Oracle Store Hospitality and Restaurants Service Descriptions

Effective Date: 12-Sep-2024

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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.

SERVICE OFFERINGS

Oracle Hospitality Hotel Remote Implementation Services

Part Number: B83483

Description of Services

You have ordered Oracle Hospitality Hotel Remote Implementation services related to Your Oracle Hospitality deployment(s), which services may include assistance with any of the following:

1. Software Configuration
   a. Software configuration may include up to one hour remote assistance as follows:
   b. Conduct a discovery call with site contact to determine scope of work to be provided.
      1. Remotely connect to Your Oracle Hospitality Hotel software environment and configure any of the following for your Point of Sale ("POS") or Property Management System ("PMS"):
      2. POS: Menus, modifiers, page design, employee setup, time and attendance, printing, standard reports, eBusiness modules and standard interfaces to credit cards, gift cards and system parameters.
      3. PMS: Users/granting permissions, rooms, room types, rate codes, rates, transaction codes, market codes, create and/or edit customized stationary (e.g., folio, registration card, A/R statement, reminder letters, confirmation letters, message formats, or receipts), apply screen modifications (e.g., changing layout of fields or adding conditions/fields), test the configurations, review configuration reports, stationery forms, screen flow in your production environment, or apply basic modification of reports using simple report writer to add customized fields that have been added to Oracle Hospitality (PMS) screens.
      4. Assist you with the configuration of Business Events messaging to third-party applications per the vendor requirements.
      5. Assist You with configuration of the Guest Experience tool.
   c. Test the configuration, printing, reporting and interface connectivity.

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 remote access to Your Hotel site as required for the performance of services.
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. The services do not include physical hardware installation, networking or any other services not expressly identified herein.
   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. Project management is not included in the services.

h. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.

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 Restaurants Credit Card Remote Change of Service Direct

Part Number: B83487

Description of Services
You have ordered the following Services related to the configuration of Your Restaurants Point of Sale ("POS") software to connect to Your credit card processor:

1. Software Configuration Installation Services
    a. Conduct a call that is up to one (1) hour in duration which may be attended by designated members of Your team to confirm Your existing credit card service processor ("existing credit card service processor") will be changed to ("new credit card service processor") and identify the version of Your Oracle POS software.
    b. Remotely connect to Your Oracle POS software and configure for processing of credit card transactions to Your new credit card processor.
    c. Test the connectivity of Your Oracle POS software and Your credit card service processor as follows:
        1. Perform a connectivity (i.e. ping) test between Your Oracle POS application and the new credit card service processor.
        2. Perform up to three simulated credit card authorization attempts.

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. Install Your Oracle POS software prior to the commencement of Services.
    b. Complete the applicable merchant form prior to the commencement of Services.
    c. Provide dummy (i.e. test) credit card data to test the authorization attempts.
    d. Provide Oracle access to Your site, including access to Your POS applications, required for the performance of Services.
    e. Complete required activities defined in the Oracle pre-installation list of requirements prior to the commencement of Services.
    f. Oracle shall not seek, and You shall not provide, any access to credit card data unless agreed to by the parties in an amendment to this order. In such case, the parties shall specify which controls are applicable to Oracle's performance of the Services and what specific measures Oracle shall take to address the controls.
2. Project Assumptions
    a. All communications and documentation will be in mutually agreed upon language.
    b. Development of a new application interface is not included in the Services.
    c. Configuration or training of third party applications is not included in the Services.
    d. The Services above will be performed remotely and do not include physical hardware installation or any other Services not expressly identified herein.
    e. Assistance with network troubleshooting is not included in this Service.

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 Restaurants Remote Implementation Services

Part Number: B83490

Description of Services

You have ordered Oracle Restaurants Remote Implementation services related to Your Oracle Restaurants deployment(s), which services may include assistance with any of the following:

1. Software Configuration

Software configuration may include up to one hour remote assistance as follows:

   a. Conduct a discovery call with site contact to determine scope of work to be provided.
   b. Remotely connect to Your Oracle POS software environment and configure menus, modifiers, page design, employee setup, time and attendance, printing, standard reports, eBusiness modules and standard interfaces to credit cards, gift cards and Property Management Systems parameters.
   c. Test the configuration, printing, reporting and interface connectivity.

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 remote access to Your Hotel site as required for the performance of services.
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. The services do not include physical hardware installation, networking or any other services not expressly identified herein.
   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. Project management is not included in the services.
   h. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.

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 Restaurants POS Software Recovery Services

Part Number: B86081

Description of Services

You have ordered Oracle Restaurants POS Software Recovery Services for Your Oracle system. The services period will commence on Your order's signature date, unless otherwise stated in Your order, and will continue for a twelve (12) month period ("Software Recovery Services Period").

During the Software Recovery Services Period, up to twice annually, Oracle will use commercially reasonable efforts to restore Your Oracle Point of Sale ("POS") system on one of Your Oracle back office servers by assisting with any of the following:

1. Reconfigure Your Oracle back office server using Your copy of the Oracle back office server image files;
2. Reload Your Oracle software applications and interfaces; and
3. Reload Your POS database and sales history files.

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 with access to Your facility required for the performance of services.
   b. Provide secure storage for and provide the Oracle resource(s) with a working copy of Your Oracle back office server image files.
   c. Establish and maintain a secure process for creating, backing up and storing daily copies of the Oracle application(s), database and sales history files.
   d. Verify that Your daily back up routines are properly being performed each day.
   e. Provide physical care and storage of the device used to store the back office server image, Oracle application(s), database and history files (e.g. – an external USB bootable hard drive).
   f. License, install and maintain a current version of Your Oracle POS application(s), operating system and anti-virus software on Your Oracle back office server.
   g. In addition to fees set forth in this order, You agree to reimburse Oracle for travel and out-of-pocket expenses related to providing any on-site Services.
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 an on-site and/or remote delivery resources.
   c. Additional fees will be required if (i) You do not have a working copy of Your Oracle back office server image and/or Your Oracle POS database and history files and (ii) there are delays caused by You or Your third party providers.
   d. This Service only applies to Oracle applications and databases; third party products are not included in this Service.
   e. Physical hardware installation and networking are not included in this Service.
   f. Menu item or program configuration changes are not included in this Service.
   g. Third party software configuration is not included in the services.
   h. Windows operating system password reset is not included in this Service.
   i. Virus or malware removal is not included in this Service.
   j. Application training is not included in the services.

Unused Services

Any services not used within the Software Recovery 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 Restaurants Remote Software Recovery Services

Part Number: B87419

Description of Services

You have ordered Oracle Restaurants Remote Software Recovery Services related to the installation, configuration, and testing of Your Oracle Point of Sale product (the "Application") as described below:

1. Software Installation and Testing of the Application and/or interfaces
   a. Conduct a discovery call to identify the issue with the Application;
   b. Identify the applicable Application version to be re-installed;
   c. Restore the Application and interfaces by using server image files You provide or reinstall and configure Your Application and interfaces;
   d. Restore Your Point of Sale ('POS") database and sales history files, if provided;

e. Assist You to test and confirm the standard functionality of the Application and interfaces after restoration.

    i. If the Application and/or interfaces are not able to be restored to standard functionality, Oracle will assist You to discover issues with the Application and/or interfaces 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. Maintain the properly configured hardware/operating system platform to support the 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. 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.

    d. 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.

    e. 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. Any request for modification to the Services requires entering into a new order.

    e. The following are not part of this Service and are considered out of scope:

       i. Development of a new application interface;

       ii. Configuration or training of third party applications;

       iii. Physical hardware installation;

       iv. Network troubleshooting;

       v. Changes to workstations and POS workflow;

       vi. Application training; 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 Restaurants Remote Professional Services Implementation

Part Number: B87420

Description of Services

You have ordered Oracle Restaurants Remote Professional Services Implementation for the installation, configuration, and testing of Your Oracle Restaurants Point of Sale product (the "Application") as described below:

1. Software Installation, Configuration, and Testing of the Application

    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. Discuss the timing and scheduling of the Services; and

       iii. Review the steps for the Services set forth below.

    b. Assist You in installing a custom report or export to/from Your Application or third party interface;

    c. Assist You in configuring Your users/roles with associated permissions;

    d. Assist You to enable or modify the standard functionality of Your Application and/or Application interface(s) as identified in the discovery call; (e.g. changes to screens, tenders, discounts, etc.) and

    e. Assist You with testing Your Application interface(s) to confirm operation and functionality.

        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 Application interface(s) and recommend steps to address the issues.

Your Cooperation and Project Assumptions

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

    a. Maintain the properly configured hardware/operating system platform to support the 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. 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.

    d. 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.

    e. Perform all data entry.

2. <u>Project Assumptions</u>

    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. The following are not part of this Service and are considered out of scope:

        i. Development of a new application interface;

        ii. Configuration or training of third party applications;

        iii. Physical hardware installation;

        iv. Network troubleshooting;

        v. Changes to workstations and POS workflow;

        vi. Application training; 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 Restaurants Remote Professional Services Interface Configuration

Part Number: B87421

<u>Description of Services</u>

You have ordered Oracle Restaurants Remote Professional Services Interface Configuration related to the installation, configuration, and testing of Your Oracle Restaurants product (the "Application") as described below, to communicate with Your third party software and/or third party hardware:

1. <u>Application Interface Configuration and Testing Services</u>

a. Conduct a discovery call to discuss Your business requirements for the configuration of Your Application and Application interface(s) to Your third party software and/or third party hardware;
b. Configure Application interface parameters (e.g. Ethernet, security, communications, etc.);
c. Assist You in configuring Your users/roles with associated permissions;
d. Assist You to enable or modify the standard functionality of Your Application and/or Application interface(s) based upon Your business requirements identified in the discovery call;
e. Assist You with testing Your Application interface(s) to confirm operation and functionality; and
    i. If the Application interface(s) does not operate or function as discussed during the discovery call, Oracle will assist You to identify issues with the Application interface(s) and recommend steps to address the issues.
f. Advise on a deployment plan for Your Application interface(s).

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. Maintain the properly configured hardware/operating system platform to support the 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. 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.
   d. 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.
   e. 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. Any request for modification to the Services requires entering into a new order.
   e. The following are not part of this Service and are considered out of scope:
      i. Development of a new application interface;
      ii. Configuration or training of third party applications;
      iii. Physical hardware installation;
      iv. Network troubleshooting;
      v. Changes to workstations and POS workflow;
      vi. Application training; 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 Remote Professional Services Implementation

Part Number: B87422
Description of Services

You have ordered Oracle Hospitality Hotel Remote Professional Services Implementation related to the custom installation, configuration, and/or testing of Your Oracle Hospitality product (the "Application"), as described below:

1. Custom Installation, Configuration, and/or Testing of the Application and Application Interface
   a. Conduct a discovery call to discuss the following:
      i. The customization of 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. The timing and scheduling of the Services;
      iii. Identification and confirmation of the full Application version (e.g. x.x.xx); and
      iv. Review the steps for the Services set forth below.
   b. Assist You to install a custom report or export to/from Your Application or third party interface;
   c. Assist You to install, configure, or modify the standard and/or custom 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, etc.);
   d. Assist You to enable, modify, and/or customize stationary forms or reports within Your Application (e.g., folio, registration card(s), accounts receivable statement(s), confirmation letter(s), 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. Download all necessary media before the commencement of services.
   b. Complete all prerequisites as outlined in the discovery call.
   c. Engage third party vendors required for support or testing, as applicable.
   d. 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.
   e. 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.
   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. 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 Remote Property Management System Implementation

Part Number: B87423

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:

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. 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.
   b. Engage third party vendors required for support or testing, as applicable.
   c. 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.
   d. 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.
   e. 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.

<u>Unused Services</u>

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 Remote Network Interface Technical Services Implementation
Part Number: B87424

<u>Description of Services</u>

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:

1. <u>Installation, Upgrade, Configuration, and/or Testing of the Application</u>
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. 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.
   b. Engage third party vendors required for support or testing, as applicable.
   c. 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.
   d. Review and complete the pre-installation guide provided to You by Oracle.
   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 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 RES 3700 Point of Sale Software Update Remote Services

Part Number: B92613

Description of Services

Oracle will perform the following Services related to the installation of one (1) current software patch update to Your Oracle RES 3700 Point of Sale ("POS") system and on up to six (6) client devices:

1. Installation Task Plan
   a. Oracle will contact Your designated point of contact to discuss the estimated commencement of Services hereunder.
2. Installation and Configuration of Your POS System
   a. Conduct a review with You, and/or Your designated project team, of the system to be updated with the software patch including Your POS server and POS client devices.
   b. Confirm whether Your currently installed POS product version is compatible with the planned software patch update.
   c. Assist You with performing a POS database backup.
   d. Connect to Your POS system and POS client devices via remote connection as needed to assist with:
      i. Performing a backup of Your POS database;
      ii. Installation of the software patch update;
      iii. Review the completion status of the software patch update installation
   e. Assist You with the completion of up to two (2) test transactions on each POS device.

