

RFP Prepared for
Explorers' Edge



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Overview and Strategy

VisitUs is powered by Citybreak technology a wholly owned unit of the Visit Technology Group. Serving over 300 destinations worldwide, these clients have put their trust in our seamless booking technology and partnership approach to increasing bookings and net revenue. Our strategy is to address the individual needs of each client and tailor a comprehensive results-oriented solution. The organization's core values of productivity, reliability, and simplicity are instrumental in exceeding the expectations of all stakeholders.

As an experienced leader in Destination Management Systems, Citybreak is uniquely positioned against its competitors to deliver superior results for its clients. Spanning over 14 years of experience with destination ecommerce and content management for countries like Norway and Bermuda to cities like Stockholm and Gotland, we have successfully grown the DMO's volumes. The state of Maine as well as powering the best European ski destinations, tour operators and DMC's, we have successfully grown our clients brand and created value to its users. Our European roots have made us the service of choice in Europe. 2012 launched our North American expansion now with 10 DMO's. Our beginning in 1999 was a project to develop tourism to a single Swedish destination and manage a huge tourism event. That project grew to include most of Scandinavia before it moved to the rest of Europe, Africa, North America and Asia. All of our original clients are still working with Citybreak.

Our main location is based in Sweden at Visit Technology Group AB

Kungsgatan 34-36
411 19 Göteborg
Sweden

Collectively we have processed over 4.5 million bed nights and over 500 million USD in gross sales in 2013. All with a focus on an integrated seamless connection to inventory feeds. Our main offices are based in Goteborg and Stockholm, Sweden with strategic offices in France, US and Italy employing over 100 staff. Privately held and operated, our core products are Citybreak (DMO booking platform) and Arrival Guides (the largest destination content manager and distributor of content.).

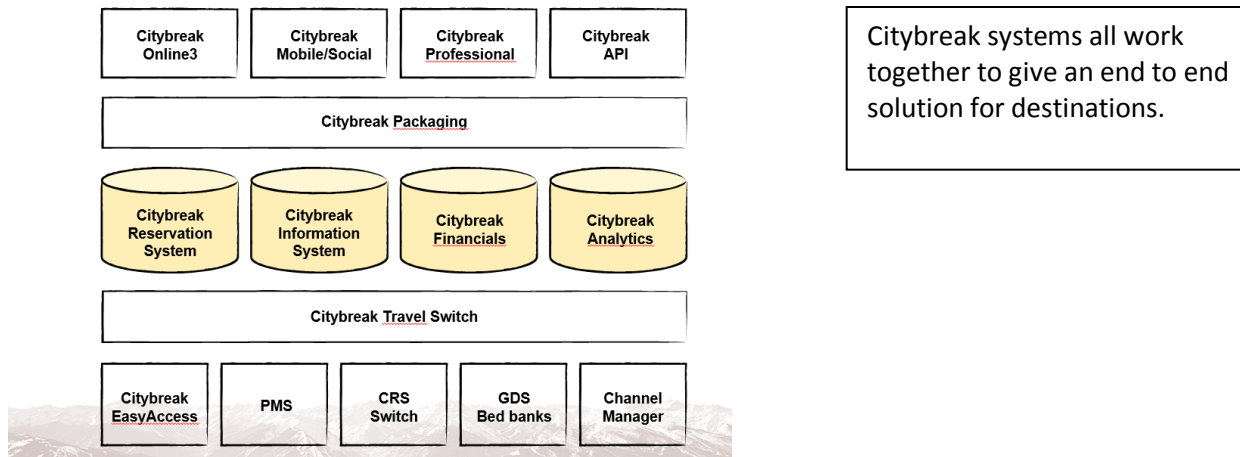
Some advantages of the VisitUs system include:

1. Direct connectivity to Pegasus, as well as almost 100 other inventory and rate feeds, affords immediate access to many EXPLORERSEdge lodging facilities
2. Specialized selling modules for hotel, inn, bed and breakfast, camp grounds, cottages and lodges that connect facility with consumer seamlessly.
3. Robust booking engines for websites, smart phones, tablets, and social media, all presenting an array of travel offers including hotel, car, air, event ticketing, activities, merchandise, golf, ski, etc.,
4. A cloud-based booking solution, easily and seamlessly integrated into the client's website.
5. Flexibility, ensuring growth and expansions as your destination web traffic improves and grows.
6. Decades of experience working with individual travelers, travel agents, and groups and suppliers of all kinds.
7. Discounted license subscription to Arrival Guides, our own content management system (and the industry's largest provider) for the "what to do" in a destination.

Citybreak is a destination travel portal solution empowering destinations to establish and enhance end-to-end relationships with visitors, activity providers, event organizers and hotels in their region. Consumers are presented with an enticing and user-friendly booking environment that effectively packages and sells a

complete destination experience in a single itinerary and check-out cart. The results include higher conversion rates, extended length of stays, longer peak seasons, larger total spends, and more repeat visitors. The ability to offer value coupled with information about events, activities and special offers extend the stay and wallet spend.

Citybreak Modules Overview



Citybreak Strategic Involvement with EXPLORERSEDGE

Citybreak is not a white-labeled Online Travel Agent trying to re-tool a portfolio of hotels that exists on other sites.

We have developed a destination platform that will enable EXPLORERSEDGE to become an ecosystem leader.

While our connection to one of our hotel product solutions, Pegasus, is an automatic a solution, offering industry parity rates in the retail-mode, our desire and we believe best method to build brand loyalty and brand integrity is to work with you in using our system to build unique content and offers that are inclusive of lodging, activities attractions and events. Bringing in local experts operators and suppliers or create in house offers is the key to great offers. Those dynamic offers have a single checkout. Visitors have to be able to believe that your site is the best site to plan a visit and that offers shown there are in many cases exclusive and value oriented. Our system is designed especially to assist you in building and enhancing your brand.



