

Service Agreement between Kamooni Pty Ltd and [Customer]

RECITALS

A. Kamooni Pty Ltd ("Kamooni") is a technology company that offers a web-based hosted software application ("Product") to property owners or operators in the tourism industry.

B. [Customer] is a property/hotel/lodge or any kind of accommodation provider in the tourism industry.

1. AGREEMENT

1.1 Terms of Use:

- Kamooni agrees to provide access to all financial and other records to [Customer] at all times, even if subscription fees are due or overdue, subject to Odoo Provider terms of use. Odoo may limit usage of their platform if fees are due or if [Customer]'s agreement with Odoo is terminated.
- [Customer] agrees not to alter booking records to avoid paying commissions to Kamooni.
- Kamooni agrees to handle all bug reports as quickly as possible and free of charge.

2. THIRD PARTIES

2.1 Required: Odoo

- [Customer] agrees to sign up to Odoo with the following link, with Vercuiel Consulting as the integration partner. [Customer] agrees to handle agreements and payments directly with the third party. Note: Odoo requires full-year upfront payment, not monthly.

2.2 Optional: Channel Manager

- If [Customer] wishes to use a channel manager (e.g., STAAH & NightsBridge), [Customer] agrees to handle agreements and payments directly with the third party.

2.3 Optional: Payment Gateways and Other Add-ons

- [Customer] agrees to handle agreements and payments directly with the third party.

3. FEES

Standard Fees (1% per booking)

- 1% is calculated on the 28th of each month based on reservations from the previous period, considering their check-out dates.
- All confirmed bookings are included, regardless of whether they are canceled.
- If a reservation is canceled, [Customer] may charge a cancellation fee to the guest, including the 1%.

Extra Fees

- Hosting: Server hosting is a flat rate of R499/month unless otherwise specified.
- Passport Scanner Usage: Each scan is billed at R0.40/scan, billed monthly along with the 1%.
 - Support:
 - Success package (Get expert setup of your system 5 hours): R2000
 - General support (Setup and configuration of any of Odoo's Apps, e.g., WhatsApp integration, Social Media marketing, etc.): R250/h
 - Website Migration: R250/h
 - Bug Reporting: Free

4. TERMINATION

4.1 For Convenience

- Either party may terminate this Agreement at any time by giving thirty (30) days written notice of termination to the other party.

4.2 For Cause

- Either party may terminate this Agreement if the other party commits a breach and fails to remedy it within thirty (30) days after notice.

4.3 Bankruptcy or Insolvency

- Either party may terminate this Agreement if bankruptcy, insolvency, or similar proceedings are instituted against the other party.

5. REPRESENTATIONS AND WARRANTIES

- Each party represents and warrants that it is duly organized and authorized to enter into and perform all obligations under this Agreement.

Kamooni Pty Ltd.

Signed:

A handwritten signature in black ink, appearing to be 'Herman Vercuiel', written over a horizontal line.

Name: Herman Vercuiel

Title: Director

Date: [SAME AS DATE BELOW]

Customer / Business Name:

Signed:

Name:

Title:

Date: