remote training for end user interaction with OPERA PMS.
      ii. Remote training for standard OPERA PMS product administration.

2. Workshop Access
   a. Facilitate a kick-off call with your primary point of contact to review the Workshop order and the Oracle scheduling portal.
   b. Provide your primary point of contact with access to the Oracle scheduling portal.
   c. Provide access to the Oracle scheduling portal for 30 days prior to your stated OPERA PMS go-live date and maintain such access for 30 days following such go-live date. In the event that you reschedule your stated go-live date, Oracle will pause your access to the Services and will reinstate such access 30 days prior to your rescheduled go-live date (less the number of access days already provided). Your project manager will designate your go-live date in the CARS Project Management System and update such date as needed.
   d. Provide you access to up to 80 Workshops to be attended prior to your 30-day post go-live access date.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Designate a point of contact who shall maintain your access to the Oracle scheduling portal for purposes of registering for Workshops.
   b. Restrict Workshop access to staff within Your organization authorized by you or on your behalf to use the Services.
   c. Schedule your staff at attend the Workshops based on the date(s) and time(s) available on the scheduling portal calendar.
   d. Maintain a current subscription during the Professional Services Period for the OPERA Cloud Service and/or R&A Cloud Service.

2. Project Assumptions
   a. Information about each Workshop including date, time, duration, topic and language will be available on the scheduling portal.
   b. The Workshops are not exclusive to your organization and You will be attending with other Oracle customers who have signed up for the same scheduled Workshop. As such, names of Workshop attendees will be visible to one another.
   c. Oracle will perform the Services remotely.
   d. Training is provided for Oracle Hospitality products only.
   e. Project management is not included in the Services.
   f. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of Services.
   g. The Services will be delivered 8:00 am to 5:00 pm Monday through Friday in the time zone of Your site, excluding holidays.

h. Services will be delivered primarily in English.
i. You may not record or otherwise reproduce any Workshop content.

Unused Services

The Services above must be used within the earlier of: (i) 30 days following your go-live date; and (ii) 180 days following the execution of your Services order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any Services other than the Services stated herein.

Oracle Hospitality OPERA Cloud Archive Service Assistance

Part Number: B112710

Description of Services

You have ordered the Oracle Hospitality OPERA Cloud Archive Service ("OCAS") package related to Your Oracle Hospitality Hotel Property Management System ("PMS") deployment(s), which Services include up to four (4) total hours of assistance for a single Property with any of the following:

1. Software Configuration
   a. Installation and execution of the OPERA Cloud Archive solution in Your OPERA 5 environment to extract Folio data, to be uploaded into the OPERA Cloud environment.
   b. Installation and execution of the OPERA Cloud Archive solution in Your OPERA 5 environment to extract predefined reports, to be uploaded into the OPERA Cloud environment.
2. Software Application Training
   a. Conduct a training session on how to access the archived Folios and reports.

Your Cooperation and Project Assumptions

1. Your Cooperation
   The following obligations apply in addition to (and subject to) those in the Policies if required:
   a. Provide Oracle access to Your applicable applications required for the performance of Services.
   b. Provide Oracle a password for the OPERA 5 on premise schema to execute the extractions.
   c. Provide Oracle sufficient disk space (external USB Drive may be required) to perform the extraction of Folios and end-of-day (EOD) reports for OPERA 5 on premise.
   d. Provide an internet connection to Your OPERA 5 on premise application server to upload the Folios and EOD reports into the OPERA Cloud Environment.

2. Project Assumptions
   a. All communications and documentation will be in a language previously and mutually agreed upon.
   b. Your Property is fully accessible on your existing OPERA 5 using the Opera Supervisor user, with no error messages.
   c. Extraction of reports other than those set forth in the Description of Services section above are not part of the Services.
   d. The Services will provide You with the archive materials in a PDF format.
   e. Development of new reports and customizations is not included in the Services.
   f. Development of new application interfaces is not included in the Services.
   g. Data migration from an external hotel management system is not included in the Services.
   h. Configuration or training of third-party applications is not included in the Services.
   i. The Services will be delivered remotely and do not include physical hardware installation.
   j. Project management is not included in the Services.

Oracle Hospitality OPERA Cloud Remote Configuration Data Import Assistance - Premium

Part Number: B113051

Description of Services

You have ordered Oracle Hospitality OPERA Cloud Remote Configuration Data Import Assistance – Premium services related to Your Oracle Hospitality OPERA Property Premium Cloud Service ("OPERA Cloud") as described below, which Services may include up to seventeen (17) hours of remote assistance for a single Property with any of the following:

1. Project Management and Data Import
    a. Provide You with the following project management activities:
        i. Facilitate a project kick-off call with Your team to review the project scope.
        ii. Prepare project implementation schedule for Oracle resources.
        iii. Create a property for You in the Oracle Hospitality Consulting Accelerator and provide You access to it.
    b. Perform a one-time import of Your signed off configuration data for OPERA Cloud and OSEM to Your user acceptance testing ("UAT") environment.
    c. Perform a one-time import of Your validated configuration data for OPERA Cloud and OSEM to Your production environment.
    d. Perform a one-time import of Your validated OPERA Exchange Interface ("OXI") configuration data to Your production environment.
    e. Perform a one-time import of Your validated IFC8 interface (property level and PoS) configuration data to Your production environment.
    f. Perform a one-time import of Your validated Export configuration data to Your production environment.
    g. Perform a one-time import of Your validated Data Value Mapping configuration to Your UAT environment and to Your production environment.
    h. Perform a one-time import of Your validated Balances and Room Statuses to Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation
   The following obligations apply in addition to (and subject to) those in the Policies if required:
    a. Provide access to Your test and production environments for Oracle to perform the Services described above in the section entitled Description of Services.
    b. Review and correct any errors in the configuration data in the UAT environment prior to validating the configuration data for production import.

2. Project Assumptions
    a. All Services will be performed for a single Property.
    b. A person day is defined as one (1) resource working for up to eight (8) hours.
    c. Oracle will perform all Services remotely.
    d. All written documentation and communication will be in United States ("US") English.
    e. Oracle will use its standard documentation formats for all documentation.
    f. You and Oracle each agree to designate a project manager who shall work together to facilitate an efficient delivery of the Services.

Unused Services



The Services above must be used within ninety (90) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party and You will not be entitled to a refund or any credit toward additional or other Services for any unused portion of the fees paid for any unused Services. You may not use the fees for any Services other than the Services stated herein.