Oracle Hospitality Hotel Cloud Services

Service Descriptions and Metrics

Last Updated October 2024

These service descriptions do not apply when Legacy Micros SKUs are ordered.

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METRIC DEFINITIONS

10,000 Transactions is defined as ten thousand unique transactions processed through the Oracle Cloud Service. Transactions may describe various transaction types, including but not limited to sales, returns, exchanges, loyalty transactions, deal transactions, gift card transactions, inventory transactions, petty cash transactions, and/or administrative transactions.

For the purposes of Oracle Hospitality Integration Cloud Service, a transaction is defined as a paired message unit consisting of a single request and a corresponding response, which can be initiated from either Oracle or the connected external system. 10,000 transactions are measured on a monthly basis and may describe various transaction types, including but not limited to reservation, rate, availability, profile, membership, configuration, and/or administrative data.

Booking is defined as a hotel reservation transaction booked through the Oracle Cloud Service for a room, regardless of the number of days and or/nights reserved, at any Property. A Booking includes any no-shows or cancellations made outside of the Oracle Cloud Service, but excludes duplications and cancellations processed through the Oracle Cloud Service prior to check in date.

Customer is defined as the customer entity specified (and defined as "You") in Your order.

Data Replica Set is defined as a set of date replications derived from one or more instance(s) of the reporting platform of the Oracle Hospitality property management Cloud Services in use by You and Your Participants in each of the associated environments.

Device is defined as a network element that is modeled, discovered, or managed by the Oracle Cloud Service.

Guest Room is defined as the number of Guest Rooms within the scope of the Oracle Cloud Service as specified in the ordering document.

Hosted Named User is defined as an individual authorized by You to access the Oracle Cloud Service, regardless of whether the individual is actively accessing the service at any given time.

Instance is defined as a single deployment of an Oracle Cloud Service ordered by You.

Interface is defined as a connector to enable the exchange of data between an Oracle Cloud Service or Oracle Program and an external system/ product. A customer that wants to connect an Oracle Cloud Service or Oracle Program with multiple external products, either directly or indirectly (e.g. through an approved integration hub), must purchase a separate Interface license for each connection. A customer with multiple properties must purchase, for each property, the number of licenses for a property that corresponds to the total number of external systems/ products to which that property intends to directly or indirectly connect.

Kitchen Display Client is defined as a device that is used to display and monitor the status of ordered items. If multiplexing hardware or software (e.g., a transaction processing monitor or a web server product) is used, this number must be measured at the multiplexing front end.

Net Booking is defined as any transaction for the Booking of a Single Inventory Unit of a room regardless of the number of nights reserved at any property booked through the Oracle Cloud Service, less any cancelled Single Inventory Units processed through the Oracle Cloud service, during a given billing period.

A **Single Inventory Unit** is a reservation for a set time period for a guest stay, which may or may not include an overnight stay and could just be a time increment or day use of the space.

Property is defined as a location with a single physical (postal) address. For the purposes of OPERA and related Hotels licenses, a Property is a Hotel or Resort with Guest Rooms managed by the Oracle Cloud Service.

POS Client is defined as a device that is used to record any part of a sales transaction or related end-user functionality such as a Workstation, reporting, cash management, engagement, table management, or manager operations. If multiplexing hardware or software (e.g., a transaction processing monitor or a web server product) is used, this number must be measured at the multiplexing front end.

Revenue Center is defined as a logical reporting and configuration entity with a Physical Location. For example, a restaurant that wants to keep its reports and configuration separate from its bar and its room service would require three Revenue Centers within the Oracle Cloud Service (one each for the restaurant, the bar, and the room service).

Transaction Services Client is defined as a device that is used to receive data from an external source to record a sales transaction (e.g., a device in a coffee shop that is used by customers to enter their sandwich orders). If multiplexing hardware or software (e.g., a transaction processing monitor or a web server product) is used, this number must be measured at the multiplexing front end. For the purposes of the Oracle Hospitality Simphony Transaction Services Cloud Service, devices that are used to send Property or Revenue Center configuration to an external source must be counted as Transaction Services Clients. For example, if a digital signage provider wants to display menu item information (e.g., price, name, etc.) on a menu board behind the counter and the menu board system requests that a device provides a list of the menu items and prices that are available for purchase, then that device must be licensed as Transaction Services Client.

Upgrade Rate is defined as the applicable percentage rate (expressed as a decimal), set forth in Your order, per dollar of the Upgrade Amount payable to Oracle for each product and service set forth in the order.

Upgrade Amount is defined as the dollar value for upgrades attributable to Oracle Hospitality Nor1 products and services. Oracle will calculate the fees due for the Oracle Hospitality Nor1 products and services set forth in Your order by applying the applicable Upgrade Rate for each applicable Oracle Hospitality Nor1 product and/or service set forth in Your order to the total monthly aggregated Upgrade Amounts generated through such Oracle Hospitality Nor1 products and/or services, billed in arrears.

VPN Connection is defined as each Oracle Virtual Private Network (VPN) Connection installed between the Oracle data center and Your Physical Location.

Workstation is defined as a client computer from which the Oracle Cloud Service is being accessed.

GLOSSARY

Chain Code is defined as an identifier used to group a unique group of Properties for administrative purposes.

Check In is defined as the procedure by which a hotel formally registers the arrival of a guest for a stay using the Oracle Cloud Service.

Communication Line is defined as a telecommunication line provided by a third-party telecommunications company and used to establish connectivity between the Oracle Cloud Service and the Property.

Customer-Owned Internal Applications is defined as applications which are systems of record or databases with data that are used exclusively for internal purposes and not for commercial purposes with third parties.

Database Storage is defined as the total space allocated at the operating system level for database operations, not including database executables.

Enterprise Organization is defined as a collection of one or more Chain Codes in the Cloud Service. Additional Enterprise Organizations may be required to accommodate geographic-specific configurations or other customer configuration requirements, and doing so will create unique Chain Codes for each such group in the corresponding Enterprise Organization.

GDS is defined as a global distribution system (GDS) that is a computerized network system owned or operated by a company that enables transactions between travel industry service providers.

File Storage is defined as the total space allocated for reporting and SFTP access.

Non-Production Environment is defined as an environment that may be used to recreate events and duplicate issues occurring in the Production Environment for the purposes of troubleshooting and facilitating incident resolution. The Non-Production Environment is not intended to be used for production operations involving live data. Any service levels, performance targets, and disaster recovery described in the applicable Oracle Cloud Service are not applicable to Non-Production Environments. Unless otherwise specified, a single Non-Production Environment is provided for an

 Oracle Cloud Service.

Production Environment is defined as the environment provided to You as part of the Oracle Cloud Service that is designed for daily commercial use and production operations of live data. Unless otherwise specified, a single Production Environment is provided for an Oracle Cloud Service.

Property Level Interface is defined as an interface which must be installed onsite and is sometimes referred to as a serial interface.

Vendor is defined as a third party vendor selected by Customer who is provided access by Customer in order to extract data from Customer's own warehouses and business intelligence applications.

ORACLE HOSPITALITY HOTEL CLOUD SERVICE DESCRIPTIONS

ORACLE HOSPITALITY OPERA CLOUD FOUNDATION

Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation

Part #: B92373 – Per Guest Room

Oracle Hospitality OPERA Cloud Service, Professional Foundation is the basis of Oracle Hospitality Application Suite enabled in a multi-tenant environment. Users are authorized to access all modules and features of the Oracle Cloud Service, including:

- Access to application suite enabling common property management features
    - You may use or enable up to a maximum of 30 features
- Access to standard reporting and integration platforms
- Access to standard online learning material, including guides, videos, release notes, etc.
- Maximum of 3 Property Level Interfaces (IFC8)
- Interfaces to Customer-Owned Internal Applications connected through the Oracle Hospitality Integration Platform
- OPERA internal Interfaces
- OPERA Interfaces to Oracle Simphony Point of Sale
- OPERA Interfaces to Oracle Hospitality Nor1 Cloud Service

The configuration of the Property Level Interfaces requires installation of a software agent on hardware at Your site. It is Your responsibility to acquire the necessary hardware as specified in the Program Documentation and maintain the software agent and hardware for these Interfaces. Additional services and fees may apply if You choose to change the Property Level Interfaces chosen.

Limitations and Restrictions

The following limitations apply to exports including country, membership, and back office exports as well as reporting:

- Exports and reports, if not manually downloaded, can be sent via email, or stored on a SFTP server or https destination provided by You
- Scheduling of exports and reports is limited to maximum once per hour
- Exports and reports running beyond 3 minutes during peak hours are automatically disabled. Timed-out exports and reports will not run again until they have been either edited, to make them run faster, or rescheduled to run during off-peak hours
- There is a 25 MB limitation on emails sent from Oracle Hospitality Application Suite. The size of an email message includes the email headers, body, attachments, and encoding. As a result, an email with a 25 MB attachment likely exceeds the 25 MB size limit for an email message after accounting for the headers, body, and encoding

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Two (2) multi-tenant environments (separately configured): one (1) Production and one (1) Non-Production, provisioned by Oracle

Data Retention
The standard data retention allowance during the Services Period of this Oracle Cloud Service is as follows:
- 36 months of data unless otherwise required by applicable law

Disaster Recovery and Target Service Availability Level

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation

Part #: B92374 – Per Guest Room

Oracle Hospitality OPERA Cloud Service, Enterprise Foundation is the basis of the Oracle Hospitality Application Suite enabled in a dedicated environment. Users are authorized to access all modules and features of the Oracle Cloud Service, including:

- Access to application suite enabling common property management features
    - You may use or enable up to a maximum of 30 features
- Access to standard reporting and integration platforms
- Access to standard online learning material, including guides, videos, release notes, etc.
- Maximum of 6 Property Level Interfaces (IFC8)
- Maximum of 4 Interfaces to Customer-Owned Internal Applications which are not connected through the Oracle Hospitality Integration Platform
- Interfaces to Customer-Owned Internal Applications connected through the Oracle Hospitality Integration Platform
- OPERA internal Interfaces
- OPERA Interfaces to Oracle Simphony Point of Sale
- OPERA Interfaces to Oracle Hospitality Nor1 Cloud Service

The configuration of the Property Level Interfaces requires installation of a software agent on hardware at Your site. It is Your responsibility to acquire the necessary hardware as specified in the Program Documentation and maintain the software agent and hardware for these Interfaces. Additional services and fees may apply if You choose to change the Property Level Interfaces chosen.

Limitations and Restrictions

The following limitations apply to exports including country, membership, and back office exports as well as reporting:

- Exports and reports if not manually downloaded, can be sent via email, or stored on a SFTP server or https destination provided by You
- Scheduling of exports and reports is limited to maximum once per hour
- Exports and reports running beyond 3 minutes during peak hours are automatically disabled. Timed-out exports and reports will not run again until they have been either edited, to make them run faster, or rescheduled to run during off-peak hours
- There is a 25 MB limitation on emails sent from Oracle Hospitality Application Suite. The size of an email message includes the email headers, body, attachments, and encoding. As a result, an email with a 25 MB attachment likely exceeds the 25 MB size limit for an email message after accounting for the headers, body, and encoding

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Two (2) environments (separately configured): one (1) Production and one (1) Non-Production, provisioned by Oracle

Data Retention

The standard data retention allowance during the Services Period of this Oracle Cloud Service is as follows:

- 36 months of data unless otherwise required by applicable law

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.7%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY OPERA CLOUD FOUNDATION WITH ELITE SUPPORT

Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support

Part #: B94278 – Per Guest Room

Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support is enabled in a multi-tenant environment as part of the Oracle Hospitality Application Suite. Users are authorized to access all modules and features of the Oracle Cloud Service, including:

- Access to application suite enabling common property management features
    - You may use or enable up to a maximum of 30 features
- Access to standard reporting and integration platforms
- Access to standard online learning material, including guides, videos, release notes, etc.
- Maximum of 3 Property Level Interfaces (IFC8)
- Interfaces to Customer-Owned Internal Applications connected through the Oracle Hospitality Integration Platform
- OPERA internal Interfaces
- OPERA Interfaces to Oracle Simphony Point of Sale
- OPERA Interfaces to Oracle Hospitality Nor1 Cloud Service

In order for the Property Level Interfaces to be configured, You agree to install a software agent on hardware at Your site. You agree to acquire the necessary hardware as specified in the Program Documentation and maintain the software agent and hardware for these Interfaces. Additional services and fees may apply if You elect to change the Property Level Interfaces from what is initially selected.

Users of the Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support are provided access to the following support services ('Elite Support Services") in addition to the support services described in the Oracle Cloud Policies and Pillar Documentation referenced below, and this Service Description shall supersede any inconsistent terms in such policies.

A. Pooled Customer Advocacy Manager
One (1) Customer Advocacy Manager ("CAM") assigned to You, as a non-dedicated contact for the Elite Support Services.

B. Toll-Free Support Number

A dedicated toll-free support number for Your teams to call 24x7. Calls coming into the dedicated number will be routed to the Pooled Help Desk.

C. Pooled Help Desk

Assigned/pooled English language support team with the product skill coverage for the products in Your production Cloud Services environment.

Limitations and Restrictions

The following limitations apply to exports including country, membership, and back office exports as well as reporting:

- Exports and reports, if not manually downloaded, can be sent via email, or stored on a SFTP server or https destination provided by You
- Scheduling of exports and reports is limited to maximum once per hour
- Exports and reports running beyond 3 minutes during peak hours are automatically disabled. Timed-out exports and reports will not run again until they have been either edited to make them run faster, or rescheduled to run during off-peak hours

- There is a 25 MB limitation on emails sent from Oracle Hospitality Application Suite. The size of an email message includes the email headers, body, attachments, and encoding. As a result, an email with a 25 MB attachment likely exceeds the 25 MB size limit for an email message after accounting for the headers, body, and encoding

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Two (2) multi-tenant environments (separately configured): one (1) Production and one (1) Non-Production, provisioned by Oracle

Data Retention

The standard data retention allowance during the Services Period of this Oracle Cloud Service is as follows:

- 36 months of data unless otherwise required by applicable law

Additional Support Options

The additional support provided with this Service also applies to any add-on modules purchased if specified in the service description for such add-on module.

Professional Services

You must separately purchase Oracle Cloud Professional Services to set up and configure Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support prior to use. Additional Oracle Cloud Professional Services may be required to change the property management features, Property Level Interfaces, and/or Customer-Owned Internal Applications initially chosen in Your set up and configuration.