The heart of the Citybreak strategy is a focus on three main areas: seamless connectivity, marketing and distribution and then sales. All three focal points have products and services associated with making the destination e-commerce strategy successful.

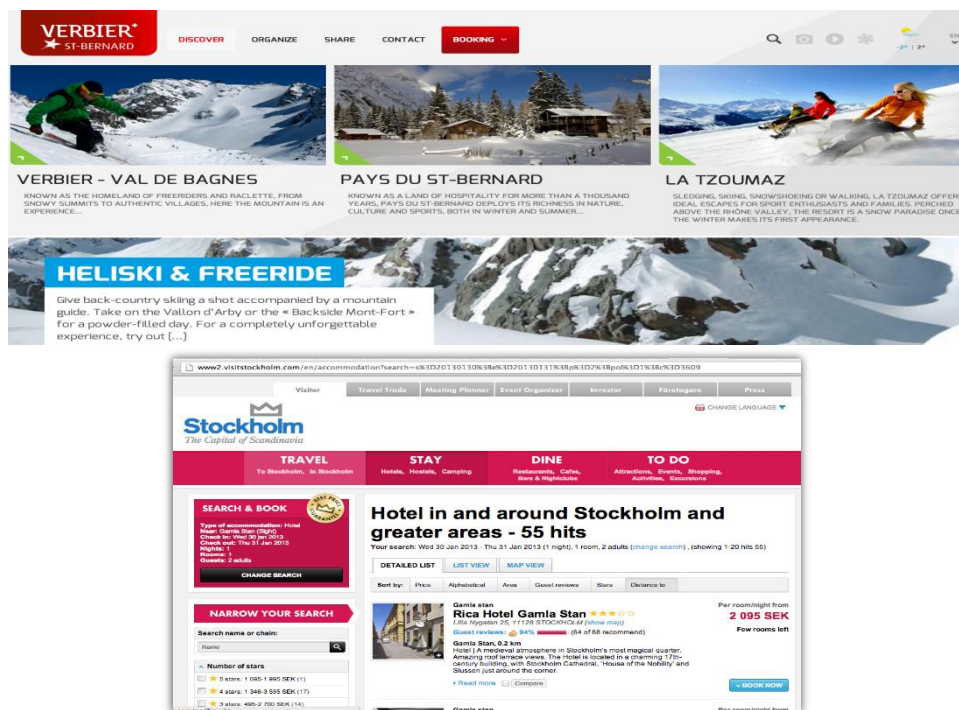
Booking Solution Key Benefits

The Citybreak booking solution is a combination of a cloud-based real-time feed of current availability, rates and inventory from all participating EXPLORERSEDGE area hotels, coupled with a user-friendly search “widget”, embedded into your website and sister web sites, stylized and positioned at your discretion. Each sister site content is carefully chosen and displayed on respective site. Those offers maybe aggregated upward to the ExplorersEdge widget and site. Complete tracking is enables. Once a guest submits their criteria for their stay; be it a specific hotel, type of lodging, arrival date, guest count, or combination, the Citybreak system conducts an immediate search of all properties in Pegasus (public and negotiated rates) or those built within the Citybreak packaging module with a connection via our extranet, facility’s channel manager or PMS. The results of that search are presented to the guest in an easy to read search results page.

- Provide a “Destination Experience” for first time and returning visitors
- Incorporate a full selection of destination products, hotels and activities into an easy-to-use visitor booking solution – where you lead guests through the booking process
- Provides an external module to your Visitors centers, call centers and foreign offices for bookings and track ability
- Multi language and currency offered
- Expand the revenue stream for your regional businesses
- Real time reporting on revenue, conversion rates, and guest demographics
- Seamless integration with your website reporting to track all the way through to conversion
- Extend the stay of visitors with all that the area has to offer
- Ability to post external banners, email offers and links of any offer.
- Complements your website’s objective to extend the stay of visitors based on all that EXPLORERSEDGE has to offer
- Integrated CRM emails, surveys guest reviews are part of the system.

- Interface to trip advisor and social media is also enabled

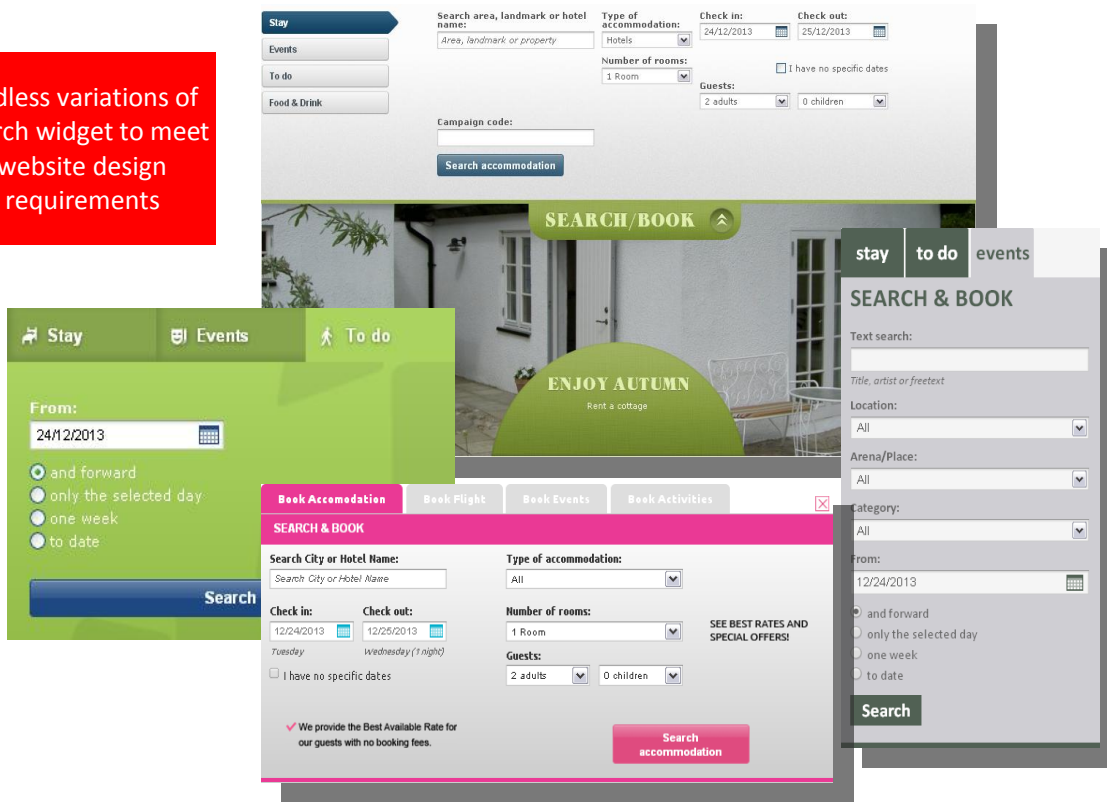
Seamless integration into the EXPLORERSEdge's website



