**LETTER OF AGREEMENT 2024**

**GENERAL AGREEMENT / LEISURE SALES**

This document serves as a **Proposal between Maui Ocean Center, Inc. (MOC)** and **MONROVIA TRAVEL SERVICE**.This proposal is for your consideration to have your group events at Maui Ocean Center.

**CONTACT INFORMATION**

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| **PRIMARY CONTACT** | Phillip Powell | **TITLE** | Director of Leisure Sales and Marketing |
| **COMPANY NAME** | Monrovia Travel Services |  | |
| **ADDRESS** | 401 S. Myrtle Avenue | **CITY | STATE | ZIP** | Monrovia, CA 91016 |
| **EMAIL** | www.monroviatravel.com |  | |
| **BUSINESS PHONE** | (626) 359.8331 | **CELLULAR PHONE** | (818) 626.1145 |

**2024 GENERAL ADMISSION RATES**

Applicable January 1, 2024, through December 31, 2024. Blackout dates may apply. **See 2024 Retail rates attached.**

* Admission prices are subject to a 6% processing fee (non-taxed) and 4.712% State of Hawai`i tax.

Shoulder Season

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| General Admission | Rate | Processing Fee  6% | Total Price & Processing Fee | GET (Tax-4.712%) | Total |
| Adult (13-64 yrs) | * 39.95 | * 2.40 | * 42.35 | * 2.00 | * 44.34 |
| Child (4-12 yrs) | * 29.95 | * 1.80 | * 31.75 | * 1.50 | * 33.24 |
| Seniors (65 yrs) | * 34.95 | * 2.10 | * 37.05 | * 1.75 | * 38.79 |

**High Season**

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| General Admission | Rate | Processing Fee  6% | Total Price & Processing Fee | GET (Tax 4.712%) | Total |
| Adult (13-64 yrs) | * 44.95 | * 2..70 | * 47.95 | * 2.25 | * 49.89 |
| Child (4-12 yrs) | * 34.95 | * 2.10 | * 37.05 | * 1.75 | * 38.79 |
| Seniors (65 yrs) | * 39.95 | * 2.40 | * 42.35 | * 2.00 | * 44.34 |

\*\*NOTICE: There will be a day of walk-up and rainy-day rate increase\*\*

Making pre-arrival / advance-reservations for your client will provide you with an offer saving for both the client and their guest while earning commission.

Season Calendar: 2024

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| High | Current -Sunday, April 21, 2024 |
| Shoulder | Monday, April 22, 2024 – Monday, June 10, 2024 |
| High | Tuesday, June 11, 2024-Sunday, September 8, 2024 |
| Shoulder | September 9, 2024-Tuesday, November 19, 2024 |
| High | Wednesday, November 20, 2024-Sunday, December 01, 2024 |
| Shoulder | Monday, December 02, 2024-Tuesday, December 13, 2024  Wednesday, December 14, 2024-Sunday, December 31, 2024 |

**TRAVEL PARTNER FLAT RATE PRE-ARRIVAL WITH ADVANCE RESERVATIONS**

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| General Admission | Rate | Processing Fee  6% | Total Price & Processing Fee | GET (Tax-4.712%) | Total |
| Adult (13-64 yrs) | * 39.95 | * 2.40 | * 42.35 | * 2.00 | * 44.34 |
| Child (4-12 yrs) | * 29.95 | * 1.80 | * 31.75 | * 1.50 | * 33.24 |
| Seniors (65 yrs) | * 34.95 | * 2.10 | * 37.05 | * 1.75 | * 38.79 |

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| **General Admission Inclusive** | **NET (20%) Inclusive** |
| **Adult (13-64 yrs) $44.34** | **$35.47** |
| **Child (4-12 yrs) $33.24** | **$26.59** |
| **Senior (65 yrs+) $38.79** | **$31.03** |

**General Admission Concessions:**

* Infant General Admission: Infants (3) years and under, complimentary.
* The Sphere Experience: Included in general admission and based on first come-first served, no reservations (value $6.95)
* Travel Agent Rate with IATA: $20.00 net per person plus processing fee and State of Hawai`i tax. (agent + 1 guest).

RESERVATIONS INSTRUCTIONS**:**

**Please go to this website address:** <https://mauioceancetenter.com/partners> **to fill out your reservation request.**

**This will be a fillable form.**

**Place your FIT / Leisure booking inquiry from 1 year out to 72 hours prior to your guest’s arrival date.**

**Any date within a 72-hour period, please call for availability. (808) 270-7059**

**Note: Maui Ocean Center cannot accept reservations for more than a year out and rates will not be guaranteed nor held outside of December 31, 2024. Please do not quote rates for the year 2025-2026. Your company will be held accountable for the liberty of what was quoted to your clients and cruise ship advertising / marketing.**

**Please make sure to have the following information to make a reservation for your client link:**

* Name of guest (Reservation will be under)
* Number in party
* Age of Guests (12+, 4-11, 3 and under)
* Date of Arrival
* Client Cell number
* Client Email (Tickets and confirmation will be sent to email and cell)
* Travel Advisor (Your information)
* Travel Agency

-Cell number

-Address

* Who receives the commission check? Company or Agent?

Referral Registration is a separate form.

* **Payment Due Dates:**
* **– (3) three days Prior / 72 hours on flat pre-arrival agent rate**

**Payments can be made by company credit card, ACH based on net.**

**Note, if paying by your clients CC, Maui Ocean Center will charge and quote GROSS Retail Rates. You Commission check will be mailed to you 10 days following the close of the month.**

**CANCELLATION POLICY ON GENERAL ADMISSION ONLY:**

Reservations may be cancelled or changed outside of 3 days prior without charge or penalty.

Any cancellations or changes made ***within*** 3 days prior are subject to 100% cancellation free.

No-Shows will be charged as a cancellation without notice.

**FOOD AND BEVERAGE / MARINE NATURALIST PRIVATE AND BTS TOURS NOTICE OF CHANGE AND CANCELLATION POLICY:**

Any changes and/or cancellations made outside of 15 days prior to your client’s arrival may be done without penalty or charge.

A 50% charge will be applied to your client’s reservation for any change made within (15) fifteen days prior to their arrival.

Any cancellations or changes within (7) days is subject to a 100% cancellation fee.

**2024 PARKING RATES**

As of November 1, 2021, the Mā`alaea Harbor Shops (aka Mā`alaea Triangle Assoc.) have imposed designated parking areas and fees via Parklinq.

* Group Transportation Unloading/Loading Zone: Vehicle sizes accommodating (2) – (59) pax may actively unload/load guests at the yellow curbside zone fronting Maui Ocean Center front gate. The vehicle may stand by the overflow parking lot area only.
* VIP/Site Inspection Parking: Vehicles up to 11 pax van size (limousine 2 parking stalls) may actively unload guests at the yellow curbside zone fronting Maui Ocean Center entrance or Seascape Restaurant walkway, then park fronting Maui Ocean Center.
* Paid parking at the main parking lot via Parklinq QR code or App (signage in the parking lot) at $2 per hour (with increment pricing).
* Ma`ālaea Triangle Association does not extend refunds for parking time not consumed and does not offer pre-paid options, refunds, or credit.
* State of Hawai`i residents (non-commercial) may park complimentary with registration via the Parklinq App available on signs via QR code in parking lot.
* Any vehicle not registered with Parklinq is subject to tow at the owner’s expense.
* Parking locations and prices subject to change by Mā`alaea Triangle Association without notice
* Parklinq Customer Service 808.517.5017

**2024 GENERAL ADMISSION RATES (INCLUDING THE SPHERE EXPERIENCE)**

* Maui Ocean Center is open daily (no blackout dates).
* Park Hours are 9:00am to 5:00pm except for Thanksgiving and Christmas Eve closure at 4:00pm.
* Email notification will advise revisions to operating hours, if required.