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support

Part #: B94279 – Per Guest Room

Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support is enabled in a dedicated environment as part of the Oracle Hospitality Application Suite. Users are authorized to access all modules and features of the Oracle Cloud Service, including:

- Access to application suite enabling common property management features
    - You may use or enable up to a maximum of 30 features
- Access to standard reporting and integration platforms
- Access to standard online learning material, including guides, videos, release notes, etc.
- Includes maximum of 6 Property Level Interfaces (IFC8)
- Includes maximum of 4 Interfaces to Customer-Owned Internal Applications which are not connected through the Oracle Hospitality Integration Platform
- Includes Interfaces to Customer-Owned Internal Applications connected through the Oracle Hospitality Integration Platform
- OPERA internal Interfaces
- OPERA Interfaces to Oracle Simphony Point of Sale
- OPERA Interfaces to Oracle Hospitality Nor1 Cloud Service

In order for the Property Level Interfaces to be configured, You agree to install a software agent on hardware at Your site. You agree to acquire the necessary hardware as specified in the Program Documentation and maintain the software agent and hardware for these Interfaces. Additional services and fees may apply if You choose to change the Property Level Interfaces from what is initially chosen.

Users of the Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support are provided access to the following support services ('Elite Support Services") in addition to the support services described in the Oracle Cloud Support Policy contained in the Oracle Cloud Policies and Pillar Documentation referenced below, and this Service Description shall supersede any inconsistent terms in such policies.

A. Pooled Customer Advocacy Manager

One (1) Customer Advocacy Manager ("CAM") assigned to You, as a non-dedicated contact for the Elite Support Services.

B. Toll-Free Support Number

A dedicated toll-free support number for Your teams to call 24x7. Calls coming into the dedicated number will be routed to the Pooled Help Desk.

C. Pooled Help Desk

Assigned/pooled English language support with the product skill coverage for the products in Your production Cloud Services environment.

Limitations and Restrictions

The following limitations apply to exports including country, membership, and back office exports as well as reporting:

- Exports and reports, if not manually downloaded, can be sent via email, or stored on a SFTP server or https destination provided by You
- Scheduling of exports and reports is limited to maximum once per hour

- Exports and reports running beyond 3 minutes during peak hours are automatically disabled. Timed-out exports and reports will not run again until they have been either edited to make them run faster, or rescheduled to run during off-peak hours
- There is a 25 MB limitation on emails sent from Oracle Hospitality Application Suite. The size of an email message includes the email headers, body, attachments, and encoding. As a result, an email with a 25 MB attachment likely exceeds the 25 MB size limit for an email message after accounting for the headers, body, and encoding

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Two (2) environments (separately configured): one (1) Production and one (1) Non-Production, provisioned by Oracle

Data Retention

The standard data retention allowance during the Services Period of this Oracle Cloud Service is as follows:

- 36 months of data unless otherwise required by applicable law

Additional Support Options

The additional support provided with this Service also applies to any add-on modules purchased, if specified in the service description for such add-on module.

Professional Services

You must separately purchase Oracle Cloud Professional Services to set up and configure Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support prior to use. Additional Oracle Cloud Professional Services may be required to change the property management features, Property Level Interfaces, and/or Customer-Owned Internal Applications initially chosen in Your set up and configuration.

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.7%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support

Part #: B94280 – Per Guest Room

Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support is enabled in a dedicated environment as part of the Oracle Hospitality Application Suite. Users are authorized to access all modules and features of the Oracle Cloud Service, including:

- Access to application suite enabling common property management features
    - o You may use or enable up to a maximum of 30 features
- Access to standard reporting and integration platforms
- Access to standard online learning material, including guides, videos, release notes, etc.
- Maximum of 6 Property Level Interfaces (IFC8)
- Maximum of 4 Interfaces to Customer-Owned Internal Applications which are not connected through the Oracle Hospitality Integration Platform
- Interfaces to Customer-Owed Internal Applications connected through the Oracle Hospitality Integration Platform
- OPERA internal Interfaces
- OPERA Interfaces to Oracle Simphony Point of Sale
- OPERA Interfaces to Oracle Hospitality Nor1 Cloud Service

In order for the Property Level Interfaces to be configured, You agree to install a software agent on hardware at Your site. You agree to acquire the necessary hardware as specified in the Program Documentation and maintain the software agent and hardware for these Interfaces. Additional services and fees may apply if You elect to change the Property Level Interfaces from what is initially selected.

Users of Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support are provided access to the following support services ('Elite Plus Support Services") in addition to the support services described in the Oracle Cloud Support Policy contained in the Oracle Cloud Policies and Pillar Documentation referenced below, and this Service Description shall supersede any inconsistent terms in such policies.

Elite Plus Support Entitlements:

A. Global Customer Advocacy Manager

One (1) Customer Advocacy Manager ("CAM") assigned to You, as a primary remote contact for the Elite Plus Support Services.

B. Dedicated Help Desk

A 24 x 7 dedicated English language support team with the product skill coverage for the products in Your production Cloud Services environment.

C. Toll-Free Support Number

A dedicated toll-free support number for Your teams to call 24x7. Calls coming into the dedicated number will be routed to the Dedicated Help Desk.

Limitations and Restrictions

The following limitations apply to exports including country, membership, and back office exports as well as reporting:

- Exports and reports if not manually downloaded, can be send via email, or stored on a SFTP server or https destination provided by You
- Scheduling of exports and reports is limited to maximum once per hour
- Exports and reports running beyond 3 minutes during peak hours are automatically disabled. Timed-out exports and reports will not run again until they have been either edited to make them run faster, or rescheduled to run during off-peak hours
- There is a 25 MB limitation on emails sent from Oracle Hospitality Application Suite. The size of an email message includes the email headers, body, attachments, and encoding. As a result, an email with a 25 MB attachment likely exceeds the 25 MB size limit for an email message after accounting for the headers, body, and encoding

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Two (2) environments (separately configured): one (1) Production and one (1) Non-Production, provisioned by Oracle

Data Retention

The standard data retention allowance during the Services Period of this Oracle Cloud Service is as follows:

- 36 months of data unless otherwise required by applicable law

Additional Support Options

The additional support provided with this Service also applies to any add-on modules purchased, if specified in the service description for such add-on module.

Professional Services

You must separately purchase Oracle Cloud Professional Services to set up and configure Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support prior to use. Additional Oracle Cloud Professional Services may be required to change the property management features, Property Level Interfaces, and/or Customer-Owned Internal Applications initially chosen in Your set up and configuration.

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.7%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud

Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY IDENTITY MANAGEMEMENT

Oracle Hospitality Identity Management Cloud Service

Part #: B94442 – Per Instance

This Oracle Cloud Service provides basic identity management functionalities for Oracle Hospitality applications, including user management, group management, and basic reporting. The solution enables You to integrate with Your own identity provider for single sign-on (SSO) purposes. You must purchase an Instance for each Enterprise Organization configured and managed across the Oracle Hospitality Cloud Services.

You must continue to maintain this Cloud Service so long You and/or any Participant (as defined in Your order or agreement, as applicable), have an active Oracle Cloud Services subscription to a Cloud Service that requires this Oracle Cloud Service as a prerequisite. Once all Participants are transitioned off the Oracle Cloud Service which requires this Cloud Service as a prerequisite, You will no longer be required to maintain a subscription to this Oracle Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on the following:

- You will be entitled to use the Oracle Cloud Infrastructure Identity and Access Management service with the limits of an Oracle Apps license. For more information on the Oracle Apps domain type and service limits, please refer to https://docs.oracle.com/en-us/iaas/Content/Identity/sku/overview.htm
- You will be responsible for identity federation configuration.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industry Cloud Services Pillar Document,* which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY OPERA CLOUD FOUNDATION ADD ONS

Oracle Hospitality OPERA Cloud Service, Property Management Standard Edition Add-On

Part #: B92375 – Per Guest Room

Oracle Hospitality OPERA Standard Cloud Service is an optional add-on service to the foundation offerings of the Oracle Hospitality Application Suite.

- Access to application suite enabling common property management features
  - Ability to enable an additional 25 features up to a maximum of 55 features

Pre-requisite(s)

To use this Cloud Service, You must first order one of the following pre-requisite base services:
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Property Management Premium Edition Add-On

Part #: B92376 – Per Guest Room

Oracle Hospitality OPERA Premium Cloud Service is an optional add-on service to the foundation offerings of the Oracle Hospitality Application Suite.

- Access to application suite enabling common property management features
    - ability to enable unlimited features
- When sold with Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation, it includes:
    - 3 additional Property Level Interfaces (IFC8)
- When sold with Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation, it includes:
    - unlimited Property Level Interfaces (IFC8)

The configuration of the Property Level Interfaces requires installation of a software agent on hardware at Your site. It is Your responsibility to acquire the necessary hardware as specified in the Program Documentation and maintain the software agent and hardware for these Interfaces. Additional services and fees may apply if You choose to change the Property Level Interfaces chosen.

Pre-requisite(s)

To use this Cloud Service, You must first order one of the following pre-requisite base services:

- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support

Oracle Hospitality OPERA Cloud Service, Property Management Professional foundation with Elite Support

Disaster Recovery and Target Service Availability Level

- The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Sales and Event Management Essentials Edition

Part #: B96470 – Per Guest Room

Oracle Hospitality OPERA Cloud Service, Sales and Event Management Essentials Edition are entitled to access the following:

- Accounts
- Contacts
- Function Diary
- Group Rooms Control
- Menus and Items
- Notes
- Revenues
- Sales Activities
- Sales Leads
- Sales Production Reports
- Stationery

Pre-requisite(s)

To use the Oracle Hospitality OPERA Cloud Service, Sales and Event Management Essentials Edition, You must first order one of the following pre-requisite base services:

- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation

- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management:

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Sales and Event Management Standard Edition

Part #: B92377 – Per Guest Room

Oracle Hospitality OPERA Sales and Event Management Standard Cloud Service is an optional add-on service to the foundation offerings of the Oracle Hospitality Application Suite. Users of this Oracle Cloud Services are entitled to the following:

- Access to application suite enabling standard sales and event management features

Pre-requisite(s)

To use this Cloud Service, You must first order one of the following pre-requisite base services:
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management:

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition

Part #: B92910 – Per Guest Room

Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition is an optional add-on service to the foundation offerings of the Oracle Hospitality Application Suite:

- Access to application suite enabling premium sales and event management features

Pre-requisite(s)

To use this Cloud Service, You must first order one of the following pre-requisite base services:

- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional foundation with Elite Support

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Casino and Gaming Management Add-On

Part #: B93049 – Per Guest Room

Oracle Hospitality OPERA Cloud Service Casino and Gaming Management Add-on is an optional add-on service to the foundation offerings of the Oracle Hospitality Application Suite. Users of the Oracle Hospitality OPERA Cloud Service Casino and Gaming Management Add-on are authorized to access the following:

- OPERA Comp Accounting functionality that includes
    o Comp Routing
    o Authorizers
    o Routing Limits

- Data exchange with Player Tracking Systems in the casino and gaming market, via Gaming Interfaces using Oracle Integration Cloud (OIC)
    o Usage of OIC is restricted to functionality integrated with Oracle Hospitality OPERA Cloud Service Casino and Gaming Management Add-on

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Player Tracking System (PTS) You will use with this Cloud Service. Validated Player Tracking Systems that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable Player Tracking System to which the validation applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional services and fees may apply if You choose to change the data exchange with the validated Player Tracking System during the Services Period for this Oracle Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at **www.oracle.com/contracts**.

Oracle Hospitality OPERA Cloud Service, Loyalty

Part #: B95603 – Per Guest Room

This Cloud Service provides users access to the advanced membership and loyalty functionality within the Pre-requisite Cloud Services (below). This Cloud Service must be purchased at the corporate office level.

Pre-requisite(s)

To order this Cloud Service: 1) You must first order and maintain Oracle Hospitality OPERA Cloud Service, Central Management Services for Multi-Data Source, or 2) all of Your connected Properties must be subscribed to one of the Cloud Services listed below and must be provisioned in the same Cloud Services Production Environment:

- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support Plus

Such services represent the "base services" required for this Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management:

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Data Access

Part #: B92796 – Per Guest Room

Users of the Oracle Hospitality OPERA Cloud Service, Data Access are authorized to access the following:

- Read-only access to select business data sets such as sales data from the replica of the production data set. This data can be accessed via SQL queries over any industry standard JDBC drivers. JDBC connection details will be provided upon provisioning
- LAN-to-LAN connection designed for the encrypted transmission of data between the Oracle Cloud Service and Your facilities via Oracle Cloud Infrastructure - FastConnect

This Cloud Service is available in a dedicated environment only. A Non-Production Environment is not included with this Cloud Service.

In order to use this Oracle Cloud Services, the number of Guest Rooms ordered must equal the total number of all Guest Rooms at Customer's Physical Location.

To use this Oracle Cloud Service, You are required to first purchase and maintain one of the below Oracle Cloud Services ("base services").

- Oracle Hospitality OPERA Enterprise Premium Cloud Service (part #B85340)
- Oracle Hospitality OPERA Enterprise Standard Cloud Service (part #B85341)

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum of one secure connection

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support

Disaster Recovery and Target Service Availability

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service. **Oracle Cloud Policies and Pillar Documentation**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Reporting and Analytics Data Access

Part #: B97404 – Per Guest Room

The Oracle Hospitality OPERA Cloud Service, Reporting and Analytics Data Access is intended for customers with advanced SQL knowledge. Users of this Oracle Cloud Service are entitled to access the following in addition to the basic reporting & analytics access included with any of the base services (identified below):

- Read-only access to all database tables within the base service through BI Publisher data models using SQL queries.
- Scheduling of query-based exports using multiple delivery methods, including SFTP and email.

- Graphical and visual displays of query-based data.

Pre-requisite(s)

To use this Oracle Cloud Service, You are required to first purchase and maintain one of the below Oracle Cloud Services ("base services").

- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support

Usage Limits

This Oracle Cloud Service is subject to the following limitations:

- Usage is limited based on the maximum number of Guest Rooms as defined in Your order.

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support

Disaster Recovery and Target Service Availability

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Reporting and Analytics Data Access for Customers Only

Part #: B110418 – Per Guest Room

This Oracle Cloud Service enables read-only access to data extract APIs that allow Users to query data available in the existing Subject Areas (as defined in the Program Documentation) within the reporting platform in the base services and use streaming technology to transport such data to Customer-Owned Internal Applications connected to the base services through standard integration platforms.

Users of this Oracle Cloud Service may also access the BI Publisher Data Model SQL Editor to perform read-only SQL queries against the production data set replica in the base services and schedule query-based exports using supported delivery methods such as SFTP and object storage.

This Oracle Cloud Service is intended exclusively for Users with advanced knowledge in GraphQL, JSON and SQL.

Pre-requisite(s)

To use this Oracle Cloud Service, You must first purchase and maintain one of the following Oracle Cloud Services ("base services"):

- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support

The quantity of Guest Rooms ordered for this Cloud Service must match the quantity purchased and maintained for the base services.

