



Agent: _____ Q2B Ref #: _____

Payment Option: _____ Amount: _____

SUBSCRIPTION CONTRACTUAL AGREEMENT

*Please complete all your details below, also note if the company is registered we will require Registration No. If no Registration we require ID number for the person whose bank details are listed

1 CLIENT DETAILS

Establishment Name	
Registered Company Name	
Company Registration Number	
Physical Address	
Postal Address	
Main Contact Person (Name/Surname)	
Main Contact Person Email	
ID Number Main Contact Person	
Default Telephone Number	
Default Cellular Number	
Default Email for Establishment	
Website	
VAT Number	

2 SELECT YOUR SUBSCRIPTION OPTION

Subscription	Per Month	Select
All-in-One Solution	R850	<input type="checkbox"/>
Returnable Inventory Management Only	R500	<input type="checkbox"/>
Accommodation Solution Only	R350	<input type="checkbox"/>
Activity Solution Only	R350	<input type="checkbox"/>
Ticket Sales Solution Only	R350	<input type="checkbox"/>
Venue Link Solution Only	R350	<input type="checkbox"/>
Functions Solution Only	R500	<input type="checkbox"/>
Tour Operators Only	R350	<input type="checkbox"/>

3 BULK MAIL | SMS ADD ON SERVICE

***Please note this will be additional charges for your account by All Telecoms SA.**

Bulk Mailing	Select	Bulk SMS	Select
10c per Email	<input type="checkbox"/>	21c per SMS	<input type="checkbox"/>

4 SELECT PARTNER SERVICE REQUIRED

***Partner service may incur additional costs as determined by Partner Policies & Contract. By selecting these options, info will be send to you with no obligation.**

Service	Select	Service Provided
SAGE Pay	<input type="checkbox"/> (no merchant account)	Online Payment
DPO Paygate	<input type="checkbox"/> (own merchant account)	Online Payment
Cuisine Software	<input type="checkbox"/>	Point of Sale
Tourism Friendly	<input type="checkbox"/>	Local OTA Listing
Travel Hub Africa	<input type="checkbox"/>	Local OTA Listing
Tours Africa	<input type="checkbox"/>	Local OTA Listing
Ocean Paradise	<input type="checkbox"/>	Local OTA Listing
Adventure Escapades	<input type="checkbox"/>	Local OTA Listing
Day & Night Consulting	<input type="checkbox"/>	Website Design & Hosting
Our-Venue.com	<input type="checkbox"/>	Built-in App
Media Passion	<input type="checkbox"/>	PR & Media, Marketing
Flourysh	<input type="checkbox"/>	Social Media Marketing
Travelling Mystery Guest	<input type="checkbox"/>	Customer Evaluations
Bright Eye Media and Productions	<input type="checkbox"/>	IGTV Production

5 SERVICE PROVIDER INFO

Product Name	: Q2B Solutions	Company Name	: Q2B Solutions (Pty) Ltd
Company Registration Number	: 2016 531151 07	Contact Person	: Johann Carstens / Hendriette Krause
Contact Number	: 060 960 5808	Email	: sales@q2b.co.za
Physical Address	: 14 Boons Place, Faerie Glen, Pretoria, Gauteng, SOUTH AFRICA		
Bank	: First National Bank	Branch	: Brits
Account Number	: 62669764120	Branch Number	: 260146
Type Account	: Current		



6 DESCRIPTION OF SERVICE

The Q2B Solution platform (hereby referred to as “the Platform”) is a web based software solution for the hospitality industry, created by Q2B Solutions (Pty) Ltd. (hereafter referred to as “Q2B Solutions”). The Platform is a web based software solution, built for the purpose of simplifying and streamlining venue administration processes for the venue (hereafter referred to as “the Client”). Each Client has access to both the functional and set up of their platform.

7 SERVICES PROVIDED

1. One set up per individual client
2. Online hosting of the Platform for the period of service stipulated in this Contract.
3. Initial setup of Platform
4. Data will be loaded if provided in the format requested by Support, with one Calendar year for past reservations and all future reservations.
5. Technical and operational support as stipulated in the General Terms and Conditions below.
6. Upgrades to the Platform from time-to-time, at the discretion of Q2B Solutions.

8 TRAINING

1. Full training will be provided on the selected subscription above, due to the nature of the product, Q2B cannot be operated without training. No subscription will be approved without a training arrangement.
2. No Training will be provided without pre-payment of training expenses or without the signed client contract.
3. Students completing the full training session will receive a certificate for the training completed via email from Q2B.
4. Training will be provided at additional cost as follows;
 - a. **Training at the Q2B training centre**
 - Located at 14 Boons Place, Faerie Glen, Pretoria will be provided at a cost of **R250** per person – maximum 6-hours.
 - This will include Tea/Coffee/Water with 1 snack
 - b. **In-House Training at the Client premises**
 - Provided at a cost of **R1500** per day (maximum 6 persons).
 - Additional persons can be accommodated at a cost of **R200** per person per day.
 - For Clients located outside a 100km radius from the Q2B offices, Dinner, Bed & Breakfast for 1 Facilitator will be required at the Clients expense.
 - Travelling expenses will be levied for client’s account at AA rates and will be negotiated with each client at the discretion of Q2B Solutions.
5. **Skype | Team View Training:**
 - Provided at a cost of **R500** per session of 4-hours.
6. **Training Manuals**
 - Manuals will be provided at a cost of R50 each. Each student will be issued his/her own manual.
 - Administrator will be provided with Set up manual at a cost of R50 each.