Early in the implementation process, Citybreak will coordinate with your team to reach out to your webmaster to start the process of integrating our online elements with the website. As mentioned previously, there are two elements to integration; the search/booking widget, and the sub-domain for displaying search results and managing reservations/purchases.

Firstly, the search or booking widget, which will be the guest's user interface when making hotel or other travel-related reservations (air/car, ferry, package, and event) on the website. The widget can be positioned wherever you want it to be, e.g. on the main page only, on every page, as a pull down feature, etc. The widget can also be adapted to match the styling of the website using CSS data, so the applied color scheme, font styles, etc., will ensure the widget looks and feels as much a part of the website as any other element displayed. The size and shape of the widget, as well as the layout of the data field within it have some design flexibility as well.

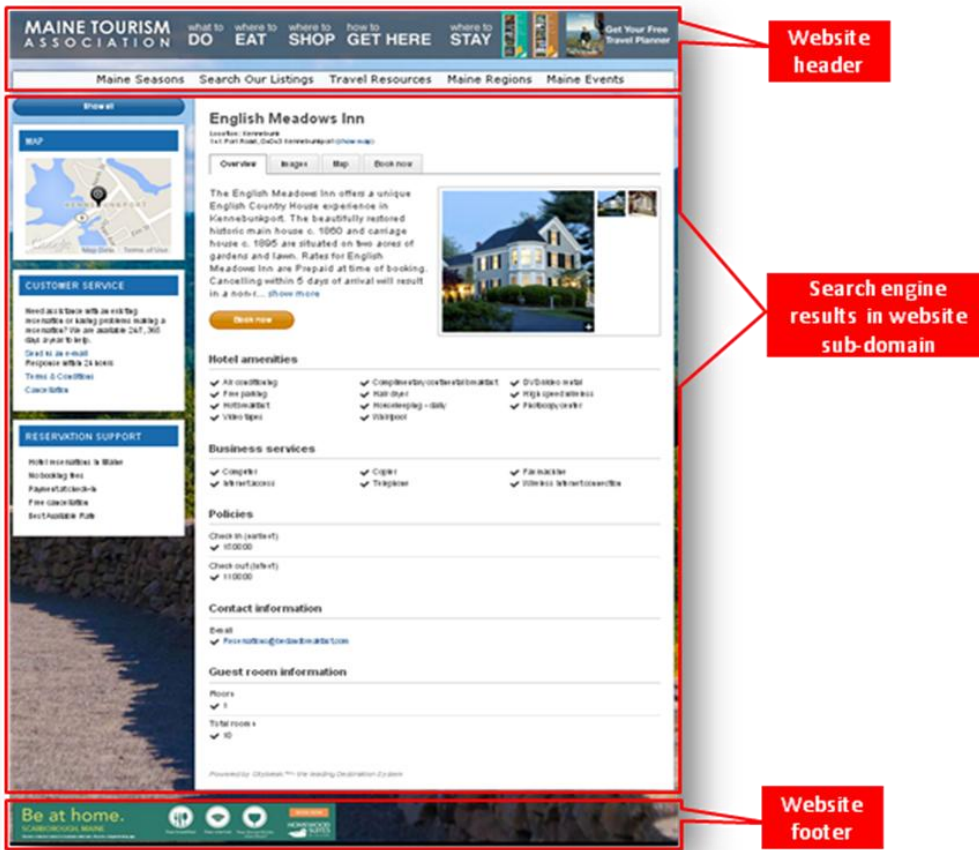
Endless variations of search widget to meet website design requirements