Usage Limits

This Oracle Cloud Service is subject to the following limitations:

- Usage is limited to the number of Guest Rooms as defined in Your order.
- Reporting and analytics data extract APIs may not be used for queries from, or extraction to, third party products or services connected through standard integration platforms.
- Data streaming to Customer-Owned Internal Applications is not included with this Oracle Cloud Service.
- This Oracle Cloud Service may be temporarily disrupted during Disaster Recovery.

Disaster Recovery and Target Service Availability

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are as set forth for the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Reporting and Analytics Data Access for Customers and Vendors

Part #: B110419 – Per Guest Room

This Oracle Cloud Service enables read-only access to data extract APIs that allow Users to query data available in the existing Subject Areas (as defined in the Program Documentation) within the reporting platform in the base services and use streaming technology to transport such data to Customer-Owned Internal Applications and/or Vendor products or services connected to the base services through standard integration platforms.

Users of this Oracle Cloud Service may also access the BI Publisher Data Model SQL Editor to perform read-only SQL queries against the production data set replica in the base service, and schedule query-based exports using supported delivery methods such as SFTP and object storage.

This Oracle Cloud Service is intended exclusively for Users with advanced knowledge in GraphQL, JSON, and SQL.

Pre-requisite(s)

To use this Oracle Cloud Service, You first purchase and maintain one of the following Oracle Cloud Services ("base services"):

- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support

The quantity of Guest Rooms ordered for this Cloud Service must match the quantity purchased and maintained for the base services.

Usage Limits

This Oracle Cloud Service is subject to the following limitations:

- Usage is limited to the number of Guest Rooms as defined in Your order.
- Reporting and analytics data extract APIs may not be used for queries from, or extraction to, non-Vendor third party products or services connected through standard integration platforms.
- Data streaming to Customer-Owned Internal Applications and/or Vendor products or services is not included with this Oracle Cloud Service.
- This Oracle Cloud Service may be temporarily disrupted during Disaster Recovery.

Disaster Recovery and Target Service Availability

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are as set forth for the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Reporting and Analytics Data Replication

Part #: B110420 – Per Data Replica Set - Oracle Hospitality OPERA Cloud Service, Reporting and Analytics Data Replication - Up to 175,000 rooms
Part #: B110421 – Per Data Replica Set - 110421 - Oracle Hospitality OPERA Cloud Service, Reporting and Analytics Data Replication - 175,001 rooms or more

This Oracle Cloud Service enables a read-only data replication for all instances of the reporting platform of the Oracle Hospitality property management Cloud Services in use by You and Your Participants (as such term is defined in Your order for Oracle Hospitality Cloud Services or Your Agreement specified in such order, as applicable) in each of the associated environments accessible via SQL*NET using Oracle GoldenGate Cloud Service. If there are Oracle Hospitality property management Cloud Services provisioned in multiple regions, Oracle will provide one private endpoint for each region.

Where this Oracle Cloud Service is used to replicate data from the instances of a Shared Environment, the Administrator of such Shared Environment much purchase this Oracle Cloud Service (as both terms are defined in Your order for Oracle Hospitality Cloud Services or Your Agreement specified in such order, as applicable). The quantity ordered for this Oracle Cloud Service will always be one (1).**Pre-requisite(s)**

To use this Oracle Cloud Service, You are required to first purchase and maintain one of the below Oracle Cloud Services ("base services"):
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support

In addition, You are required purchase and maintain one of the Oracle GoldenGate Cloud Service offerings and all required Oracle Cloud Infrastructure (OCI) networking related services to support Your workload (or to meet business requirements) for each region where an instance of the reporting platform of Oracle Hospitality's property management Cloud Services is deployed.

Usage Limits

This Oracle Cloud Service is subject to the following limitations:

- The number of Guest Rooms for Oracle Hospitality's property management Cloud Services in use by You and Your Participants may not exceed the number of Guest Rooms specified in the product description of the Reporting and Analytics Data Replication Cloud Service You order.
- The Cloud Service may be temporarily disrupted during Disaster Recovery.

Usage is limited to one Oracle GoldenGate Cloud Service connection per instance of the reporting platform of Oracle Hospitality's property management Cloud Services.

Disaster Recovery and Target Service Availability

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are as set forth for the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY OPERA CLOUD CENTRAL MANAGEMENT SERVICES

Oracle Hospitality OPERA Cloud Service, Central Management Services for Single-Data Source

Part #: B96578 – Per Guest Room

Users of the Oracle Hospitality OPERA Cloud Service, Central Management Services for Single-Data Source are authorized to access the following:

- Groups and Blocks
- Profiles
- Rates and Rate Distribution
- Reservations
- Support for multi-currency and multi-language features
- Access to standard reporting and integration platforms
- Access to standard online learning material, including guides, videos, release notes, etc.
- Interfaces to Customer-Owed Internal Applications connected through the Oracle Hospitality Integration Platform

Oracle Hospitality OPERA Cloud Service, Central Management Services for Single-Data Source is intended for use with an Oracle Hospitality property management Cloud Service deployed in a single region and/or a single Production Environment instance, an Oracle Hospitality property management deployed in an on-premises installation, or a non-Oracle property management system. This Cloud Service must be purchased at the corporate office level.

You must order and maintain during the Services Period a quantity of Guest Rooms that is equivalent to the number of Guest Room managed in the property management system that will be configured to sync data with this Cloud Service.

Limitations and Restrictions

The following limitations apply to any exports as well as reporting from this Cloud Service:

- Exports and reports, if not manually downloaded, can be sent via email or stored on a SFTP server or https destination provided by You.
- Scheduling of exports and reports is limited to maximum once per hour.
- Exports and reports running beyond 3 minutes during peak hours are automatically disabled. Timed-out exports and reports will not run again until they have been either edited, to make them run faster, or rescheduled to run during off-peak hours.
- There is a maximum 25 MB limitation on emails sent. The size of an email message includes the email headers, body, attachments, and encoding. As a result, an email with a 25 MB attachment likely exceeds the 25 MB size limit for an email message after accounting for the headers, body, and encoding.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Two (2) multi-tenant environments (separately configured): one (1) Production and one (1) Non-Production, provisioned by Oracle.

Data Retention

The standard data retention allowance during the Services Period of this Oracle Cloud Service is 36 months of data, unless otherwise required by applicable local law.

Professional Services

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional Oracle Cloud Professional Services may be required to change options initially chosen in Your set up and configuration.

Disaster Recovery and Target Service Availability Level
As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) and Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Central Management Services for Multi-Data Source

Part #: B96579 – Per Guest Room

Users of the Oracle Hospitality OPERA Cloud Service, Central Management Services for Multi-Data Source are authorized to access the following:

- Groups and Blocks
- Profiles
- Rates and Rate Distribution
- Reservations
- Support for multi-currency and multi-language features
- Access to standard reporting and integration platforms
- Access to standard online learning material, including guides, videos, release notes, etc.
- Interfaces to Customer-Owed Internal Applications connected through the Oracle Hospitality Integration Platform

Oracle Hospitality OPERA Cloud Service, Central Management Services for Multi-Data Source is intended for use with Oracle Hospitality property management Cloud Services deployed across multiple Production Environment instances, or for use with property management systems deployed outside of Oracle Cloud. This Cloud Service must be purchased at the corporate office level.

You must order and maintain during the Services Period a quantity of Guest Room that is equivalent to the number of Guest Room managed in the property management systems that will be configured to sync data with this Cloud Service. In addition, You must order Oracle Hospitality OPERA Cloud Service, Central Management Services Third Party Property Connection to use this Cloud Service with any non-Oracle property management system.

Limitations and Restrictions

The following limitations apply to any exports and reporting from this Cloud Service:

- Exports and reports, if not manually downloaded, can be sent via email, or stored on a SFTP server or https destination provided by You.
- Scheduling of exports and reports is limited to maximum once per hour.
- Exports and reports running in excess of 3 minutes during peak hours are automatically disabled. Timed-out exports and reports will not run again until they have been either edited, to make them run faster, or rescheduled to run during off-peak hours.
- There is a maximum 25 MB limitation on emails sent. The size of an email message includes the email headers, body, attachments, and encoding. As a result, an email with a 25 MB attachment likely exceeds the 25 MB size limit for an email message after accounting for the headers, body, and encoding.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Two (2) multi-tenant environments (separately configured): one (1) Production and one (1) Non-Production, provisioned by Oracle.

Data Retention

The standard data retention allowance during the Services Period of this Oracle Cloud Service is 36 months of data unless otherwise required by applicable local law.

Professional Services

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional Oracle Cloud Professional Services may be required to change options initially chosen in Your set up and configuration.

Disaster Recovery and Target Service Availability Level

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) and Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Central Management Services Third-Party Property Connection

Part #: B96580 – Per Guest Room

Under this Cloud Service, Oracle provides a connection between Oracle Hospitality OPERA Cloud Service, Central Management Services for Multi-Data Source and a non-Oracle property management or sales and events management system through an Oracle-validated Interfaces to such system.

Pre-requisite(s)

To use Oracle Hospitality OPERA Cloud Service, Central Management Services Third-Party Property Connection, You must first order Oracle Hospitality OPERA Cloud Service, Central Management Services for Multi-Data Source.

You must order and maintain during the Services Period a quantity of Guest Rooms that is equivalent to the number of Guest Rooms managed by the non-Oracle property management system(s) that will be configured to sync data with Oracle Hospitality OPERA Cloud Service, Central Management Services for Multi-Data Source.

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which validated non-Oracle product that You will use with this Cloud Service. Validated non-Oracle products that may be used with this Oracle Cloud Service are listed in the Program Documentation. You must separately acquire from such third-party vendor and maintain for the duration of this Oracle Cloud Service the non-Oracle product, and any related non-Oracle connections the 3rd party product requires, as well as the applicable Oracle Interface to such product.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order.

Professional Services

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional Oracle Cloud Professional Services may be required to change options initially chosen in Your set up and configuration.

Disaster Recovery and Target Service Availability

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY CLOUD INTEGRATIONS (METERED)

Oracle Hospitality Integration Cloud Service

Part #: B92141 – Per 10,000 Transactions

Users of the Oracle Hospitality Integration Cloud Service are authorized to access the following:

- Oracle Hospitality Integration Platform - Developer Portal
- Oracle Hospitality Integration Cloud Service - APIs

Pre-requisite(s)

To use this Oracle Cloud Service, You are required to first purchase and maintain one of the below Oracle Cloud Services ("base services").

- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of the applicable metric

Oracle will provision one (1) Production Environment for this Oracle Cloud Service.

Limited License

Notwithstanding anything to the contrary and upon payment by You, Oracle grants to You, solely for Your internal business operations, a worldwide, non-exclusive, non-transferable and limited license to use the Oracle Hospitality Integration Cloud Services, including the applicable APIs and related documentation provided to You ("Technology") during the term of the applicable order, for the following purposes only:

- development of integrations to the Technology solely for compatibility testing and development of such integrations between Your software products and services and the Services set forth in the applicable order (the "Integrations");
- quality assurance testing to ensure compatibility between Your software and services and the Technology;
- support testing to troubleshoot compatibility between Your software and services and the Technology; and/or
- Your internal business use of the Integrations in connection with Your software products and services to our mutual customers as a cloud or hosted service.

For avoidance of doubt, Oracle Hospitality Cloud Services entitle Customers to access Third Party Services (as defined in Your agreement) connected through the Oracle Hospitality Integration Platform. Oracle does not control and is not responsible for Third Party Services. Your software products and services are deemed Third Party Services for purposes of Your Agreement. Oracle's Data Processing Agreement does not apply to Third Party Services.

Disaster Recovery and Target Service Availability

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Billing

Oracle will invoice You monthly in arrears based on Your actual usage for the prior month in multiples of 10,000 Transactions at the rates specified in Your order and subject to the Payment Terms in Your Agreement.

Auto Renewal

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Integration Cloud Service, Single End Point Application Connection

Part #s:
B97492 – Per Guest Room
B97403 – Per Interface (200 Rooms and more per property)

Use of this Oracle Hospitality Integration Platform add-on is intended for customers that interface an Oracle Hospitality Cloud base service with a third party solution provider, who has not subscribed to the Oracle Hospitality Integration Cloud Service and requires a connection to such third party solution.

Users of this Oracle Cloud Service may grant access to their instance of the Oracle Hospitality Integration Platform APIs included with any of the pre-requisite base services to a single third party system and may export to such third party system only data that is relevant to such third party system's business function. Users that want to grant access to more than one third party system must order a separate single end point application entitlement for each connection.

Pre-requisite(s)

To use this Oracle Cloud Service, You are required to first purchase and maintain one of the below Oracle Cloud Services ("base services").

- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation
- Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support

Usage Limits

This Oracle Cloud Service is subject to the following limitations:

- Usage is limited based on the maximum number of Guest Rooms or Interfaces as defined in Your order.
- Oracle will provision 1 Production instance for this Oracle Cloud Service.
- You may not, and may not cause or permit others to, use this Oracle Cloud Service, directly or indirectly, to export data from Oracle Hospitality Cloud Services to third party products or services that are competitive to such Oracle Hospitality Cloud Services.

Disaster Recovery and Target Service Availability

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY NOR1 CLOUD SERVICES

ORACLE HOSPITALITY NOR1 CLOUD SERVICES	PART #	METRIC
Oracle Hospitality Nor1 Cloud Service	B94929	Each
Oracle Hospitality Nor1 Cloud Service, eStandby Room Upgrade	B94916	Upgrade Rate
Oracle Hospitality Nor1 Cloud Service, CheckIn Merchandising Room Upgrade	B94917	Upgrade Rate
Oracle Hospitality Nor1 Cloud Service, eXpress Room Upgrade	B94918	Upgrade Rate
Oracle Hospitality Nor1 Cloud Service, Non-Room Upgrade	B94919	Upgrade Rate

Oracle Hospitality Nor1 Cloud Service, eStandby Room Upgrade

The Oracle Hospitality Nor1 Cloud Service, eStandby Room Upgrade provides Your guests with offers to upgrade reserved rooms via email and/or web-based promotional messaging after the initial reservation. Room upgrades constitute upgrades from initially booked rooms to higher priced room types, or to upgrades based on room attributes like size, view, location in hotel, or floor and upgrades related to room inventory availability such as early check-in/late checkout, extra rooms, or extra days.

Oracle Hospitality Nor1 Cloud Service, CheckIn Merchandising Room Upgrade

The Oracle Hospitality Nor1 Cloud Service, CheckIn Merchandising Room Upgrade allows Your front desk agents to offer guaranteed upgrades to Your guests at certain rates during check-in. Room upgrades constitute upgrades from initially booked rooms to higher priced room types, or to upgrades based on room attributes like size, view, location in hotel, or floor and upgrades related to room inventory availability such as early check-in/late checkout, extra rooms, or extra days.

Oracle Hospitality Nor1 Cloud Service, eXpress Room Upgrade

The Oracle Hospitality Nor1 Cloud Service, eXpress Room Upgrade provides Your guests with offers for guaranteed upgrades via email and/or web-based promotional messaging after the initial reservation. Room upgrades constitute upgrades from initially booked rooms to higher priced room types, or to upgrades based on

room attributes like size, view, location in hotel, or floor and upgrades related to room inventory availability such as early check-in/late checkout, extra rooms, or extra days.

Oracle Hospitality Nor1 Cloud Service, Non-Room Upgrade

The Oracle Hospitality Nor1 Cloud Service, Non-Room Upgrade is an optional add-on upgrade to any one of the Oracle Hospitality Nor1 Room Upgrade Cloud Services, and it requires You to activate and maintain one of the following pre-requisite base services:

- Oracle Hospitality Nor1 Cloud Service, eStandby Room Upgrade
- Oracle Hospitality Nor1 Cloud Service, eXpress Room Upgrade
- Oracle Hospitality Nor1 Cloud Service, Checkin Merchandising Room Upgrade

Non-room upgrades constitute any other merchandising opportunity including but not limited to food and beverage offers (food & beverage credits, cocktail offers, meal packages, etc.) or other amenities such as spa offers, golf packages, parking and arrival amenities.

Your Obligations

You acknowledge that Oracle's ability to deliver the Oracle Hospitality Nor1 Cloud Services depends upon Your fulfillment of the following:

- Provide at least five (5) room category photographs (450 x 450 pixels) for each room category, descriptions of the various rooms in each room category, and room upgrade pricing.

Activation Usage and Billing

The Oracle Hospitality Nor1 Cloud Service is a pay as you go service. Your order contains a listing of all the Services available as of the date of the order. During the Services Period of Your order (as defined below), You may activate and use any/all such Services according to these service descriptions and You will be charged for such usage at the rate specified in Your order.

Charges for all pay as you go usage will be billed monthly in arrears with immediate payment terms. You will be able to review and update Your award activity in the upsell action center in the Oracle Hospitality Nor1 Cloud Service. After invoicing, You will be able to access copies of Your invoices in Your Cloud Services Account.

If Oracle makes available new Oracle Hospitality Nor1 Cloud Service offerings within Your Cloud Services Account, You may activate those additional Services and You will be billed for the actual usage of such Services based on Oracle's then current price list for such Services, which can be found at https://www.oracle.com/cloud/price-list.html. You may place a new order at any time, and You will receive the pricing and discounts agreed to in the rate card attached to Your new order.

The development, release, and timing of any future features, functionality, or Services remain at the sole discretion of Oracle. Oracle reserves the right to invoice You more frequently if Oracle identifies unusual activity that we may suspect is fraudulent or at risk of non-payment.

Services Period

Following the initial Services Period listed in Your order, You may continue to use the Oracle Hospitality Nor1 Cloud Services subject to the terms of such order, these service descriptions and the Agreement. As such, for the purposes of these Services and notwithstanding anything to the contrary in the Agreement and Your order, the term "Services Period" shall include the initial Services Period listed in Your order as well as any period of continued Services use following such initial Services Period. Following the initial Services Period listed in Your order, either party may terminate the Services Period by providing written notice of no less than sixty (60) days.

Interface to Oracle Hospitality Property Management ("Oracle PMS")

Your activation of the Oracle Hospitality Nor1 Cloud Service includes remote installation and configuration of an interface between the Oracle Hospitality Nor1 Cloud Services and Your Oracle PMS deployment, if applicable. As a condition of installing such interface, You agree to comply with the following terms and restrictions, in addition to any requirements of the Oracle PMS used in Your environment.

Your Obligations

You agree that You will:

- Ensure the Oracle PMS is installed and configured prior to Oracle commencing installation of the interface between the Oracle Hospitality Nor1 Cloud Service and the Oracle PMS;
- Complete and return a pre-installation workbook that will describe Your Oracle PMS configuration;
- Validate all required configuration data that will be loaded into Your Oracle PMS production environment;
- Provide a point of contact to enable remote access to perform the Services, enable the appropriate network access and communications between the applicable servers and databases for Oracle to install and configure the interface; and
- Provide user rights for Oracle to Your Oracle PMS production environment but, at all times, limit such access only to the extent necessary to perform the interface installation and configuration.

Assumptions

- All communications and documentation will be in English. Installation of the interface between the Oracle Hospitality Nor1 Cloud Service and Your Oracle PMS shall not include configuration, troubleshooting or training of the Oracle PMS or any other application, physical hardware installation, or network troubleshooting.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY OPERA DISTRIBUTION CHANNEL CLOUD SERVICE

ORACLE HOSPITALITY DISTRIBUTION CHANNELS with CUSTOMER SERVICE

Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for Indirect Reservations, excluding GDS

Part #: B92947 – Per Net Bookings

Users of the Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for Indirect Reservations, excluding GDS may establish connections between this Cloud Service and validated third party distribution channels, including but not limited to online travel agencies, tour operators, and bed banks, that allows data exchange for rates, availability level, and the ability for reservations to be created/updated through such channel(s). This may include the hotel or chain using the APIs for this Cloud Service or using a Validated Interface, as described below.

You must acquire, and maintain for the duration of the Services Period, an entitlement to the distribution channel or channels that this Cloud Service will connect to.

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which validated non-Oracle product that You will use with this Cloud Service. Validated non-Oracle products that may be used with this Oracle Cloud Service are listed in the Program Documentation. You must separately acquire from such third party vendor and maintain for the duration of this Oracle Cloud Service the non-Oracle product, and any related non-Oracle connections the third party product requires, as well as the applicable Oracle Interface to such product.

In the event that exchanging data with a third party distribution channel requires a change to data elements (e.g., room type code formatting), You are required to adapt to those data elements to ensure proper functioning of the connection between the Oracle Cloud Service and the third party distribution channel.

Customer Services

Your subscription to this Cloud Service includes the additional services listed below, which Oracle shall perform remotely. As a condition of such services, You agree to comply with the additional terms and conditions below, in addition to any other stated requirements or restrictions applicable to this Cloud Service.

- Interface monitoring between this Cloud Service and Oracle's OPERA property management system or Oracle's central reservation system customer service team.
- Review of hotels distribution in third party systems and provision of recommendations regarding configuration of rooms and rates.
- Training for this Cloud Service at the time of initial implementation. You may also request refresher training (provided virtually), subject to Oracle's review and approval. You may access additional digital training material at Oracle's digital learning library, found at https://education.oracle.com/opera-digital-training/.

Your Obligations

You acknowledge that Oracle's ability to perform the service(s) depends upon Your fulfillment of the following:

- Provide access to Your Oracle environment or hotel record with the GDS.
- Follow Oracle standard process when creating a service task.
- Ensure prompt Cloud Service training of staff who have not attended a previous training, including new hires, . This includes new hires or ad-hoc refresher trainings.
- Use Oracle system to perform self-service tasks.

- Create proactive service requests when adding a new configuration item impacting hotel distribution (e.g., new room type or change of room count).
- Read and action Oracle critical notifications related to this Cloud Service (e.g., interface interruptions).

Overages

If You exceed Your contracted quantity of Net Bookings, You shall pay for any excess Net Bookings payable monthly in arrears.

Third Party Services and Third Party Content

This Oracle Cloud Service may enable You to link to, transfer Your Content or Third Party Content to, or otherwise access, third parties' websites, platforms, content, products, services, and information ("Third Party Services"). The terms of Your agreement govern access and use of Third Party Services. Content uploaded into this Oracle Cloud Service may be made publicly available.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for Direct Reservations

Part #: B93310 – Per Net Bookings

Users of the Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for Direct Reservations may establish connections between this Cloud Service and a hotel's direct sales channel(s) that allows data exchange for rates, availability level, and the ability for reservations to be created/updated through such channel. This may include the hotel or chain using the APIs for this Cloud Service directly or using a Validated Interface from a third party.

You must acquire, and maintain for the duration of the Services Period, an entitlement to the distribution channel or channels that this Cloud Service will connect to.

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which validated non-Oracle product that You will use with this Cloud Service. Validated non-Oracle products that may be used with this Oracle Cloud Service are listed in the Program Documentation. You must separately acquire from such third party vendor and maintain for the duration of this Oracle Cloud Service the non-Oracle product, and any related non-Oracle connections the third party product requires, as well as the applicable Oracle Interface to such product.

Customer Services

Your subscription to this Cloud Service includes the additional services listed below, which Oracle shall perform remotely. As a condition of such services, You agree to comply with the additional terms and conditions below, in addition to any other stated requirements or restrictions applicable to this Cloud Service.

- Interface monitoring between this Cloud Service and Oracle's OPERA property management system or Oracle's central reservation system customer service team.
- Review of hotels distribution in third party systems and provision of recommendations regarding configuration of rooms and rates.
- Training for this Cloud Service at the time of initial implementation. You may also request refresher training (provided virtually), subject to Oracle's review and approval. You may access additional digital training material at Oracle's digital learning library, found at https://education.oracle.com/opera-digital-training/.

Your Obligations

You acknowledge that Oracle's ability to perform the service(s) depends upon Your fulfillment of the following:

- Provide access to Your Oracle environment or hotel record with the GDS.
- Follow Oracle standard process when creating a service task.
- Ensure prompt Cloud Service training of staff who have not attended a previous training, including new hires. This includes new hires or ad-hoc refresher trainings.
- Use Oracle system to perform self-service tasks.
- Create proactive service requests when adding a new configuration item impacting hotel distribution (e.g., new room type or change of room count)
- Read and action Oracle critical notifications related to this Cloud Service (e.g., interface interruptions)

Overages

If You exceed Your contracted quantity of Net Bookings, You shall pay for any excess Net Bookings payable monthly in arrears.

Third Party Services and Third Party Content

This Oracle Cloud Service may enable You to link to, transfer Your Content or Third Party Content to, or otherwise access, third parties' websites, platforms, content, products, services, and information ("Third Party Services"). The terms of Your agreement govern access and use of Third Party Services. Content uploaded into this Oracle Cloud Service may be made publicly available.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for All Channels excluding GDS

Part #: B96742 – Per Guest Room

Users of the Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for All Channels excluding GDS are authorized to:

- Establish connections between this Cloud Service and validated third party distribution channels that allows data exchange for rates, availability levels, and the ability for reservations to be created/updated through such channel(s)
- Establish connections between this Cloud Service and a hotel's direct sales channel(s) that allows data exchange for rates, availability level, and the ability for reservations to be created/updated through such channel.

This may include the hotel or chain using the APIs for this Cloud Service directly or using a Validated Interface from a third-party.

You must acquire and maintain for the duration of the Services Period, an entitlement to the distribution channel or channels that this Cloud Service will connect to.

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which validated non-Oracle product that You will use with this Cloud Service. Validated non-Oracle products that may be used with this Oracle Cloud Service are listed in the Program Documentation. You must separately acquire from such third party vendor and maintain for the duration of this Oracle Cloud Service the non-Oracle product, and any related non-Oracle connections the third party product requires, as well as the applicable Oracle Interface to such product. In the event that exchanging data with a third party distribution channel requires a change affecting data elements (e.g., room type code formatting), You are required to adapt to those data elements to ensure proper functioning of the connection between this Oracle Cloud Service and the third party distribution channel.

Customer Services

Your subscription to this Cloud Service includes the additional services listed below, which Oracle shall perform remotely. As a condition of such services, You agree to comply with the additional terms and conditions below, in addition to any other stated requirements or restrictions applicable to this Cloud Service.

- Interface monitoring between this Cloud Service and Oracle's OPERA property management system or Oracle's central reservation system customer service team.
- Review of hotels distribution in third party systems and provision of recommendations regarding configuration of rooms and rates.
- Training for this Cloud Service at the time of initial implementation. You may also request refresher training (provided virtually), subject to Oracle's review and approval. You may access additional digital training material at Oracle's digital learning library, found at https://education.oracle.com/opera-digital-training/.

Your Obligations

You acknowledge that Oracle's ability to perform the service(s) depends upon Your fulfillment of the following:

- Provide access to Your Oracle environment or hotel record with the GDS.
- Follow Oracle standard process when creating a service task.
- Ensure prompt Cloud Service training of staff who have not attended a previous training, including new hires. This includes new hires or ad-hoc refresher trainings.
- Use Oracle system to perform self-service tasks.

- Create proactive service requests when adding a new configuration item impacting hotel distribution (e.g., new room type or change of room count)
- Read and action Oracle critical notifications related to this Cloud Service (e.g., interface interruptions)

Usage Limits

This Oracle Cloud Service is subject to usage limits based on a maximum number of Guest Rooms as defined in Your order.

Third Party Services and Third Party Content

The Oracle Cloud Service may enable You to link to, transfer Your Content or Third Party Content to, or otherwise access, third parties' websites, platforms, content, products, services, and information ("Third Party Services"). The terms of Your agreement govern access and use of Third Party Services. Content uploaded into this Oracle Cloud Service may be made publicly available.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY DISTRIBUTION CHANNELS for GDS with CUSTOMER SERVICE

Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for GDS Connectivity

Part #: B92946 – Per Net Bookings

Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for GDS Connectivity is intended for customers that have a direct relationship with their selected GDS partner(s).

Users of this Oracle Cloud Service are authorized to establish connectors between this Cloud Service and a validated third party distribution channel that allows data exchange for rates, availability level, and the ability for reservations to be created/updated through such channel(s).

This may include the hotel or chain using the APIs for this Cloud Service directly or using a Validated Interface from a third-party.

You must acquire, and maintain for the duration of the Services Period, an entitlement to the distribution channel or channels that this Cloud Service will connect to.

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which validated non-Oracle product that You will use with this Cloud Service. Validated non-Oracle products that may be used with this Oracle Cloud Service are listed in the Program Documentation. You must separately acquire from such third party vendor and maintain for the duration of this Oracle Cloud Service the non-Oracle product, and any related non-Oracle connections the third party product requires, as well as the applicable Oracle Interface to such product. .In the event that exchanging data with a third party distribution channel requires a change affecting data elements e.g., room type code formatting), You are required to adapt to those data elements to ensure proper functioning of the connection between the Oracle Cloud Service and the third party distribution channel.

Pre-requisite(s)

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for GDS Customer Service.

Overages

If You exceed Your contracted annual quantity of Net Bookings, You shall pay for any excess Net Bookings payable monthly in arrears, as defined in Your order.

Third Party Services and Third Party Content

The Oracle Cloud Service may enable You to link to, transfer Your Content or Third Party Content to, or otherwise access, third parties' websites, platforms, content, products, services, and information ("Third Party Services"). The terms of Your agreement govern access and use of Third Party Services. Content uploaded into this Oracle Cloud Service may be made publicly available.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect For GDS Connectivity Including Third Party Fees

Part #: B95276 – Per Net Booking

The Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for GDS Connectivity Including Third Party Fees enables global distribution connectivity and enables the User of this Cloud Service to collect a Booking fee for each reservation received via each of the following global distribution connectivity partners:
- o Amadeus
- o DHISCO
- o Sabre
- o Travelport

Pre-requisite(s)

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for GDS Customer Service.

Overages

If You exceed Your contracted quantity of Net Bookings, You shall pay for any excess Net Bookings payable monthly in arrears, as defined in Your order.

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for GDS Customer Service

Part #: B95275 – Per Property

Users of the Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for GDS Customer Service will receive the following additional customers services, which shall be performed remotely:
- Content management for GDS and DHISCO by the customer service team.
- Interface monitoring between the Oracle Hospitality Distribution Cloud Services and Oracle's OPERA property management system or Oracle's central reservation system by the customer service team.
- Review of hotels distribution in third party systems and recommendations regarding configuration of rooms and rates.
- Training on this Cloud Service at the time of initial implementation. You may request refresher training (provided virtually), subject to Oracle's review and approval. You may access additional digital training material at Oracle's digital learning library, found at https://education.oracle.com/opera-digital-training/.

Your Obligations

You acknowledge that Oracle's ability to perform the service(s) depends upon Your fulfillment of the following:

- Provide Oracle access to Your Oracle environment or hotel record with the GDS.
- Follow Oracle standard process when creating a service task.
- Ensure prompt Cloud Service training of staff who have not attended previous training, including new hires.
- Use Oracle system to perform self-service tasks.
- Create proactive service requests when adding a new configuration item impacting hotel distribution (e.g., new room type or change of room count)
- Read and action Oracle critical notifications related to this particular Cloud Service (e.g., interface interruptions)

Usage Limits

This Oracle Cloud Service is subject to usage limits based on a maximum number of Properties defined in Your order.

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY OPERA DISTRIBUTION CHANNELS – WITHOUT CUSTOMER SERVICE

Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for All Channels

Part #: B93457– Per Net Bookings

Users of the Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for All Channels are authorized to establish connections between this Cloud Service and any point of demand platform (a platform that typically generates guestroom reservations – i.e., online travel agencies, channel manager, central reservation systems service) that allows data exchange for rates, availability levels, and the ability for reservations to be created/updated through such channel. This may include the hotel or chain using the APIs for this Cloud Service directly for a proprietary system or from a third party vendor using a Validated Interface.

You must acquire, and maintain for the duration of the Services Period, an entitlement to the distribution channel or channels that this Cloud Service will connect to.

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which validated non-Oracle product that You will use with this Cloud Service. Validated non-Oracle products that may be used with this Oracle Cloud Service are listed in the Program Documentation. You must separately acquire from such third party vendor and maintain for the duration of this Oracle Cloud Service the non-Oracle product, and any related non-Oracle connections the third party product requires, as well as the applicable Oracle Interface to such product. In the event that exchanging data with a third party distribution channel requires a change to data elements (e.g., room type code formatting), You are required to adapt to those data elements to ensure proper functioning of the Interface

Overages

If You exceed Your contracted annual quantity of Net Bookings, You shall pay for any excess Net Bookings payable monthly in arrears, as defined in Your order.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for All Channels

Part #: B96743 – Per Guest Room

Users of the Oracle Hospitality OPERA Cloud Service, Distribution Channel Connect for All Channels are authorized to establish connections between this Cloud Service and validated third party distribution channels that allows data exchange for rates, availability levels, and the ability for reservations to be created/updated through these channels.

You must acquire, and maintain for the duration of the Services Period, an entitlement to the distribution channel or channels that this Cloud Service will connect to.

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which validated non-Oracle product that You will use with this Cloud Service. Validated non-Oracle products that may be used with this Oracle Cloud Service are listed in the Program Documentation. You must separately acquire from such third party vendor and maintain for the duration of this Oracle Cloud Service the non-Oracle product, and any related non-Oracle connections the third party product requires, as well as the applicable Oracle Interface to such product.

In the event that exchanging data with a third party distribution channel requires a change to data elements (e.g., room type code formatting), You are required to adapt to those data elements to ensure proper functioning of the connection between the Oracle Cloud Service and the third party distribution channel.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on a maximum number of Guest Rooms as defined in Your order.

Third Party Services and Third Party Content

The Oracle Cloud Service may enable You to link to, transfer Your Content or Third Party Content to, or otherwise access, third parties' websites, platforms, content, products, services, and information ("Third Party Services"). The terms of Your agreement govern access and use of Third Party Services. Content uploaded into this Oracle Cloud Service may be made publicly available.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY OPERA PROPERTY MANAGEMENT SERVICES

Oracle Hospitality OPERA Property Premium Cloud Service

Part #: B81300 – Per Guest Room

Users of the Oracle Hospitality OPERA Property Premium Cloud Service are authorized to access all of the modules and features of this Oracle Cloud Service as outlined in the Program Documentation, including:

- Profiles
- Reservations
- Check in/ Check out
- Cashiering
- Accounts Receivable
- Room Management
- Reporting
- Property Configuration

Users are also authorized to access the following:

- Basic Membership functionality for Frequent Guest and Flyer
- Commission Handling
- Cross-property/multi-property profiles and configuration
- OPERA internal Interfaces
- OPERA Interfaces to Oracle Hospitality Point of Sale
- Standard online learning material, including guides, videos, release notes, etc.

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Property Premium Cloud Service

- Oracle Hospitality Venue Management Cloud Service
- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Two (2) environments: one (1) Production and one (1) Non-Production, provisioned by Oracle

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level

4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level is based on a 10:1 room/user ratio and does not apply if the room/user ratio is exceeded or in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Property Standard Cloud Service

Part #: B81301 – Per Guest Room

This Cloud Services is intended for smaller Properties or Properties offering limited services. Users of the Oracle Hospitality OPERA Property Standard Cloud Service are authorized to access the following:

- You may use or enable up to 55 features of this Oracle Cloud Service

Users are also authorized to access the following:

- Basic Membership functionality for Frequent Guest and Flyer
- Commission Handling
- Cross-property/multi-property profiles and configuration
- OPERA internal Interfaces
- OPERA Interfaces to Oracle Hospitality Point of Sale
- Standard online learning material, including guides, videos, release notes, etc.

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Property Standard Cloud Service:

- Oracle Hospitality Venue Management Cloud Service
- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Up to 55 features (based on the features contained in the core Oracle Hospitality OPERA Property Premium Cloud Service as outlined in the Program Documentation) may be enabled per property
- Two (2) environments: one (1) Production and one (1) Non-Production, provisioned by Oracle

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level is based on a 10:1 room/user ratio and does not apply if the room/user ratio is exceeded or in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Property Lite Cloud Service

Part #: B81302 – Per Guest Room

This Cloud Services is intended for smaller Properties or Properties offering limited services. Users of the Oracle Hospitality OPERA Property Lite Cloud Service are authorized to access the following:

- You may use or enable up to 30 features of this Oracle Cloud Service

Users are also authorized to access the following:

- Basic Membership functionality for Frequent Guest and Flyer
- Commission Handling
- Cross-property/multi-property profiles and configuration
- OPERA internal Interfaces
- OPERA Interfaces to Oracle Hospitality Point of Sale
- Standard online learning material, including guides, videos, release notes, etc.

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Property Lite Cloud Service

- Oracle Hospitality Venue Management Cloud Service
- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Up to 30 features (based on the features contained in the core Oracle Hospitality OPERA Property Premium Cloud Service as outlined in the Program Documentation) may be enabled per property
- Two (2) environments: one (1) Production and one (1) Non-Production, provisioned by Oracle

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level is based on a 15:1 room/user ratio and does not apply if the room/user ratio is exceeded or in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY OPERA SALES AND CATERING SERVICES

Oracle Hospitality OPERA Sales and Catering Premium Cloud Service

Part #: B81323 – Per Guest Room

Users of the Oracle Hospitality OPERA Sales and Catering Premium Cloud Service are authorized to access the following:

- Account and Contact Management
- Activity Management
- Potentials and Dashboard
- Block and Event Management
- Advanced Catering Packages and Resources Handling
- Function Diary
- Attendee Management
- Posting functionality which enables the user to be able to post Sales and Catering data directly to the posting master

Users are also authorized to access the following:

- Cross-property/multi-property configuration
- OPERA internal Interfaces
- Standard online learning material, including guides, videos, release notes, etc.

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Sales and Catering Premium Cloud Service:

- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service

Usage Limits

This Oracle Cloud Service is subject to the following usage limits

- a maximum number of Guest Rooms as specified in Your order
- Two (2) environments: one (1) Production and one (1) Non-Production, provisioned by Oracle

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Sales and Catering Standard Cloud Service

Part #: B81324 – Per Guest Room

Users of the Oracle Hospitality OPERA Sales and Catering Standard Cloud Service are authorized to access the following:

- Account and Contact Management
- Activity Management
- Potentials and Dashboard
- Block and Basic Event Management
- Function Diary
- Attendee Management

Users are also authorized to access the following:

- Cross-property/multi-property configuration
- OPERA internal Interfaces
- Standard online learning material, including guides, videos, release notes, etc.

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Sales and Catering Standard Cloud Service:

- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service

Usage Limits

This Oracle Cloud Service is subject to the following usage limits

- a maximum number of Guest Rooms as specified in Your order
- Two (2) environments: one (1) Production and one (1) Non-Production, provisioned by Oracle

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services")

document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Sales and Catering Lite Cloud Service

Part #: B81326 – Per Guest Room

Users of the Oracle Hospitality OPERA Sales and Catering Lite Cloud Service are authorized to access the following:

- Accounts and Contact Management
- Activity Management
- Account Dashboard
- Account Potentials (Statistics with OPERA PMS)
- Account Management Reports (Statistics with OPERA PMS)
- Email and Attachment Functionality, Basic Outlook Interface
- Data Extraction
- Profile Requests

Users are also authorized to access the following:

- Cross-property/multi-property configuration
- OPERA internal Interfaces
- Standard online learning material, including guides, videos, release notes, etc.

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Sales and Catering Lite Cloud Service:

- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Multi-property Group Room Control and Function Diary Cloud Service
- Oracle Hospitality OPERA Sales and Catering Web Self-Service Cloud Service

Usage Limits

This Oracle Cloud Service is subject to the following usage limits

- a maximum number of Guest Rooms as specified in Your order
- Two (2) environments: one (1) Production and one (1) Non-Production, provisioned by Oracle

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Venue Management Cloud Service

Part #: B86139 – Per Hosted Named User

Users of the Oracle Hospitality Venue Management Cloud Service are authorized to access the following:

- Account and Contact Management
- Activity Management
- Potentials and Dashboard
- Event Management
- Advanced Catering Packages and Resources Handling
- Function Diary
- Attendee Management
- Posting functionality which enables the user to be able to post Sales and Catering data directly to the posting master

Users are also authorized to access the following:

- Cross-property/multi-property configuration
- OPERA internal Interfaces
- OPERA Interfaces to Oracle Hospitality Point of Sale

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality Venue Management Cloud Service:

- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Professional Premium Cloud Service
- Oracle Hospitality OPERA Professional Standard Cloud Service
- Oracle Hospitality OPERA Enterprise Premium Cloud Service
- Oracle Hospitality OPERA Enterprise Standard Cloud Service
- Oracle Hospitality OPERA Property Premium Cloud Service
- Oracle Hospitality OPERA Property Standard Cloud Service
- Oracle Hospitality OPERA Property Lite Cloud Service
- Oracle Hospitality OPERA Room Reservations Cloud Service
- Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service
- Oracle Hospitality OPERA Central Sales Cloud Service

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Hosted Named Users as specified in Your order
- Two (2) multi-tenant environments: one (1) Production and one (1) Non-Production, provisioned by Oracle

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY OPERA HOTEL CENTRAL SERVICES

Oracle Hospitality OPERA Room Reservations Cloud Service

Part #: B81303 – Per Guest Room

Users of the Oracle Hospitality Room Reservations Cloud Service are authorized to access the following:

- Profiles
- Reservations
- Groups and Blocks
- Rates and Rate Distribution
- Support for multi-currency and multi-language features

Users are also authorized to access the following:

- OPERA internal Interfaces

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Room Reservations Cloud Service:

- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Two (2) environments: one (1) Production and one (1) Non-Production, provisioned by Oracle

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level is based on a 10:1 room/user ratio and does not apply if the room/user ratio is exceeded or in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud

Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service

Part #: B81321 – Per Guest Room

Users of the Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service are authorized to access the following:

- Client Profiles,
- Profile Match and Merge
- Memberships

Users are also authorized to access the following:

- OPERA internal Interfaces

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service:

- Oracle Hospitality OPERA Professional Premium Cloud Service
- Oracle Hospitality OPERA Professional Standard Cloud Service
- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Two (2) dedicated environments: one (1) Production and one (1) Non-Production, provisioned by Oracle

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level is based on a 10:1 room/user ratio and does not apply if the room/user ratio is exceeded or in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Central Sales Cloud Service

Part #: B81317 – Per Hosted Named User

Users of the Oracle Hospitality OPERA Central Sales Cloud Service are authorized to access the following:

- Account and Contact Management
- Profile Production
- Lead Management
- FIT Contracts
- Cross-Enterprise Interaction

Users are also authorized to access the following:

- OPERA internal Interfaces

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Central Sales Cloud Service:

- Oracle Hospitality Venue Management Cloud Service
- Oracle Hospitality OPERA Professional Premium Cloud Service
- Oracle Hospitality OPERA Professional Standard Cloud Service
- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Hosted Named Users as specified in Your order
- Two (2) dedicated environments: one (1) Production and one (1) Non-Production, provisioned by Oracle

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud

Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY OPERA HOTEL ADD-ONS

Oracle Hospitality OPERA Reporting and Analytics Cloud Service

Part #s: B89705 – Per Guest Room
B89706 – Per Property (200 Rooms and More per property)

Users of the Oracle Hospitality Reporting and Analytics Cloud Service are authorized to access the following:

- Create, modify, and publish reports using all Hotel subject areas
- Access reports in Microsoft Office using Oracle Smart View for Office
- Schedule and mail reports using Report Mail

Users are also authorized to access the following:

- Organization Administration

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms or Properties, as applicable, as specified in Your order

Data Retention
The standard data retention allowance during the Services Period of this Oracle Cloud Service is as follows:
- 36 months of data

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
24 hours	1 hour	99.5%

This Cloud Service is available in a multi-tenant environment only. A Non-Production environment is not included with this Cloud Service. The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Multi-property Cross Reservation Cloud Service

Part #: B81310 – Per Guest Room

Users of the Oracle Hospitality OPERA Multi-property Cross Reservation Cloud Service are authorized to access the following:

- Capability to enter and update reservations and view Availability Level across multiple properties

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Multi-property Cross Postings Cloud Service

Part #: B81311 – Per Guest Room

Users of the Oracle Hospitality OPERA Multi-property Cross Postings Cloud Service are authorized to access the following:

- Capability to post transactions across different properties

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Multi-property Cross Postings Cloud Service:

- Oracle Hospitality OPERA Professional Premium Cloud Service
- Oracle Hospitality OPERA Professional Standard Cloud Service
- Oracle Hospitality OPERA Enterprise Premium Cloud Service
- Oracle Hospitality OPERA Enterprise Standard Cloud Service

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Sales and Catering Multi-property Group Room Control and Function Diary Cloud Service

Part #: B81325 – Per Guest Room

Users of the Oracle Hospitality OPERA Sales and Catering Multi-property Group Room Control and Function Diary Cloud Service are authorized to access the following:

- Share Group Rooms Controls (GRC) and Function Diary
- Enable bookings of groups and event across properties

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms/Hosted Named User as specified in Your order

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Web Self-Service Cloud Service

Part #: B81318 – Per Guest Room

Users of the Oracle Hospitality OPERA Web Self-Service Cloud Service are authorized to access the following:

- Oracle Hospitality OPERA Sales and Catering Web Self-Service Cloud Service
- Oracle Hospitality OPERA Property Management Kiosk Interface Cloud Service

A collection of web services that provide access to key functionality of OPERA, such as Availability Level, Reservations, Profiles, and Membership handling You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional foundation with Elite Support

Disaster Recovery and Target Service Availability

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Sales and Catering Web Self-Service Cloud Service

Part #: B83674 – Per Guest Room

Users of the Oracle Hospitality OPERA Sales and Catering Web Self-Service Cloud Service are authorized to access the following:

- A collection of web services that provide access to key functionality of OPERA S&C, such as Availability of Rooms and Function Spaces, Group Bookings, Profiles, and Event Details like menu and item handling

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery and Target Service Availability

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Vacation Ownership System Cloud Service

Part #: B81312 – Per Guest Room

Users of the Oracle Hospitality OPERA Vacation Ownership System Cloud Service are authorized to access the following:

- Contract-driven reservation management
- Automatic inventory rotation
- On-demand and scheduled financial statements
- Recurring charges billing
- Confidential owner access to unit information via the Web

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Vacation Ownership System Cloud Service

- Oracle Hospitality OPERA Professional Premium Cloud Service
- Oracle Hospitality OPERA Professional Standard Cloud Service
- Oracle Hospitality OPERA Enterprise Premium Cloud Service
- Oracle Hospitality OPERA Enterprise Standard Cloud Service

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery Target and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Export Files Cloud Service

Part #: B81305 – Per Guest Room

Users of the Oracle Hospitality OPERA Export Files Cloud Service are authorized to access the following:

- Export File Utility

Users are also authorized to access the following:

- OPERA Membership Exports

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Back Office Cloud Service

Part #: B81328 – Per Guest Room

Users of the Oracle Hospitality OPERA Back Office Cloud Service are authorized to access the following:

- Extraction of financial and statistical data from the Oracle Hospitality Hotel Property Cloud Services to be imported into BOF Software

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA EFT Dynamic Currency Conversion Cloud Service

Part #: B81306 – Per Guest Room

Users of the Oracle Hospitality OPERA EFT Dynamic Currency Conversion Cloud Service are authorized to access the following:

- Ability to handle dual currency credit card collection from guests making settlement at the hotel
  - This functionality requires a compatible Oracle Hospitality OPERA Electronic Funds Transfer Interface Cloud Service

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA EFT Dynamic Currency Conversion Cloud Service:

- Oracle Hospitality OPERA Professional Premium Cloud Service
- Oracle Hospitality OPERA Professional Standard Cloud Service
- Oracle Hospitality OPERA Enterprise Premium Cloud Service
- Oracle Hospitality OPERA Enterprise Standard Cloud Service

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:
- a maximum number of Guest Rooms as specified in Your order

Pre-requisite(s)

To use this Oracle Hospitality OPERA EFT Dynamic Currency Conversion Cloud Service, You are required to first purchase and maintain the Oracle Hospitality OPERA Electronic Funds Transfer Interface Cloud Service (pre-requisite base service).

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Electronic Signature Cloud Service for Orion Software

Part #: B81307 – Per Guest Room

Users of the Oracle Hospitality OPERA Electronic Signature Capture Cloud Service for Orion Software are authorized to access the following:

- Ability to capture an electronic signature for a registration card using a table PC, or similar device, and to create a secure encrypted file when active

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Electronic Signature Cloud Service for Orion Software:

- Oracle Hospitality OPERA Professional Premium Cloud Service
- Oracle Hospitality OPERA Professional Standard Cloud Service
- Oracle Hospitality OPERA Enterprise Premium Cloud Service
- Oracle Hospitality OPERA Enterprise Standard Cloud Service

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA ID Document Scanning Cloud Service

Part #: B81308 – Per Guest Room

Users of the Oracle Hospitality OPERA ID Document Scanning Cloud Service are authorized to access the following:

- Ability to scan an ID document such as a passport or driver's license and update the various ID fields of the guest profile record through the Interface

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable ID Document Scanning solution to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support

- Oracle Hospitality OPERA Cloud Service, Property Management Professional foundation with Elite Support

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Electronic Commission Data Transfer Cloud Service

Part #: B81313 – Per Guest Room

Users of the Oracle Hospitality OPERA Electronic Commission Data Transfer Cloud Service – Guest Room are authorized to access the following:

- File export functionality that is used within the Commission Handling module and allows file sending to one of the following third-party commission processing services: World Travel Payment, Onyx CenterSource (HCC), National Processing Company, Eruca Global Services, and Infinium

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional foundation with Elite Support

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Address Cleansing Vendor Integration Cloud Service

Part #: B85334 – Per Guest Room

Users of the Oracle Hospitality OPERA Address Cleansing Vendor Integration Cloud Service are authorized to access the following:

- Cleansing of addresses in the OPERA application

Validated Integrations

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which validated integration You will use. The validated integrations that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable address cleansing application to which the Validated Integration applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional services and fees may apply if You choose to change the Validated Integration during the Services Period for this Oracle Cloud Service.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Address Cleansing Vendor Integration Cloud Service:

- Oracle Hospitality OPERA Professional Premium Cloud Service
- Oracle Hospitality OPERA Professional Standard Cloud Service
- Oracle Hospitality OPERA Enterprise Premium Cloud Service
- Oracle Hospitality OPERA Enterprise Standard Cloud Service

Usage Limits

This Oracle Cloud Service is subject to the following Usage Limits

- a maximum number of Guest Rooms as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Virtual Room Numbers (Direct Inward Dialing) Cloud Service

Part #: B81330 – Per Guest Room

Users of the Oracle Hospitality OPERA Virtual Room Numbers (Direct Inward Dialing) Cloud Service are authorized to access the following:

- Virtual Numbers allow the guest to be contacted from outside without having to go through the operator. The numbers are taken from a pool and are assigned to the guest or the room

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Virtual Room Numbers (Direct Inward Dialing) Cloud Service:

- Oracle Hospitality OPERA Professional Premium Cloud Service
- Oracle Hospitality OPERA Professional Standard Cloud Service
- Oracle Hospitality OPERA Enterprise Premium Cloud Service
- Oracle Hospitality OPERA Enterprise Standard Cloud Service

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Comp Accounting Cloud Service

Part #: B81331 – Per Guest Room

Users of the Oracle Hospitality OPERA Comp Accounting Cloud Service are authorized to access the following:

- OPERA Comp Accounting that includes
  - o Comp Routing
  - o Authorizers
  - o Routing Limits

This service is included free of charge with Oracle Hospitality OPERA Gaming Interface Cloud Service.

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Comp Accounting Cloud Service:

- Oracle Hospitality OPERA Professional Premium Cloud Service
- Oracle Hospitality OPERA Professional Standard Cloud Service
- Oracle Hospitality OPERA Enterprise Premium Cloud Service
- Oracle Hospitality OPERA Enterprise Standard Cloud Service

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Property Management Kiosk Interface Cloud Service

Part #: B81332 – Per Guest Room

Users of the Oracle Hospitality OPERA Property Management Kiosk Interface Cloud Service are authorized to access the following:

- Generic Interface for guest-facing self-service such as check in, checkout, invoice preview etc.

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable kiosk Interface application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery and Target Service Availability Level

The RTO, RPO, and Target Service Availability Level of this Oracle Cloud Service are provided with the applicable base service.

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third-party software.

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional foundation with Elite Support

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY OPERA HOTEL GENERAL INTERFACES

Oracle Hospitality OPERA Property Level Interface Cloud Service

Part #s:

B92299 – Per Guest Room
B92300 – Per Interface (200 Guest Rooms and more per Property)

Users of the Oracle Hospitality OPERA Property Level Interface Cloud Service are authorized to access the following:
- Manage OPERA IFC8 by monitoring a variety of Validated Interfaces and configuring how these external systems (property level Interfaced systems) interact with OPERA. This Oracle Cloud Service is intended to be used for Windows

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable property level Interfaced application to which the Validated Interface applies.

You also must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional hardware on site is required. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional foundation with Elite Support

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Electronic Funds Transfer Interface Cloud Service

Part #s:
B83688 – Per Guest Room
B85511 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Electronic Funds Transfer Interface Cloud Service are authorized to access the following:

- This Oracle Cloud Service is intended to be used for Windows and allows You to manage OPERA IFC8 by monitoring a variety of Validated Interfaces and configuring how these external systems (Electronic Funds Transfer Systems) interact with OPERA

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable Electronic Funds Transfer Interface application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional Hardware on site is required. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional foundation with Elite Support

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Business Events Interface Cloud Service

Part #s:
B81329 – Per Guest Room
B85501 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Business Events Interface Cloud Service are authorized to access the following:

- One-way transmission of information through a Generic Business Event Interface, from OPERA to Third Party Systems

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable business event Interface application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional foundation with Elite Support

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Yield Interface Enhanced Cloud Service

Part #s:
B81335 – Per Guest Room
B85502 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Yield Interface Enhanced Cloud Service are authorized to access the following:

- Sales and Catering Yielding Functionality
- Interface to major third-party yield management systems to automatically provide yielded rates to the third-party channel without manual entry
- The enhanced offer aligns to the third-party yield management enhanced systems and supports a higher volume of messages being exchanged than the basic version

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable yield Interface enhanced application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management:

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional foundation with Elite Support

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Yield Interface Basic Cloud Service

Part #s:
B81336 – Per Guest Room
B85503 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Yield Interface Basic Cloud Service are authorized to access the following:

- Interface to major third-party yield management systems to automatically provide yielded rates to the third-party channel without manual entry
- The basic offer aligns to the third-party yield management basic systems and supports a lower volume of messages being exchanged than the enhanced version

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable yield Interface basic application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional foundation with Elite Support

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Exchange Interface One-Way Cloud Service

Part #s:
B81337 – Per Guest Room
B85505 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Exchange Interface One-Way Cloud Service are authorized to access the following:

- One-way transmission of information through a Validated Interface from a third-party system to OPERA using OXI. The components of OXI are:
  - o A user front-end (Message Status) with Interface Setup

- o   Conversion code setup
- o   Interface Default settings
- o   Interface Parameters
- o   Profile Matching
- o   Automatic Transmission Scheduler for Inventory messages
- o   Resynchronization
- o   Various utilities

- • Current supported message types are:
  - o   Profiles
  - o   Profile lookup
  - o   Reservations
  - o   Blocks
  - o   Rates
  - o   Rate restrictions
  - o   Inventory for out of order and overbooking
  - o   Inventory total snapshot
  - o   Export files for OPERA to external systems
  - o   Stay data upload from OPERA

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable Exchange Interface One-Way application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- • a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- • Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- • Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- • Oracle Hospitality OPERA Cloud Service, Property Management Professional foundation with Elite Support

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Exchange Interface Two-Way Cloud Service

Part #s:
B81338 – Per Guest Room
B85506 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Exchange Interface Two-Way Cloud Service are authorized to access the following:

- Two-way transmission of information through a Validated Interface between OPERA and third-party systems using OXI. The components of OXI are:
    o A user front-end (Message Status) with Interface Setup
    o Conversion code setup
    o Interface Default settings
    o Interface Parameters
    o Profile Matching
    o Automatic Transmission Scheduler for Inventory messages
    o Resynchronization
    o Various Utilities

- Current supported message types are:
    o Profiles
    o Profile lookup
    o Reservations
    o Blocks
    o Rates
    o Rate restrictions
    o Inventory for out of order and overbooking
    o Inventory total snapshot
    o Export files for OPERA to external systems
    o Stay data upload from OPERA

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable Exchange Interface Two-Way application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional foundation with Elite Support

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA HTNG Interface Cloud Service

Part #s:
B81339 – Per Guest Room
B85507 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA HTNG Interface Cloud Service are authorized to access the following:

- Information exchanged is (but not limited to): Profiles, Reservations, Posting Charges, Guest Messages, Housekeeping Status
- Combines PMS Reservation/Profile and POS Interface functionality

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable HTNG Interface application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management:

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional foundation with Elite Support

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Gaming Interface Cloud Service

Part #s:
B81340 – Per Guest Room
B85508 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality Gaming Interfaces Cloud Service are authorized to access the following:

- Data exchange with Player Tracking Systems in the casino and gaming market

Users are also authorized to access the following:

- Oracle Hospitality OPERA Comp Accounting Cloud Service

Validated Interface

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable gaming Interface application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional foundation with Elite Support

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Integration Platform Add-On for OPERA Property Cloud Service

Part #: B92967 – Per Guest Room

Users of the Oracle Hospitality Integration Platform Add-On for OPERA Property Cloud Service are authorized to access the following:

- Oracle Hospitality Integration Platform - Developer Portal

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Oracle will provision 1 Production Environment for this Oracle Cloud Service

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to any non-production usage. The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY OPERA HOTEL CENTRAL SYSTEM INTERFACES

Oracle Hospitality OPERA Reservation System ADS Interface Cloud Service

Part #s:
B81333 – Per Guest Room
B85520 – Per Interface (central enterprise level, not per property)

Users of the Oracle Hospitality OPERA Reservation System ADS Interface Cloud Service are authorized to access the following:

- XML-based Interface between OPERA and third-party OTA's (Online Travel Agents) that allows data exchange for rates, Availability Level, and ability to create/update reservations

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable reservation system ADS Interface application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

The Oracle Hospitality OPERA Reservation System ADS Interface Cloud Service can be Interfaced with Oracle Hospitality OPERA Room Reservations Cloud Service (ORS).