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. Ensure that the software patch update has been downloaded to Your POS server using Your Oracle Software eDelivery account prior to commencement of Services.
   b. Ensure Your points of contact, as defined in section 1.a above, enable the following:
      i. Remote access for Oracle to perform the Services for the duration of the Service Period;
      ii. Network access and communications between the applicable server, database, and POS clients for Oracle to perform the Services;
   c. Maintain network connectivity between Your environment and any third party applications and/or websites.
2. Project Assumptions
   a. A person day is defined as one (1) resource working up to eight (8) hours.
   b. Services will be delivered remotely.
   c. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
   d. Unless otherwise specified, offshore resources will work during their respective local working hours.
   e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.

    f.   All communication will be in the mutually agreed upon language.
    g.   The following are not part of the Services and are considered out of scope:
        i.   Configuration, troubleshooting or training of third party applications;
        ii.   Integrations, customizations, or non-standard interfaces;
        iii.   Change management, policies and procedures, business processes and end-user documentation;
        iv.   Post installation support beyond what is set forth in the Description of Services;
        v.   Functional or configuration changes beyond the project scope set forth in the Description of Services;
        vi.   On site activities or services; or
        vii.   Any other services not expressly identified herein.

<u>Unused Services</u>

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 Restaurants Remote Project Consulting Services
Part Number: B92738

<u>Description of Services</u>

You have ordered the quantity of hours identified in Your order of Oracle Restaurants Remote Project Consultant Services ("Total Hours") related to Your Oracle Restaurants Point of Sale (POS) implementation(s), which Services may include assistance with any of the following:

1.   <u>Project Consultancy Services</u>
    a.   Facilitate a project kick-off call with Your team to review and confirm the project scope.
        i.   Confirm Oracle Restaurants POS products and Services purchased.
        ii.   Discuss estimated POS implementation and go-live dates.
        iii.   Discuss hardware prerequisites to support Your Oracle 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.

<u>Your Cooperation and Project Assumptions</u>

1.   <u>Your Cooperation</u>. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a.   Provide Oracle access to Your site required for the performance of Services.
    b.   Provide completed copy of the Oracle Restaurants POS Pre-installation Guide.
    c.   Schedule Your staff to attend required Oracle Restaurants POS training sessions.
2.   <u>Project Assumptions</u>
    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.

<u>Unused Services</u>

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 Remote Project Consulting Services

Part Number: B92739

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hotel Remote Project Consultant Services ("Total Hours") related to Your Oracle Hospitality 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 POS products and Services purchased.
      ii. Discuss estimated POS implementation and go-live dates.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality 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. Provide Oracle access to Your site required for the performance of Services.
   b. Provide completed copy of the Oracle Hospitality POS Pre-installation Guide.
   c. Schedule Your staff to attend required Oracle Hospitality 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.

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 Integration Platform Cloud Premium Remote Assistance – 2 Hour Workshop

Part Number: B93151

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. Maintain network connectivity between Your environment and any third party applications and/or websites required for the workshop.
   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. 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. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope; or
      v. 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 Integration Platform Cloud Premium Remote Assistance – 4 Hour Workshop

Part Number: B93152

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. Maintain network connectivity between Your environment and any third party applications and/or websites required for the workshop.
   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. 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.   Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope; or

v.   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 Integration Platform Cloud Premium Remote Assistance – 8 Hour Workshop

Part Number: B93153

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.
      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.   Maintain network connectivity between Your environment and any third party applications and/or websites required for the workshop.
   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. 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. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope; or
      v. 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 Remote SSL Services – Single Certificate
Part Number: B93701

Description of Services

You have ordered Oracle Hospitality Hotel Remote SSL Certificate Services related to your Oracle Hospitality deployment(s), which services may include assistance with the following:

1. Secure Sockets Layer (SSL) Certificate Configuration Installation Services
   Server configuration may include up to a total of three (3) hours remote assistance for no more than one (1) SSL certificate ("Certificate") as follows:
   a. Conduct a discovery call with your site contact to confirm SSL requirements.
      i. Verify Certificate has been purchased; or
      ii. Assist with purchase, if required.
   b. Remotely connect to your Oracle Hospitality Hotel software environment Property Management System ("PMS") Server or OPERA Xchange Interface ("OXI/IFC") Server to install the new Certificate.
   c. Test PMS or OXI/IFC connectivity to OPERA for the installed Certificate.

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 remote access to Your hotel site as required for the performance of services.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the services remotely.
   c. The services do not include physical hardware installation, networking or any other services not expressly identified herein.
   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. Project management is not included in the services.
   h. Delays caused by either Your or Your third party vendors' lack or readiness at the scheduled times may result in additional charges.