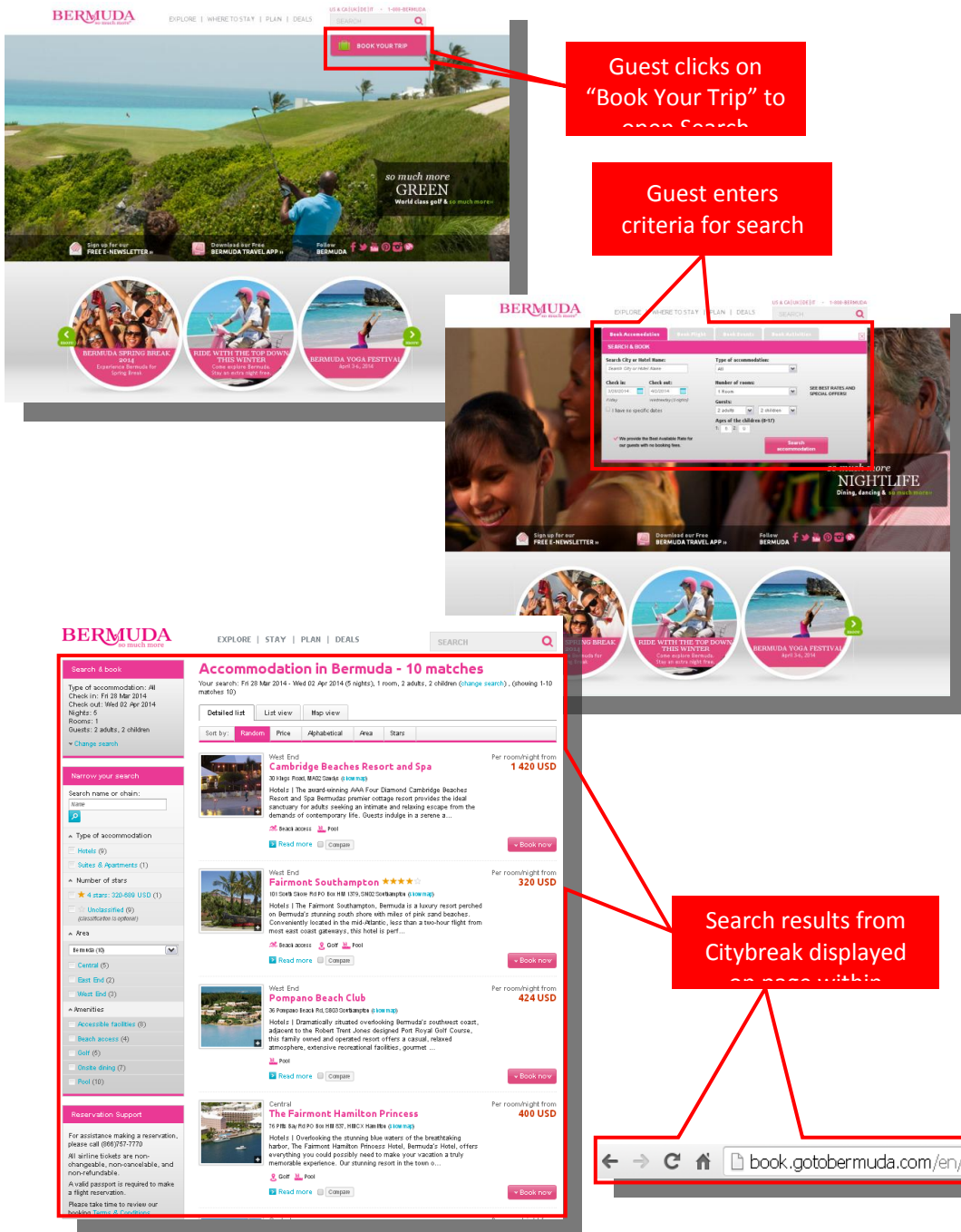
The second element to website integration is the creation of a sub-domain within the ExplorersEdge.ca domain. A template page is created using the website header and footer fields and the main body of the page is linked to the Citybreak cloud-based database. The search results from the criteria set in the widget can then be displayed on a page that is styled using the site CSS data to exactly match the styling of the ExplorersEdge.ca website design. This sub-domain solution for displaying search engine results has a number of very distinct benefits, for instance:

- The sub-domain is within the Destination’s own website; no redirect to a completely different website, thus maintaining continuity for the guest, who stays within your online ecosystem
- In the case of ExplorersEdge.ca, hotel search results would be displayed on a sub-domain webpage with familiar URL address, e.g. book.ExplorersEdge.ca/accommodation
- The sub-domain, set up in collaboration with your webmaster, has full Google Analytics search capability to track traffic all the way from first site impression to purchase commitment
- The sub-domain is created using your own website’s header and footer templates, so branding continuity is guaranteed on every page within the sub-domain.
- It is imperative that search engines such as Google interpret content on ExplorersEdge.ca as unique and proprietary.

An example of a search results page and the elements that constitute that page is shown below, from our Maine Tourism Association client’s website:



When the search widget and search results sub-domain elements are put into practice, the results work extremely well for the website guest. The illustration below demonstrates the sequence for booking accommodation on our Bermuda Dept. of Tourism client's site, www.gotobermuda.com. You'll see how well integrated the widget and search results are with the website; colors, styling, search results, all elegantly and seamlessly form part of the website experience for the guest. Note: North American clients are being converted to online 3 checkout our latest platform. Site examples of this to follow as in www.sportresor.se.



Citybreak solution also offers unlimited domestic and international sub-domain booking capabilities. The central database supports local languages and currency. If a foreign domain is used such as .co .de .jp etc. rate offers default to local currency and the

site offers and packages may be customized to the preferences of that market's travelers. Analytics and reporting are specific to that foreign domain site, maximizing opportunities to use emails and invitations

Application Overview

Booking Process

Booking widgets collect search requests and present options for the visitor.

From air/car to lodging type and facility, activities, transfers, events, attractions and more... the visitor will be led through a booking path customized by DMO.

While the following is in Swedish, (www.sportresor.se) it shows the shopping path and process at checkout. 1. Lodging 2. Air 3. Transfers 4. Car Activities and Events follow.

Din varukorg

Nedan ser du innehållet i din varukorg. Du kan enkelt lägga till produkter eller ändra din sökning genom att klicka på "lägg till". OBS! Din bokning innehåller inte transfer om du inte själv lägger till det. Din tillgänglighet är garanterad 10 minuter efter att du lagt till produkten i varukorgen - därefter kommer en ny kontroll av tillgängligheten ske när du fortsätter.