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Reservation System GDS Interface Cloud Service

Part #s:
B81334 – Per Guest Room
B85521 – Per Interface (central enterprise level, not per property)

Users of the Oracle Hospitality OPERA Reservation System GDS Interface Cloud Service are authorized to access the following:

- Interface that connects OPERA with the GDSs (Amadeus, Galileo, Sabre and Worldspan) and any ADS connecting via the Pegasus UltraSwitch product

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable reservation system GDS Interface application to which the Validated Interface applies.

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at *www.oracle.com/contracts*.

Oracle Hospitality OPERA Reservation System Exchange Interface Cloud Service

Part #: B85522 – Per Interface

Users of the Oracle Hospitality OPERA Reservation System Exchange Interface Cloud Service are authorized to access the following modules and features on a central systems level:

- One-way or Two-way transmission, as available, of information through a Validated Interface between OPERA and the applicable third-party application using OXI and the following OXI components:
  - A user front-end (e.g., Message Status)
  - Conversion code mapping
  - Interface default settings
  - Interface default parameters
  - Profile matching
  - Automatic Transmission Scheduler for inventory messages
  - Resynchronization

- Supported message types are:
  - Profiles
  - Profile lookup
  - Reservations
  - Blocks
  - Rates
  - Rate restrictions
  - Inventory for out of order and overbooking
  - Inventory total snapshot
  - Export files for OPERA

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable reservation system exchange Interface application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- A maximum number of Validated Interfaces as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY OPERA NON-PRODUCTION ENVIRONMENTS

Oracle Hospitality OPERA Basic Non-Production Environment Cloud Service

Part #: B85336 – Per Guest Room

This Oracle Cloud Service provides for an additional Non-Production Environment for use with Your Oracle Hospitality Cloud Services which provide dedicated Production Environment(s). Certain programs and optional services may not be able to run in the Non-Production Environment. The maintenance or upgrade schedule for the Non-Production Environment is the same as the schedule for Your Production Environment.

Each Non-Production Environment will automatically terminate at the end of the Service Period of Your production Cloud Service(s). Performance metrics and service levels applicable to Your Production Environment(s) are not applicable to the Non-Production Environment.

Disaster Recovery is not available in the Non-Production Environment.

Usage Limits

This Oracle Cloud Service is subject to the following limitations :

- Usage is limited to the number of Guest Rooms specified in Your order.
- Load testing is not supported by this Oracle Cloud Service.
- The architecture supports 10% of the user load in the Production Environment.
- You may not, and may not cause or permit others to, use this Oracle Cloud Service, directly or indirectly, to export data from Oracle Hospitality Cloud Services to third party products or services that are competitive to such Oracle Hospitality Cloud Services.

THIS SERVICE IS NOT AVAILABLE FOR CUSTOMERS WITH CLOUD SERVICES UTILIZING A MULTI-TENANT PRODUCTION ENVIRONMENT.

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Advanced Non-Production Environment Cloud Service

Part #: B85337 – Per Guest Room

This Oracle Cloud Service provides for an additional Non-Production Environment for use with Your Oracle Hospitality Cloud Services which provide dedicated Production Environment(s). Certain programs and optional services may not be able to run in the Non-Production Environment. The maintenance or upgrade schedule for the Non-Production Environment is the same as the schedule for Your Production Environment.

Each Non-Production Environment will automatically terminate at the end of the Service Period of the Your production Cloud Service. Performance metrics and service levels applicable to Your Production Environment(s) are not applicable to the Non-Production Environment.

Disaster Recovery is not available in the Non-Production Environment.

Usage Limits

This Oracle Cloud Service is subject to the following limitations

- Usage is limited to the number of Guest Rooms specified in Your order.

- You may not, and may not cause or permit others to, use this Oracle Cloud Service, directly or indirectly, to export data from Oracle Hospitality Cloud Services to third party products or services that are competitive to such Oracle Hospitality Cloud Services.

THIS SERVICE IS NOT AVAILABLE FOR CUSTOMERS WITH CLOUD SERVICES UTILIZING A MULTI-TENANT PRODUCTION ENVIRONMENT.

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Non-Production Property

Part #: B92166 – Per Guest Room

This Oracle Cloud Service provides for a non-production service which enables You to train, test, and develop against available Oracle Hospitality solutions. Users of this Oracle Cloud Service are authorized to access standard online learning material, including guides, videos, release notes, etc.

For customers with a Production Environment of Oracle Hospitality property management Cloud Services, the maintenance or upgrade schedule for this non-production Cloud Service will differ from Your schedule for Your production Cloud Services. Performance metrics and service levels applicable to Your Production Cloud Service(s) are not applicable to this non-production Cloud Service, and the non-production Cloud Service will automatically terminate at the end of the Services Period of Your production Cloud Service(s).

The service may be provided within a shared multi-tenant environment. The location of this environment for customers with production Cloud Service(s) of Oracle Hospitality solutions providing dedicated Production Environments is determined in coordination with the designated Administrator of the corresponding Production Environment.

Disaster Recovery is not available in this non-production Cloud Service.

Usage Limits

This Oracle Cloud Service is subject to the following limitations:

- Usage is limited to the number of Guest Rooms specified in Your order.
- Automated scheduling of reports and exports is not available outside of ad-hoc testing.
- One (1) Property in the non-production Cloud Service, provisioned by Oracle.

- You may not, and may not cause or permit others to, use this Oracle Cloud Service, directly or indirectly, to export data from Oracle Hospitality Cloud Services to third party products or services that are competitive to such Oracle Hospitality Cloud Services.

Elite and Elite Plus Support for Oracle Hospitality OPERA Property Management

If You purchase one of the Oracle Cloud Services listed below, which includes Elite Support Services or Elite Plus Support Services, please refer to the related service description for details regarding support entitlements:

- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Support
- Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation with Elite Plus Support
- Oracle Hospitality OPERA Cloud Service, Property Management Professional foundation with Elite Support

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Non-Production Property for Educational Customers only

Part #: B92167 – Per Property

The Oracle Hospitality OPERA Cloud Service, Non-Production Property for Educational Customers only provides for a Non-Production service which enables You to train students with available Oracle Hospitality OPERA Application suite solutions.

The service is provided within a shared multi-tenant environment. Users of this Oracle Cloud Service are authorized to access standard online learning material, including guides, videos, release notes, etc. Disaster Recovery is not available in the Non-Production service.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Properties as specified in Your order
- automated scheduling of reports and exports is not available
- 1 multi-tenant Non-Production Environment will be provisioned by Oracle

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Cloud Service, Non-Production Property for OPN Members Only

Part #: B92168 – Per Property

The Oracle Hospitality OPERA Cloud Service, Non-Production Property for OPN Members Only provides for an additional Non-Production service which enables You to demo, train, test, and develop against available Oracle Hospitality OPERA Application suite solutions. The service is provided within a shared multi-tenant environment.

Each Non-Production Property will automatically terminate at the end of the Services Period of the associated Oracle Hospitality Cloud Service. Disaster Recovery is not available in the Non-Production service.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of 100 Guest Rooms per property
- automated scheduling of reports and exports is not available
- 1 multi-tenant Non-Production Environment, provisioned by Oracle

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY VPN CLOUD SERVICES

Oracle Hospitality Cloud VPN Cloud Service

Part #: B81501 – Per VPN Connection

Under the Oracle Hospitality Cloud VPN Cloud Service Oracle provides one LAN-to-LAN IPSEC VPN Connection designed for the encrypted transmission of data between the Oracle Cloud Service firewalls and the firewall or compatible VPN at Your facility as specified by Oracle.

Usage Limits

This Oracle Cloud Service is subject to usage limits based upon:

- a maximum number of VPN Connections as specified in Your order

Oracle does not control the transfer of data over communication facilities, including the internet, and Oracle is not responsible for any delays, limitations, damages, or other problems resulting from the use of such communication facilities.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY OPERA CLOUD PROPERTY MANAGEMENT SERVICES

Oracle Hospitality OPERA Professional Premium Cloud Service

Part #: B85338 – Per Guest Room

Users of the Oracle Hospitality OPERA Professional Premium Cloud Service are authorized to access all of the modules and features of this Oracle Cloud Service as outlined in the Program Documentation, including:

- Profile Management
- Reservation and Rate Management
- Look To Book (LTB) Sales Screen
- Inventory Management
- Block Management
- Room Diary and Property Availability Level
- Room Management (Housekeeping)
- Billing and Cashiering
- Accounts Receivables Management
- End Of Day
- Administration/Configuration
- User Defined Dashboards
- User Interface Personalization
- Mobility Enabled

Users are also authorized to access the following:

- Oracle Hospitality OPERA Export Files Cloud Service
- Oracle Hospitality OPERA Back Office Cloud Service
- Oracle Hospitality OPERA Reporting and Analytics Cloud Service
- Basic Membership functionality for Frequent Guest and Flyer
- Commission Handling
- Multi-property Profiles and Configuration
- Multi-property Cross Reservation
- OPERA internal Interfaces
- OPERA Interfaces to Oracle Hospitality Point of Sale
- OPERA Interfaces to Oracle Hospitality Nor1 Cloud Service
- Standard online learning material, including guides, videos, release notes, etc.

A maximum of 6 Property Level Interfaces from the list below are included in this Oracle Cloud Service and must be selected prior to the commencement of services. Any additional Property Level Interfaces may be purchased separately subject to additional fees:

- Oracle Hospitality OPERA Building Management System Interface Cloud Service
- Oracle Hospitality OPERA Call Accounting System Interface Cloud Service
- Oracle Hospitality OPERA Electronic Funds Transfer Interface Cloud Service
- Oracle Hospitality OPERA Key Services System Interface Cloud Service
- Oracle Hospitality OPERA Minibar System Interface Cloud Service
- Oracle Hospitality OPERA Voice Mail System Interface Cloud Service
- Oracle Hospitality OPERA Point of Sale System Interface Cloud Service
- Oracle Hospitality OPERA Telephony Management System Interface Cloud Service
- Oracle Hospitality OPERA Video Services Interface Cloud Service

- Oracle Hospitality OPERA Internet Posting System Interface Cloud Service
- Oracle Hospitality OPERA Miscellaneous System Interface Cloud Service

The configuration of the Property Level Interfaces requires installation of a software agent on hardware at Your site. It is Your responsibility to acquire the necessary hardware as specified in the Program Documentation and maintain the software agent and hardware for these Interfaces. Additional services and fees may apply if You choose to change the Property Level Interfaces chosen.

Limitations and Restrictions

The following Oracle Cloud Services are not available in a multi-tenant environment and cannot be purchased in conjunction with Oracle Hospitality OPERA Professional Premium Cloud Service:

- Oracle Hospitality Venue Management Cloud Service
- Oracle Hospitality OPERA Gaming Interface Cloud Service
- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Room Reservations Cloud Service
- Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service
- Oracle Hospitality OPERA Central Sales Cloud Service
- Oracle Hospitality OPERA Multi-property Cross Postings Cloud Service
- Oracle Hospitality OPERA Vacation Ownership System Cloud Service
- Oracle Hospitality OPERA EFT Dynamic Currency Conversion Cloud Service
- Oracle Hospitality OPERA Electronic Signature Capture Cloud Service for Orion Software
- Oracle Hospitality OPERA Virtual Room Numbers (Direct Inward Dialing) Cloud Service
- Oracle Hospitality OPERA Address Cleansing Vendor Integration Cloud Service
- Oracle Hospitality OPERA Comp Accounting Cloud Service
- Oracle Hospitality OPERA for Roomkey.com Online Travel Agency Interface Cloud Service

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Two (2) multi-tenant environments: one (1) Production and one (1) Non-Production, provisioned by Oracle

Professional Services

You must separately purchase Oracle Cloud Professional Services to set up and configure the Oracle Hospitality OPERA Professional Premium Cloud Service prior to use.

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level is based on a 15:1 room/user ratio and does not apply if the room/user ratio is

exceeded or in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Professional Standard Cloud Service

Part #: B85339 – Per Guest Room

This Cloud Services is intended for smaller Properties or Properties offering limited services. Users of the Oracle Hospitality OPERA Professional Standard Cloud Service are authorized to access all of the modules and features of this Oracle Cloud Service as outlined in the Program Documentation, subject to the following limitation:

- You may use or enable up to a maximum of 55 features of this Oracle Cloud Service.

Users are also authorized to access the following:

- Oracle Hospitality OPERA Export Files Cloud Service
- Oracle Hospitality OPERA Back Office Cloud Service
- Oracle Hospitality OPERA Reporting and Analytics Cloud Service
- Basic Membership functionality for Frequent Guest and Flyer
- Commission Handling
- Multi-property Profiles and Configuration
- Multi-property Cross Reservation
- OPERA internal Interfaces
- OPERA Interfaces to Oracle Hospitality Point of Sale
- OPERA Interfaces to Oracle Hospitality Nor1 Cloud Service
- Standard online learning material, including guides, videos, release notes, etc.

A maximum of three (3) Property Level Interfaces from the list below are included in this Oracle Cloud Service and must be selected prior to the commencement of services. Any additional Property Level Interfaces may be purchased separately subject to additional fees:

- Oracle Hospitality OPERA Building Management System Interface Cloud Service
- Oracle Hospitality OPERA Call Accounting System Interface Cloud Service
- Oracle Hospitality OPERA Electronic Funds Transfer Interface Cloud Service
- Oracle Hospitality OPERA Key Services System Interface Cloud Service
- Oracle Hospitality OPERA Minibar System Interface Cloud Service
- Oracle Hospitality OPERA Voice Mail System Interface Cloud Service
- Oracle Hospitality OPERA Point of Sale System Interface Cloud Service
- Oracle Hospitality OPERA Telephony Management System Interface Cloud Service
- Oracle Hospitality OPERA Video Services Interface Cloud Service
- Oracle Hospitality OPERA Internet Posting System Interface Cloud Service
- Oracle Hospitality OPERA Miscellaneous System Interface Cloud Service

The configuration of the Property Level Interfaces requires installation of a software agent on hardware at Your site. It is Your responsibility to acquire the necessary hardware as specified in the Program Documentation and maintain the software agent and hardware for these Interfaces. Additional services and fees may apply if You choose to change the Property Level Interfaces chosen.