**2024 GENERAL ADMISSION EXPERIENCE ENHANCEMENTS/ADD ONS**

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| **BEHIND-**  **THE-SCENES TOUR** | **RATES** | |
| **BASE RATE** | ***INCLUSIVE*** |
| Adult (13-64 yrs) | 24.95 | *27.55* |
| Child (4-12 yrs) | 24.95 | *27.55* |
| Senior (65+ yrs) | 24.95 | *27.55* |
| • *General admission purchase required*   * U.S. Prices per person, plus 6% processing fee and 4.712% State of Hawai`i tax. * Commission Inclusive rate: $22.15 (NOTE: CANNOT BOOK THIS RATE FOR GROUPS AND EXCLUSIVE SEE RATES BELOW) * Rate does not include “Gratuity” Please keep this in mind and advise your client to express and share their Aloha!   • Rates same for adults, children, seniors, U.S. Military/Veteran and Kama`āina (State of Hawai`i residents)  • Days: Monday, Wednesday, Thursday, and Friday  • Time: 11:30am to 12:30pm or 1:30pm to 2:30pm  • Pax: Maximum 10 pax per tour | | |

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| **EXCLUSIVE**  **MAKANA MAUI** | **RATES** | | | |
| **BASE RATE** | ***INCLUSIVE*** | **NET RATE** | ***INCLUSIVE*** |
| MAX: 10 pax | 625.00 | *693.72* | 500.00 | *554.97* |
| * General Admission purchase required. * U.S. Prices per Marine Naturalist, plus 6% processing fee and 4.712% State of Hawai`i tax. * Rate does not include “Gratuity” Please keep this in mind and advise your client to express and share their Aloha! * Minimum 14-day advance request, based on availability. * Day & Time: May be requested. * Pax: Maximum 10 pax per Marine Naturalist | | | | |

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| **EXCLUSIVE**  **MARINE NATURALIST TOUR** | **RATES** | | | |
| **BASE RATE** | ***INCLUSIVE*** | **NET RATE** | ***INCLUSIVE*** |
| Up to 10 pax | 350.00 | *386.46* | 280.00 | *310.79* |
| * General Admission purchase required. * U.S. Prices per Marine Naturalist, plus 6% processing fee and 4.712% State of Hawai`i tax. * Rate does not include “Gratuity” Please keep this in mind and advise your client to express and share their Aloha! * Minimum 14-day advance request, based on availability. * Day & Time: May be requested. * Pax: Maximum 10 pax per Marine Naturalist | | | | |

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| **EXCLUSIVE**  **PERSONALIZED**  **DIVE MESSAGE** | **RATES** | | | |
| **BASE RATE** | ***INCLUSIVE*** | **NET RATE** | ***INCLUSIVE*** |
| Up to 10 pax | 350.00 | *386.46* | 280.00 | *310.79* |
| • General Admission purchase required   * U.S. Price, plus 6% processing fee and 4.1712% State of Hawai`i tax. * Message Board (11”w x 17”h): No more than 10 words, minimum 24 pt bold, all-cap, dark color font, color optional, pdf format 48 hours prior to [sales@mauioceancenter.com](mailto:sales@mauioceancenter.com) for printing. * Minimum 14-day advance request. Date and time may be requested. * Rate does not include “Gratuity” Please keep this in mind and advise your client to express and share their Aloha! * Day & Time: May be requested. Maximum 10-minute flexibility on scheduled time. | | | | |

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| **EXCLUSIVE**  **MARINE NATURALIST**  **-AND- PRIVATE SPHERE EXPERIENCE** | **RATES** | | | |
| **BASE RATE** | ***INCLUSIVE*** | ***NET RATE*** | ***INCLUSIVE*** |
| 3:00-5:00pm  Exclusive Marine Naturalist  Tour & Sphere | 1,720.00 | *1,909.11* | 1,376.00 | *1,527.29* |
| • General Admission purchase required   * U.S. Price, plus 6% processing fee and 4.1712% State of Hawai`i tax. * Personalized Sphere welcome and departing gift. * Rate does not include “Gratuity” Please keep this in mind and advise your client to express and share their Aloha! * Minimum 14-day advance request, based on availability. * Schedule: 3:00 pm arrival and tour, 4:30 pm Sphere Experience, 5:00 pm depart   • Maximum 10 pax. If additional guests, contact [sales@mauioceancenter.com](mailto:sales@mauioceancenter.com). | | | | |
|  | | | | |
| 4:00-5:00pm  Leisure  Tour & Sphere | 920.00 | *1,021.15* | 736.00 | *816.92* |
| * General Admission purchase required. * U.S. Price, plus 6% processing fee and 4.1712% State of Hawai`i tax. * Minimum 14-day advance request, based on availability. * Schedule: 4:00 pm arrival and tour, 4:30 pm Sphere Experience * Rate does not include “Gratuity” Please keep this in mind and advise your client to express and share their Aloha! | | | | |