Please select which training option you prefer by ticking the relevant box.

Options	Tick applicable	Total Users Profile	Total Admin Profile
Training at the Q2B Training Centre	<input type="checkbox"/>		
In-House Training at your premises	<input type="checkbox"/>		
Skype Training	<input type="checkbox"/>		
Team-View Training	<input type="checkbox"/>		

9 GENERAL TERMS & CONDITIONS

1. No Client set up will be performed without the signed Client Contract stipulating a payment option. (See Addendum A & B)
2. In case of Payment Option 2 (Addendum B), no client set up will be performed without pre-payment.
3. The full Intellectual Property (IP) of the Platform, as well as any other associated services, belongs to Q2B Solutions;
4. The Client shall have full, non-exclusive right to the use of the Platform created by Q2B Solutions for as long as the agreed upon period of payment stipulated in this Contract.



5. Q2B reserves the right to increase the platform fee provided it has given the Client 30-days written notice of same
6. The Client shall have full right to market and advertise their own Platform on any website, social media pages, emails, or advertising platforms without the consent of Q2B Solutions, for as long as the agreed upon period of payment stipulated in this Contract;
7. The Client shall have the right to change the content of their Platform via their Venue Set up, for as long as the agreed upon period of payment stipulated in this Contract;
8. The Client shall not have access to the source code used to produce the Platform;
9. Q2B Solutions agrees to host the Platform on behalf of the Client, included in the agreed upon fee, for as long as the Platform is in service by the Client. Should any changes occur to the hosting provided by Q2B Solutions, the Client will be notified accordingly. The Client may not host any aspect of the Platform on any additional servers unless agreed upon between the Client and Q2B Solutions;
10. The hosting company of the Platform shall be chosen at the discretion of Q2B Solutions, and the Client may not hold Q2B Solutions responsible for any loss of service as a result of Third Party hosting issues. Q2B Solutions will, however, continuously monitor hosting reliability to prevent excessive downtime of the Platform;
11. Q2B Solutions will have access to all profiles and information hosted on the Client's Platform, as part of the overall quality assurance and support of the Platform;
12. Any changes and/or modifications to the Platform required by the Client, following agreement between the Client and Q2B Solutions, shall be performed by Q2B Solutions only;
13. Any technical error that results in the inherent dysfunction of the Platform, when brought to the attention of Q2B Solutions, will be fixed free of charge by Q2B Solutions, over a prior agreed time frame between the Client and Q2B Solutions; and
14. Any requests by the Client for the modification of the Platform and/or addition of features to the Platform will be handled at the sole discretion of Q2B Solutions.

10 PAYMENT OPTIONS

In order to have access to the services stipulated in the paragraphs above, one of the payment plans provided below must be selected by the Client.

1. MONTHLY DEBIT ORDER

For access to the Platform on a month-to-month basis, **PLEASE COMPLETE ADDENDUM "A" ONLY (Debit Order Instruction)**

2. UPFRONT PAYMENT

For access to the Platform for a 6 – 12 month time frame, **PLEASE COMPLETE ADDENDUM "B" ONLY (Electronic Funds Transfer (EFT))**. Should the Client wish to continue using the Platform after expiration of the allocated calendar months, they will be required to reselect a payment option.

Note that yearly inflationary increases may occur after financial evaluation in the month of February. Should the rates have increased, the Client will be notified accordingly, and the new rates will apply as of the month of February.

Note that all services provided by Q2B Solutions to the Client will be terminated should the relevant payment not be received in the manner and time-frame specified in the chosen payment plan.

11 TERMINATION OF CONTRACT

The Client may terminate this Contract by giving Q2B Solutions one month's written notice to this effect. The Contract Termination date shall be calculated to be 30 (thirty) calendar days from the date of the aforesaid written notice. The Client agrees and acknowledges that there are no pro-rata fee refunds in the event that they cancel:

1. Before the 15th of month in which the Platform is still being used, in the case that the Client is using the Monthly Debit Order payment option.
2. Before the end of their allocated time period for use of the Platform, in the case that the Client has selected an Upfront Payment option.
3. A Client who has terminated Contract but wishes to make use of the Platform again at a later date will be required to complete a new Contract.

Full name of person authorized to sign contracts | Owner

Full signature of person authorized to sign contracts | Owner

Signed at _____ on this _____ day of _____, 20_____.