Boende Lägg till boende +

Harisch Hotel Weisses Rössl
HOTELL
Adress: Bichlstrasse 5, 6370

2 bed bad/dusch/WC, Extra 30 876 SEK
Må 17 feb 2014 - må 24 feb 2014, 7 nätter, 2 vuxna
✓ Inkluderad

Flyg Lägg till flyg +

Flyg Stockholm - München, Tur & retur, 2 vuxna 4 286 SEK

Utresa: Stockholm - München, Norwegian Air Shuttle, Standard Economy
Avgår: Må 17 feb, 09:30, Arlanda Airport (ARN), Stockholm, Sverige
Ankommer: Må 17 feb, 11:45, Munich Intl Arpt (MUC), München, Tyskland

Hemresa: München - Stockholm, Norwegian Air Shuttle, Standard Economy
Avgår: Må 24 feb, 12:20, Munich Intl Arpt (MUC), München, Tyskland
Ankommer: Må 24 feb, 14:30, Arlanda Airport (ARN), Stockholm, Sverige

Transfer Lägg till transfer +

Hyrbil Lägg till hyrbil +

Totalpris för valda alternativ: 35 162 SEK

Avbryt bokning Fortsätt >

Bokning tar bara 2 minuter

Snabb & enkel bokning
Med varukorgen som utgångspunkt kan du enkelt och snabbt lägga till eller plocka bort komponenter helt enligt dina egna önskemål.

Snabb & säker betalning
Bokningen tar bara 2 minuter och du betalar säkert med vår partner för säkra onlinebetalningar.

Snabb & effektiv support
Har du frågor om din bokning hjälper vi dig gärna så snabbt som möjligt på någon av följande supportlinjer:

Få support på www.facebook.se/sportresor.se

E-posta till info@sportresor.se. Vi försöker svara så snabbt vi kan, ofta inom en arbetsdag.

Ring oss på 0771-20 20 00.
Vardagar 09:00 - 13:00, 14:00 - 16:00

Content Management System

Complete management of all content; images, descriptions, languages, latitude and longitude are possible. Local ratings systems, categorizations and customizations are also possible.



Products

[List of products](#) | [Description of products](#)[← Back to list of products](#)

General

Name and description

Images

Geographical location

Classification

Attributes

General info

Property name: (default translation name)

Panama Marriott Hotel

Type of property:

Hotel

Physical address

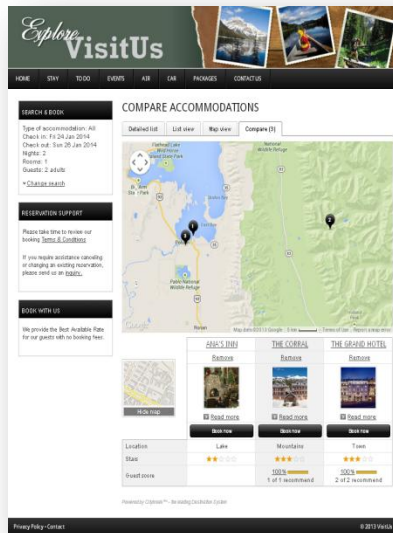
Street:

- Your menu**
- Home
 - Channel management
 - Customer
 - Image archive
 - Manage bookings
 - Organization settings
 - Point of sale settings
 - Statistics
 - Suppliers
- Panama Marriott Hotel**
- Availability
 - Channel management
 - Organization settings
 - Products
 - Rate management

Rate and inventory integrity to maintain high conversion to bookings

Rate integrity is paramount. Citybreak reviews rates in real time to insure the most affordable travel solution for the guest. The Citybreak system strives to be the most sophisticated and flexible system available. Also available are themed packages, multiple city itineraries, and special offers like discounts and last minute as well as event offers are possible. Your guests need to feel informed and satisfied that they are making a comprehensive and competitive decision. While our retail model (guest pays direct to supplier) uses Pegasus public rates we especially focus your efforts on value driven exclusive offers for the site. Local offers using allotments and special rates assure hotels are featured with visible savings indicated and exclusive benefits offered. Special offers and packages can also be shown on the general search display, with each offer having its own URL string for analytic tracking and measuring.

Pegasus supports all published rates such as BAR, Promo, Package, AAA, Senior and more. Non-published rates such as negotiated may also be displayed when appropriate. A hotel may also connect using a PMS interface, or Citybreak extranet. Hotels not listed in Pegasus may use the Citybreak extranet to manage reservations on the EXPLORERSEEDGE website. These hotels will have the same presence on the website search result as any Pegasus listed property, with property and room descriptions, images, amenity listing, etc.

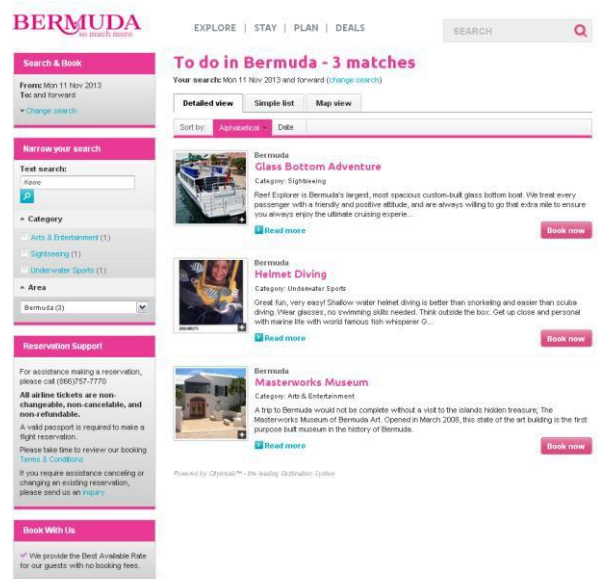


Accommodations & Attractions

Citybreak provides online booking capability for all bookable accommodations and attractions. Future guests may choose to combine accommodations, attractions, events as well as any other products available. A package may be dynamically created (like a shopping basket) which provides the consumer with a One-Stop-Shopping experience using a single credit card entry for the entire reservation. This enables EXPLORERSEEDGE to provide a comprehensive customer centric experience to capture more revenue opportunities and commitments during the pre-arrival phase.