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 Remote SSL Services – Two Certificates
Part Number: B93702

Description of Services

You have ordered Oracle Hospitality Hotel Remote SSL Certificate Services related to Your Oracle Hospitality deployment(s), which services may include assistance with the following:

1. Secure Sockets Layer (SSL) Certificate Configuration Installation Services
   Server configuration may include up to a total of four (4) hours remote assistance for no more than two (2) SSL certificates ("Certificates") as follows:
   a. Conduct a discovery call with Your site contact to confirm SSL requirements.
      i. Verify Certificates have been purchased; or
      ii. Assist with purchases, if required.
   b. Remotely connect to Your Oracle Hospitality Hotel software environment Property Management System ("PMS") Server and OPERA Xchange Interface ("OXI/IFC") Server to install the new Certificates.
   c. Test PMS and OXI/IFC connectivity to OPERA for the installed Certificates.

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 remote access to Your hotel site as required for the performance of services.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the services remotely.
   c. The services do not include physical hardware installation, networking or any other services not expressly identified herein.
   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. Project management is not included in the services.
   h. Delays caused by either Your or Your third party vendors' lack of readiness at the scheduled times may result in additional charges.

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 PMS Workshop Annual Services – Basic
Part Number: B99668

Description of Services
You have ordered Oracle Hospitality OPERA Cloud Remote PMS 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 for one (1) resource per workshop.
   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 PMS Workshop Annual Services – Standard
Part Number: B99669

Description of Services
You have ordered Oracle Hospitality OPERA Cloud Remote PMS 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 for one (1) resource per workshop.
    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 Restaurants Remote Oracle Payment Interface Implementation
Part Number: B99748

Description of Services
Oracle will provide the following Services with respect to Your Oracle Payment Interface ("OPI"):

1. Configuration
   a. Provide up to four (4) hours of assistance to: (i) install/configure, re-install or upgrade OPI; and (ii)support Your user acceptance testing ("UAT") of OPI with Your applicable third party integrated payments application ("Application(s)") configuration.

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 primary representative(s) who will serve as Oracle's primary point(s) of contact and have authority to make decisions with regard to the Services. This representative shall work together with Oracle's Remote Services team to facilitate an efficient delivery of the Services.
   b. Provide access to Your location for the performance of the Services.
   c. Provide access to Your Application(s) for the performance of the Services.
   d. Confirm Your Oracle environment and Your Application vendor ("Vendor") meets all software, hardware and compatibility requirements before the performance of the Services begins.
   e. Confirm Your Oracle environment is configured and active.
   f. Confirm licenses related to OPI are either already active or purchased and provisioned/ready for activation before the performance of the Services begins.
   g. Confirm Your point of sale ("POS") hardware is physically installed, configured and active.
   h. Execute a separate order with Your Vendor for the Application(s) and related Vendor services, as applicable.
   i. Coordinate and schedule Vendor availability to support the performance of the Services.
   j. Conduct UAT for all OPI configuration performed in the Description of Services with Your Vendor.

2. Project Assumptions
   a. A person day is defined as one (1) resource working up to eight (8) hours in a single day, during local business hours, unless otherwise agreed to by the parties.
   b. Delays caused by either You or Vendor may cause delays to delivery of the Services.
   c. Oracle will perform the Services remotely.
   d. Oracle will use its standard documentation format for any documentation prepared and/or delivered during the performance of the Services.
   e. All written documentation and communication will be in the mutually agreed upon language.
   f. Unless otherwise specified, offshore resources will work during their respective local working hours.
   g. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
   h. Oracle may deliver the 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 eight (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.
   i. Vendor must be a certified Oracle partner at the time of Services delivery.

j. Vendor is responsible for third-party software, hardware, non-Oracle installation/configuration, training, and support related to the Application(s).
k. The performance of the Services is dependent upon proper cooperation provided by Vendor. Additional assistance required due to an absence of such cooperation may require purchasing additional remote services support from Oracle.
l. The following are not part of the Services and/or scope and are considered out of scope:
    i. Hardware installation.
    ii. Network configuration.
    iii. Unrelated third-party integrations.
    iv. For OPI, third-party software and/or hardware configuration.
    v. Application training.
    vi. Live support.
    vii. Project management.
    viii. Anything not expressly identified in the Description of Services.

Oracle Hospitality OPERA Cloud Remote Workshops - Individual Workshop
Part Number: B110404

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 workshop.
    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.