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| **EXCLUSIVE**  **EARLY PARK OPEN,**  **EXCLUSIVE MARINE NATURALIST,**  **PERSONALIZED DIVE PRESENTATION &**  **SPHERE EXPERIENCE** | **RATES** | | | |
| **BASE RATE** | ***INCLUSIVE*** | ***NET RATE*** | ***INCLUSIVE*** |
| 8:00-10:00am  Exclusive Naturalist  Tour & Sphere | 1,720.00 | *1,909.11* | 1,376.00 | *1,527.29* |
| • Highly recommended for VIP’s, Site Inspections and Special Guests   * General Admission purchase required. * Personalized welcome and departing gift. * U.S. Price plus 6% processing fee and 4.1712% State of Hawai`i tax. * Rate does not include “Gratuity” Please keep this in mind and advise your client to express and share their Aloha! * Minimum 14-day advance request, based on availability. * Schedule: 8:00 am arrival and tour, 9:00 am dive message (public entry commences), 9:10 Humpbacks of Hawai`i Exhibit, 9:30 am exclusive Sphere Experience (12-minute performance), 10:00 am approximate departure   • Maximum 10 pax. If you have additional guests, contact sales@mauioceancenter.com. | | | | |

**SHARK DIVE MAUI**

Applicable January 1 through December 31, 2024, Blackout dates may apply.

$350 per diver includes (use of wetsuit, dive weights, and air tank only)

$400 per diver includes (use of wetsuit, dive weights, and air tank, regulator, buoyancy compensator device).

$450 per diver includes (use of wetsuit, dive weights, and air tank, regulator, buoyancy compensator device, mask, and fins).

* Prices are subject to a 6% processing fee (non-taxed) and 4.712% State of Hawai`i tax.
* The driver must have a valid and current divers’ certificate.

**Flat Rate Commission for Shark Dive Maui**

The company will receive a $25 flat rate commission per diver booked.

**TERMS & CONDITIONS**

**Amendments:** Amendments to this Letter of Agreement will not be considered valid unless agreed upon by both parties. Electronically signed amendments are accepted.

**Attrition:**

**Certificate of Liability Insurance (COI)** available for $1M individual occurrence and $2M aggregate upon request with minimum (30) day notification. Please email the legal company name, address, and phone number as it should appear on the COI.

**Confidentiality Notice** The terms contained herein are determined by MOC, exclusively for **you**. Distribution of this document beyond **you as a professional travel agent / the travel agency where you are employed** is prohibited.

**Contact Information** Guest contact information will be collected by **<Company name>** and available to MOC should contact tracing or other needs be required. Maui Ocean Center Contact: [sales@mauioceancenter.com](mailto:sales@mauioceancenter.com) or 808.270.7064, Monday through Friday 9am – 4pm except for Federal & State of Hawai’i holidays.

**Date Change Fee:** $50 net per reservation transaction, pending availability. If a new date falls in a higher season, additional payment is required. If not able to be accommodated, the ticket is non-refundable.

**Deposit & Payment Terms** (For Corporate, Destination Management Companies, Tour Wholesalers, Activity and Transportation Companies) Full Payment due upon placement of reservations.

**Forms of Payment accepted:**

* Visa, Mastercard, American Express, and Discover (including virtual credit cards). An e-receipt will be sent to the address on the reservation.
* ACH (details on request)

**Digital Confirmations** Emailed Letters of Agreement and other pertinent information with electronic signature and/or agreements by both **<Company name>** and MOC, will be treated as an original signature and fully binding.

**Discounting, Promotions, and Advertising:** No discounting, giveaway, or other special promotions beyond MOC published rate is permitted. MOC requires prior approval before the use of the company name, logo, image, or video in digital or printed advertising or promotional materials. Discounting without the prior written consent of MOC shall be grounds for the immediate termination of this agreement. MOC will provide photos (with credit required) and updated information to assist in the promotion of your briefings or other programs that include MOC. MOC also requests to view editorial material before publication. MOC is committed to sustainable hospitality tourism sales and operations, and therefore encourages digital promotions.