Lodging includes all hotels, bed and breakfasts, inns, cabins, villas, condos, cottages and any other approved lodging by your organization. Search filters permit fast results based on lodging attributes. Citybreak has modules to accommodate all these options.

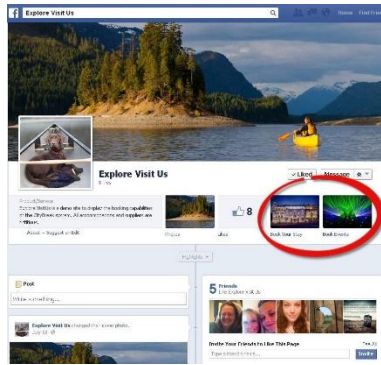
The Citybreak system provides the ability to work with a destination and all of its suppliers. Lodging establishments are often well-versed in online booking capabilities and for those who do not have their own booking engine and system may use our solution for a small transaction fee. Activity providers may not be as well established online. The system provides suppliers a flexible platform as well for a small transaction fee. Implementation and training is easy and intuitive and requires no investment from the destination. Banners and



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external links to offers are also supported.



Social/Facebook and more

Citybreak technology connects to the social customer using a Facebook interface widget. The interface widget can support real-time reservations of travel related products and events on the EXPLORERSEEDGE 's Facebook page. Citybreak offers a module to reward Facebook likes with booking discounts if desired. Integration to Trip Advisor, Google Products, Flickr, Instagram, Twitter and Meta search services are available. With more than 48,000 "likes", the ExplorersEdge Facebook page is clearly doing an excellent job at showcasing the region to the huge social media market around the world. This market will only grow and Citybreak technology can ensure ExplorersEdge will benefit from that growth. Our existing Facebook widget connects to the social media customer base and can be easily integrated into the current ExplorersEdge Facebook page. The widget has the same booking functionality as that on the main website, supporting real-time reservations of hotels. The widget allows users to enter their search criteria, with search results being displayed on the ExplorersEdge.ca website.



Hotels in and around Oslo, Eastern Norway - 31 hits
 Your search: Sat 19 Jan 2013 - Sun 27 Jan 2013 (8 nights), 1 room, 2 adults (change search) , (showing 1-20 hits 31)

Detailed list List view Map view

Sort by: Random Price Alphabetical Area Guest reviews Stars Distance to

Oslo (City centre)
Comfort Hotel Xpress
 Møllergata 26, 0179 Oslo (show map)
 Ranked #16 in the area
 Oslo To city/area centre: 1 km
 Located near to the Rockefeller Music Hall and close to Oslo's many cultural offerings, attractions, bars and restaurants.
 In-room Internet access
 Read more Rate calendar Compare

Per room/night from **102 EUR**
 (Local currency 750 NOK)
 Smart bra, 4
 440 guest reviews
 Book now

Oslo (City centre)
Rica Hotel Bygdey Allé ★★☆☆☆
 Bygdey allé 33, 0265 Oslo (show map)
 Ranked #8 in the area
 Oslo To city/area centre: 2 km
 Rica Hotel Bygdey Allé is located in one of Oslo's residential and shopping areas. Walking distance to the Vigeland Sculpture Park, as well as the Royal Palace and Aker Brygge.
 Smart bra, 4

Per room/night from **102 EUR**
 (Local currency 750 NOK)
 Smart bra, 4
 440 guest reviews
 Book now

Example of trip advisor integration with hotel display

Mobile

Citybreak technology is mobile enabled to service this important and rapidly growing booking channel. Technology is scalable, screen will automatically size according to mobile devices.

Payment model

The Retail Reservation Model allows hotels and activities to securely receive a reservation and the consumer credit card information to hold the reservation. Each hotel or activity supplier charges the consumer's credit card according to their individual Terms and Conditions which are displayed in the reservation detail. Suppliers may require prepayment and charge the credit card directly upon receipt of the reservation and hotels may charge the credit card when a guest checks out. Suppliers in this model normally pay 10% commission.

Citybreak also offers Merchant Model capabilities. This is generally used when the destination owns or has access to a private stock of inventory (net rates use), tickets, or activity sold at a markup. This model is mandatory if airline and/or car rental booking is offered through the booking solution. Our Citybreak financial system manage all aspects of the bookings' financial components including commission due, vendors payables and payment gateways for card processing.

YOUR BASKET

Below are the contents of your basket. Make your stay more comfortable by adding a wide range of activities, events and transfer. Click "Continue" when you are ready to proceed to check-out.

Lodging Add lodging +

HERMINE 2 / 2 ROOMS 4 PEOPLE G GRAND COMFORT
 SELF-CATERED APARTMENT
 Price for 7 nights
 Sat 1 Feb 2014 - Sat 8 Feb 2014, 2 adults **700 EUR**

Roche Blanche 129 / Studio 2 people comfort
 SELF-CATERED APARTMENT
 Price for 7 nights
 Sat 15 Feb 2014 - Sat 22 Feb 2014, 2 adults **585 EUR**

Sub total: **1 285 EUR**

Ski-lesson Add ski-lesson +
 Ski-pass Add ski-pass +
 Events Add events +
 Transfer Add transfer +

BasketFee.FeeType.BookingFee: 10 EUR
Total price for selected alternatives: 1 295 EUR

Cancel reservation Continue

BOOKING ONLY TAKES 2 MINUTES

Example title
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna.

Secure booking
 Online secure booking system with real time availability and secure online payment.

We know skiing
 We have a thorough knowledge of the resort with all its services and we can therefore assure you to spend a great time in our resort. We inform you all the services booked through us will be delivered at the check in point on arrival.

The personal touch
 Our sales agent remain at your disposal to prepare your stay, during your stay and after for any further information you may require. A welcome with that personal touch at the following number +33 4 79 00 01 06.

One example of Cart Checkout. Cart design is customized. Cart can show one total rate or separate rates for each supplier. Air and car are also displayed here. Survey below.

Booking Experience GoToBermuda.com

want to make our guests booking experience easy and fun. Here are some questions to help us on our way.

Overall, how would you rate your booking experience?

Excellent
 Very Good
 Good
 Not Very Good
 Poor

How likely are you to book again on GoToBermuda.com?

Very likely
 Most likely
 Likely
 Somewhat likely
 Not likely

Would you recommend GoToBermuda.com to others?

Yes
 No

What suggestions do you have to improve the booking experience?

→ If you used the call center, how would you rate your experience? (5 being best)

5
 4
 3
 2
 1

→ Email response
 Please give us your e-mail address in case we need to reply to you.
 Your email address (optional):

Submit

Cancellation policies

Cancellation policies are based on each hotel and activity provider's own policy. The policy is presented prior to booking and also reflected on the email confirmation that the visitor receives upon completion of the transaction/reservation.

No booking fees

Citybreak never accesses a fee to customers for any reservations unless the DMO desires it.

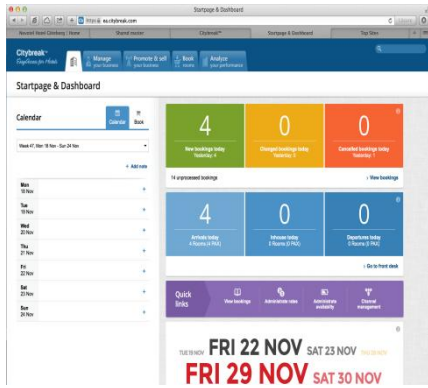
Customized marketing opportunities

Citybreak features optional pre-arrival and post-departure survey and guest reviews. Because the Citybreak technology operates on the sub-domain of the host domain, this allows the destination to retain the customer's information for future surveys and guest reviews. Citybreak is also exportable to external marketing campaigns.

Reporting

Citybreak has a complete line of on-demand reports - most exportable into excel for further analysis. There are over 40 reports that evaluate time period results, vendor results, agency results and more. A schedule of reports available on demand will be provided upon request.





Implementation

Citybreak utilizes professional project management techniques to insure all activities involved in the implementation process are planned, tracked and reported. Implementation is structured into four distinct program phases; Definition, Implementation, Test and Evaluation. This approach effectively addresses all major elements of the project in a timely manner and customizes action plans to the project based on client requirements.

Citybreak works closely with the destination to identify the data required to ready itself for the implementation phase. Information required during this phase includes website objectives, intended business model, participating hotels, supplier/activity data, etc. Citybreak works diligently to insure the necessary information is collected and verified for accuracy.

Some basic training is required for each hotel and activity provider using the Citybreak extranet. Timeline is optimized with 90 days of implementation time.

Key Contacts:

Ed Brill CEO VisitUs

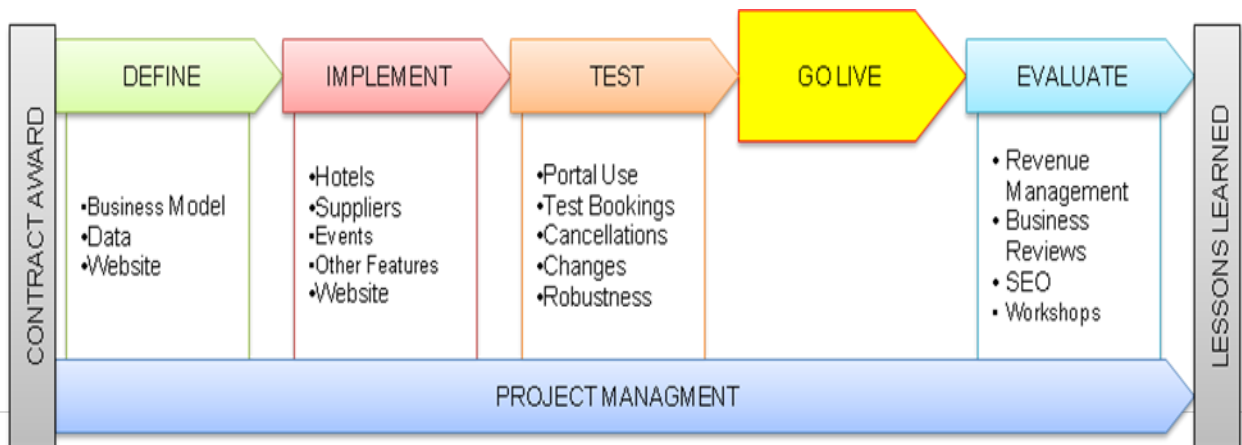
James Dixon COO Visit Technology Group

Anna Teern Implementation Specialist

Josef Vega Support Specialist/Training

Shannon Bilbao Implementation specialist

Support hours are from 3AM- 6PM Ontario time. Emergency support is available at any time.