**Familiarization Tours:**  Reservations are based on availability.Any sales agent or manager employed by **a licensed travel agency**, and (1) guest, will be admitted to MOC one-time free of charge annually for familiarization with MOC. All familiarization tour participants are required to email sales@mauioceancenter.com with agent name, company name, mobile phone number, and email address (for e-ticket confirmation) at minimum 7 days in advance. Upon admission, the agent will be required to submit an active business card or company letter as identification. Food, beverage, retail, and other services will be charged at standard rates.

(For client site inspections, see Site Inspections)

**Food & Beverage:** No outside food and beverage permitted. Various vegan, vegetarian and gluten-free menu items are available. Parents with children 3 years and younger may bring baby food into the park. Water bottle fill stations are available in-park.

**Force Majeure:** Neither party shall be held liable or responsible to the other party nor be deemed to have defaulted under or breached this Agreement for failure or delay in fulfilling group admission/event/dining or performing any obligation when such failure or delay is caused by or results from causes beyond the reasonable control of the affected party, including but not limited to fire, floods, embargoes, war, acts of war, insurrections, riots, strikes, lockouts or other labor disturbances, pandemic-related illnesses, or acts of God; provided, however, that the party so affected shall use reasonable commercial efforts to avoid or remove such causes of non-performance, and shall continue performance hereunder with reasonable dispatch whenever such causes are removed. Either party shall provide the other party with prompt written notice of any delay or failure to perform that occurs because of force majeure.

**Guarantee (Pax):** Applies to group general admission ticket purchase with group dining reservations.

A final guaranteed number of guests is required no later than (7) seven days prior to the reservation date/time. Cancellations received within (7) seven days will be subject to a 100% cancellation penalty including gratuity and tax.

Pax increases within (72) hours may be requested via email to [sales@mauioceancenter.com](mailto:sales@mauioceancenter.com). Increase based on availability and subject to the contracted rate. All increased count to your reservation will be considered guaranteed and must be paid up front by company or client cc or by ACH before the group arrival.

**Health & Well-Being:** Maui Ocean Center always continues health and well-being practices. Face masks are not required; however, are recommended for those with health concerns. Requirements may change without notice based on government and health authority recommendations and mandates, and MOC policies. Maui Ocean Center reserves the right to refuse entry to any person for any reason. For current MOC requirements and guidelines, visit <https://mauioceancenter.com/covid-19/>.

**Payment Policy:** See Deposit and Payment Terms.

**Wheelchairs:** A limited number of complimentary wheelchairs are available and based on availability at the time of booking. Non-return of wheelchair/s will be charged to **<Company name>** in the amount of $1,000 per wheelchair. MOC welcomes you to secure wheelchair(s) with your preferred vendor prior to arrival.

For current general information, visit: <https://mauioceancenter.com/groups>

**Non-Signed Agreement / Non-Contracted Rate**

Any business arriving without a signed agreement will be subject to dynamic retail pricing and must pay in full at the gate before access into Maui Ocean Center.

This document and the terms contained herein are published by Maui Ocean Center, exclusively for **<Company name>**. MOC reserves the right to amend Letter of Agreement inclusions at any time.

In our efforts to support an eco-friendly environment, this Letter of Agreement is electronically communicated, and electronic signatures are accepted. **Your acceptance of this Letter of Agreement must be received by February 15, 2023, to** [**sales@mauioceancenter.com**](mailto:sales@mauioceancenter.com)**.** A counter-signed copy will be returned to the email noted on page 1 once reviewed and accepted.

We sincerely appreciate the opportunity to do business with **<Company name>** and look forward to a successful 2023.

Agreed and accepted by an authorized representative:

**<COMPANY NAME> MAUI OCEAN CENTER**

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Signature Signature

Michael Takamura

Authorized Signatory | Print Name Director of Sales

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Date Date

cc:

Tapani Vuori, General Manager

Danny Hong, Controller

Mark Matthews, Director of Marketing

Frances Anakalea, Office Manager