Arrival Guides

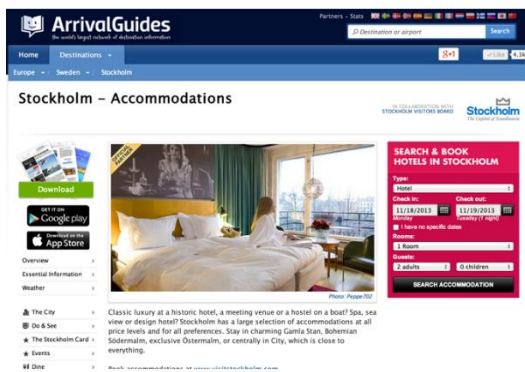
Arrival Guides is a wholly owned subsidiary of Visit Technology Group. It is the global leader in destination content distribution with a network wide client use of 51 million travelers in 2013. Over 450 destinations are using Arrival Guides to manage content about “what to do” in a destination. That content is also available to be used on your site so there is no duplication of efforts. Today 267 distributors use that content on email confirmations to their bookers in the form of an email link or pdf download such as United, Lufthansa, booking.com, hotels.com and more. Large distributors in Asia, Europe, Americas and India rely on the accurate up-to-date content for their traveler’s. PDF download and mobile versions are also available. Destinations can get maximum benefit using Arrival Guide locally to better serve visitors and to use it as an income stream and cost liquidator using the included the optional advertising module (Revenue share approach). Please note that while we have combined Citybreak and arrival guide offer to DMO, we will agree to separate the offers if you desire only one service.

Each guide also has your booking widget on the online, pdf and mobile version making it a new source of additional bookings.

Citybreak™

MEMBER OF VISIT TECHNOLOGY GROUP

ArrivalGuides – reaching 500 million potential visitors



- ✓ 200+ distribution partners
- ✓ 500 million potential visitors
- ✓ 450+ destination guides in 22 languages
- ✓ 5 million downloads
- ✓ 15 million visitors



Citybreak Customer Services

All customers go through a specialized implementation process to build either the Booking Solution portal or the Arrival Guide product.

Training

Citybreak provides full training for the tourism bureau, participating hotels and activity providers.

- Hotels currently bookable through Pegasus require no change to their current process.
- Hotels using an extranet will be trained to manage their portal rates and availability.
- Activity Providers will be trained to manage their rates and availability using the Citybreak extranet connectivity.

Customer Service

Citybreak provides you with a capable customer service desk to achieve your day to day management needs.

- Ongoing training of staff
- Respond to technical queries regarding system performance or functionality
- Provide ongoing assistance to participating suppliers

Account Management

Citybreak provides you with an industry savvy expert to achieve your reservation objectives.

- Knowledgeable in hospitality industry
- Available to respond to revenue questions and programs
- Assist you in increasing online reservations

Financial: Services and Fees Schedule

Service Implementation	Description	One Time Fee
Portal License fee One time includes all sub domains	Citybreak Data Collection, Property Information Setup, and Implementation of Citybreak System and Services including all retail and merchant systems, Citybreak Information System, Citybreak Professional, Citybreak Financial, Citybreak Analytics, Citybreak Social	Fee waived if \$150,000 in gross sales is reached within 12 months of launch date. \$15000 CAD due if sales level is not reached.
Hotel Implementation	Pegasus Hotels Set-up	No cost
	Non Pegasus Direct Hotels build for Portal Only booking. Training included.	No cost if added before launch or \$99 per hotel thereafter
Activity Implementation	Activity and Vendor Implementation <u>No cost if added before initial site launch</u>	No cost if added before launch date or \$99 per supplier there after
Booking Fees	Description	Per Reservation
Hotel Booking Fee on DMO Portal	www.ExplorersEdge.ca Hotel Reservations and all 5 sister sites respectively	2% of the reservation value from the retail model such as Pegasus public rates (guest pays supplier directly). Commission paid by hotel and collected by DMO using Citybreak financial system. OR 2% fee when merchant model is used dynamic packaging with markups. Collection of funds by DMO using Citybreak financials payment gateway.

Activity Booking Fee on Portal	www.ExplorersEdge.ca Activity Reservations	<p>% of the reservation value from the retail model such as Pegasus public rates (guest pays supplier directly). Commission paid by hotel and collected by DMO using Citybreak financial system.</p> <p>OR 2% fee when merchant model is used dynamic packaging with markups. Collection of funds by DMO using Citybreak financials payment gateway.</p>
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Revenue/Income Stream	Description	Revenue Share
Revenue Share		
Monthly Service Fee	Description	Monthly Fee
Portal Monthly Support and Maintenance OR Contracting Fee	1. Includes Maintenance, Ongoing Training and Support. 2. OPTIONAL--Service fee including above plus Citybreak contracting suppliers to get net rates and offers on DMO behalf	\$500 OR \$700 plus 2% surcharge on booking fees.

Optional Services

Optional Services	Independent Hotel CRS solutions	
Hotel Implementation Fee	Hotel Booking Solution	\$500
Hotel Booking Fee on Hotel website (IBE)	Booking engine and system or Hotel Reservations	2% of the reservation value
Channel Booking Fee	OTA's, Portals, Onward distribution channels	2% Plus channel and Meta Search cost
Monthly support and maintenance fee		\$50 per month
Optional Services	Activity Supplier CRS solutions	
Supplier Implementation Fee	Collection of additional information and set-up for distribution to their independent website.	\$750
Personalized Booking Engine	Reservations booked through Citybreak Personalized Booking Engine attached to an Activity Supplier website	2% of the reservation value
Monthly Support and maintenance		\$50 per month
<u>Optional Services</u> <u>ARRIVAL GUIDES</u>	<u>Destination Content Platform - Arrival Guides</u>	
Annual Subscription per destination/site	Destination Content Platform English Translation in 3 Languages Translation in 6 languages	\$8800 \$12800 \$16080 With Citybreak and arrival guide service 20% discount As a standalone service 10% discount.
Advertising Module	Included	0
Revenue Share to DMO	Advertising Revenue Income Share	50%

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