Limitations and Restrictions

The following Oracle Cloud Services are not available in a multi-tenant environment and cannot be purchased in conjunction with Oracle Hospitality OPERA Professional Standard Cloud Service:

- Oracle Hospitality OPERA Gaming Interface Cloud Service
- Oracle Hospitality Venue Management Cloud Service
- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Room Reservations Cloud Service
- Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service
- Oracle Hospitality OPERA Central Sales Cloud Service
- Oracle Hospitality OPERA Multi-property Cross Postings Cloud Service
- Oracle Hospitality OPERA Vacation Ownership System Cloud Service
- Oracle Hospitality OPERA EFT Dynamic Currency Conversion Cloud Service
- Oracle Hospitality OPERA Electronic Signature Capture Cloud Service for Orion Software
- Oracle Hospitality OPERA Virtual Room Numbers (Direct Inward Dialing) Cloud Service
- Oracle Hospitality OPERA Address Cleansing Vendor Integration Cloud Service
- Oracle Hospitality OPERA Comp Accounting Cloud Service
- Oracle Hospitality OPERA for Roomkey.com Online Travel Agency Interface Cloud Service

You must separately purchase Oracle Cloud Professional Services to set up and configure the Oracle Hospitality OPERA Professional Standard Cloud Service prior to use.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Two (2) multi-tenant environments: one (1) Production and one (1) Non-Production, provisioned by Oracle

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level is based on a 20:1 room/user ratio and does not apply if the room/user ratio is exceeded or in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Enterprise Premium Cloud Service

Part #: B85340 – Per Guest Room

Users of the Oracle Hospitality OPERA Enterprise Premium Cloud Service are authorized to access all of the modules and features of this Oracle Cloud Service as outlined in the Program Documentation, including:

- Profile Management
- Reservation and Rate Management
- Look To Book (LTB) Sales Screen
- Inventory Management
- Block Management
- Room Diary and Property Availability Level
- Room Management (Housekeeping)
- Billing and Cashiering
- Accounts Receivables Management
- End Of Day
- Administration/Configuration
- User Defined Dashboards
- User Interface Personalization
- Mobility Enabled

Users are also authorized to access the following:

- Oracle Hospitality OPERA Export Files Cloud Service
- Oracle Hospitality OPERA Back Office Cloud Service
- Oracle Hospitality OPERA Reporting and Analytics Cloud Service
- Basic Membership functionality for Frequent Guest and Flyer
- Commission Handling
- Multi-property Profiles and Configuration
- Multi-property Cross Reservation
- OPERA internal Interfaces
- OPERA Interfaces to Oracle Hospitality Point of Sale
- OPERA Interfaces to Oracle Hospitality Nor1 Cloud Service
- Standard online learning material, including guides, videos, release notes, etc.

An unlimited number of Property Level Interfaces from the list below are included in this Oracle Cloud Service and must be selected prior to the commencement of services:

- Oracle Hospitality OPERA Building Management System Interface Cloud Service
- Oracle Hospitality OPERA Call Accounting System Interface Cloud Service

- Oracle Hospitality OPERA Electronic Funds Transfer Interface Cloud Service
- Oracle Hospitality OPERA Key Services System Interface Cloud Service
- Oracle Hospitality OPERA Minibar System Interface Cloud Service
- Oracle Hospitality OPERA Voice Mail System Interface Cloud Service
- Oracle Hospitality OPERA Point of Sale System Interface Cloud Service
- Oracle Hospitality OPERA Telephony Management System Interface Cloud Service
- Oracle Hospitality OPERA Video Services Interface Cloud Service
- Oracle Hospitality OPERA Internet Posting System Interface Cloud Service
- Oracle Hospitality OPERA Miscellaneous System Interface Cloud Service

The configuration of the Property Level Interfaces requires installation of a software agent on hardware at Your site. It is Your responsibility to acquire the necessary hardware as specified in the Program Documentation and maintain the software agent and hardware for these Interfaces. Additional services and fees may apply if You choose to change the Property Level Interfaces chosen.

A maximum of six (6) Interfaces to Customer-Owned Internal Applications are included in this service.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Enterprise Premium Cloud Service:

- Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service
- Oracle Hospitality OPERA Central Sales Cloud Service
- Oracle Hospitality Venue Management Cloud Service
- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Multi-property Cross Postings Cloud Service
- Oracle Hospitality OPERA Vacation Ownership System Cloud Service
- Oracle Hospitality OPERA EFT Dynamic Currency Conversion Cloud Service
- Oracle Hospitality OPERA Electronic Signature Capture Cloud Service for Orion Software
- Oracle Hospitality OPERA Address Cleansing Vendor Integration Cloud Service
- Oracle Hospitality OPERA Virtual Room Numbers (Direct Inward Dialing) Cloud Service
- Oracle Hospitality OPERA Comp Accounting Cloud Service
- Oracle Hospitality OPERA for Roomkey.com Online Travel Agency Interface Cloud Service

You must separately purchase Oracle Cloud Professional Services to set up and configure the Oracle Hospitality OPERA Enterprise Premium Cloud Service prior to use.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Two (2) dedicated environments*: one (1) Production and one (1) Non-Production, provisioned by Oracle

*Minimum requirement of 20,000 rooms, which can be aggregated across the Participants in the environments

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level

4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Enterprise Standard Cloud Service

Part #: B85341 – Per Guest Room

Users of the Oracle Hospitality OPERA Enterprise Standard Cloud Service are authorized to access all of the modules and features of this Oracle Cloud Service as outlined in the Program Documentation, subject to the following limitation:

- You may use or enable up to a maximum of 55 features of this Oracle Cloud Service

Users are authorized to access the following:

- Oracle Hospitality OPERA Export Files Cloud Service
- Oracle Hospitality OPERA Back Office Cloud Service
- Oracle Hospitality OPERA Reporting and Analytics Cloud Service
- Basic Membership functionality for Frequent Guest and Flyer
- Commission Handling
- Multi-property Profiles and Configuration
- Multi-property Cross Reservation
- OPERA internal Interfaces
- OPERA Interfaces to Oracle Hospitality Point of Sale
- OPERA Interfaces to Oracle Hospitality Nor1 Cloud Service
- Standard online learning material, including guides, videos, release notes, etc.

A maximum of six (6) Property Level Interfaces from the list below are included in this Oracle Cloud Service and must be selected prior to the commencement of services. Any additional Property Level Interfaces may be purchased separately subject to additional fees:

- Oracle Hospitality OPERA Building Management System Interface Cloud Service
- Oracle Hospitality OPERA Call Accounting System Interface Cloud Service
- Oracle Hospitality OPERA Electronic Funds Transfer Interface Cloud Service
- Oracle Hospitality OPERA Key Services System Interface Cloud Service
- Oracle Hospitality OPERA Minibar System Interface Cloud Service
- Oracle Hospitality OPERA Voice Mail System Interface Cloud Service
- Oracle Hospitality OPERA Point of Sale System Interface Cloud Service
- Oracle Hospitality OPERA Telephony Management System Interface Cloud Service

- Oracle Hospitality OPERA Video Services Interface Cloud Service
- Oracle Hospitality OPERA Internet Posting System Interface Cloud Service
- Oracle Hospitality OPERA Miscellaneous System Interface Cloud Service

The configuration of the Property Level Interfaces requires installation of a software agent on hardware at Your site. It is Your responsibility to acquire the necessary hardware as specified in the Program Documentation and maintain the software agent and hardware for these Interfaces. Additional services and fees may apply if You choose to change the Property Level Interfaces chosen.

A maximum of four (4) Interfaces to Customer-Owned Internal Applications are included in this service.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Enterprise Standard Cloud Service:

- Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service
- Oracle Hospitality OPERA Central Sales Cloud Service
- Oracle Hospitality Venue Management Cloud Service
- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Multi-property Cross Postings Cloud Service
- Oracle Hospitality OPERA Vacation Ownership System Cloud Service
- Oracle Hospitality OPERA EFT Dynamic Currency Conversion Cloud Service
- Oracle Hospitality OPERA Electronic Signature Capture Cloud Service for Orion Software
- Oracle Hospitality OPERA Address Cleansing Vendor Integration Cloud Service
- Oracle Hospitality OPERA Virtual Room Numbers (Direct Inward Dialing) Cloud Service
- Oracle Hospitality OPERA Comp Accounting Cloud Service
- Oracle Hospitality OPERA for Roomkey.com Online Travel Agency Interface Cloud Service

You must separately purchase Oracle Cloud Professional Services to set up and configure the Oracle Hospitality OPERA Enterprise Standard Cloud Service prior to use.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- Two (2) dedicated environments*: one (1) Production and one (1) Non-Production, provisioned by Oracle

*Minimum requirement of 20,000 rooms which can be aggregated across the Participants in the environments

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.7%

The RTO, RPO, and Target Service Availability Level do not apply to the Additional Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY OPERA CLOUD SALES AND EVENT SERVICES

Oracle Hospitality OPERA Professional Sales and Event Management Standard Cloud Service

Part #: B90996 – Per Guest Room

Users of the Oracle Hospitality OPERA Professional Sales and Event Management Standard Cloud Service are authorized to access all of the modules and features of this Oracle Cloud Service as outlined in the Program Documentation, including:

- Account and Contact Management
- Activity Management
- Dashboard
- Basic Block and Event Management
- Basic Catering Packages and Resources Handling
- Function Diary

Users are also authorized to access the following:

- Cross-property/multi-property configuration
- Oracle Hospitality OPERA Sales and Catering Multi-property Group Room Control and Function Diary Cloud Service
- OPERA internal Interfaces
- Standard online learning material, including guides, videos, release notes, etc.

Limitations and Restrictions

The following Oracle Cloud Services are not available in a multi-tenant environment and cannot be purchased in conjunction with Oracle Hospitality OPERA Professional Sales and Event Management Standard Cloud Service:

- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Central Sales Cloud Service

You must separately purchase Oracle Cloud Professional Services to set up and configure the Oracle Hospitality OPERA Professional Sales and Event Management Standard Cloud Service prior to use.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order
- Two (2) multi-tenant environments: one (1) Production and one (1) Non-Production, provisioned by Oracle

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level

4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Enterprise Sales and Event Management Standard Cloud Service

Part #: B90995 – Per Guest Room

Users of the Oracle Hospitality OPERA Enterprise Sales and Event Management Standard Cloud Service are authorized to access all of the modules and features of this Oracle Cloud Service as outlined in the Program Documentation, including:

- Account and Contact Management
- Activity Management
- Dashboard
- Basic Block and Event Management
- Basic Catering Packages and Resources Handling
- Function Diary
- Multi-property enabled for booking, profiles, and configuration

Users are also authorized to access the following:

- Cross-property/multi-property configuration
- Oracle Hospitality OPERA Sales and Catering Multi-property Group Room Control and Function Diary Cloud Service
- OPERA internal Interfaces
- Standard online learning material, including guides, videos, release notes, etc.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Enterprise Sales and Event Management Standard Cloud Service:

- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Central Sales Cloud Service

You must separately purchase Oracle Cloud Professional Services to set up and configure the Oracle Hospitality OPERA Enterprise Sales and Event Management Standard Cloud Service prior to use.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order
- Two (2) dedicated environments: one (1) Production and one (1) Non-Production, provisioned by Oracle

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.7%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Functional Help Desk for Oracle Cloud Retail and Hospitality – SaaS

Part # B87290 Oracle Functional Help Desk for Oracle Cloud Retail and Hospitality - SaaS

DESCRIPTIONS FOR THESE PARTS CAN BE FOUND AT WWW.ORACLE.COM/CONTRACTS UNDER THE HEADING: ORACLE CLOUD ADVANCED CUSTOMER SUPPORT SERVICE

RESTRICTED SERVICE DESCRIPTIONS

Micros Communication Line Monthly Fee for EUNetworks

Part #: B84328 – Per Communication Line

Users of the Micros Communication Line Monthly Fee for EUNetworks are authorized to use the Communication Line of Your telecommunications provider, EUNetworks, between Your Property and the Oracle EMEA based data center identified in Your order.

Usage Limits

The Micros Communication Line Monthly Fee for EUNetworks is subject to usage limits based on:

- a maximum number of Communication Lines as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Point Objective (RPO) and Target Service Availability Level for the Production Environment:

Recovery Point Objective (RPO)	Target Service Availability Level
12 hours	99.5%

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Micros Communication Line Monthly Fee for GTS CE

Part #: B84329 – Per Communication Line

Users of the Micros Communication Line Monthly Fee for GTS CE are authorized to use the Communication Line of Your telecommunications provider, GTS CE, between Your Property and the Oracle EMEA based data center.

Usage Limits

The Micros Communication Line Monthly Fee for GTS CE is subject to usage limits based on:

- a maximum number of Communication Lines as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Point Objective (RPO) and Target Service Availability Level for the Production Environment:

Recovery Point Objective (RPO)	Target Service Availability Level
12 hours	99.5%

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Micros Communication Line Monthly Fee for iBrowse

Part #: B84330 – Per Communication Line

Users of the Micros Communication Line Monthly Fee for iBrowse are authorized to use the Communication Line of Your telecommunications provider, iBrowse, between Your Property and the Oracle EMEA based data center.

Usage Limits

The Micros Communication Line Monthly Fee for iBrowse is subject to usage limits based on:

- a maximum number of Communication Lines as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Point Objective (RPO) and Target Service Availability Level for the Production Environment:

Recovery Point Objective (RPO)	Target Service Availability Level
12 hours	99.5%

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Micros Communication Line Monthly Fee for KPN

Part #: B84331 – Per Communication Line

Users of the Micros Communication Line Monthly Fee for KPN are authorized to use the Communication Line of Your telecommunications provider, KPN, between Your Property and the Oracle EMEA based data center.

Usage Limits

The Micros Communication Line Monthly Fee for KPN is subject to usage limits based on:

- a maximum number of Communication Lines as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Point Objective (RPO) and Target Service Availability Level for the Production Environment:

Recovery Point Objective (RPO)	Target Service Availability Level
12 hours	99.5%

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Micros Communication Line Monthly Fee for MDNX

Part #: B84332 – Per Communication Line

Users of the Micros Communication Line Monthly Fee for MDNX are authorized to use the Communication Line of Your telecommunications provider, MDNX, between Your Property and the Oracle EMEA based data center.

Usage Limits

The Micros Communication Line Monthly Fee for MDNX is subject to usage limits based on:

- a maximum number of Communication Lines as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Point Objective (RPO) and Target Service Availability Level for the Production Environment:

Recovery Point Objective (RPO)	Target Service Availability Level
12 hours	99.5%

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Micros Communication Line Monthly Fee for TDC

Part #: B84333 – Per Communication Line

Users of the Micros Communication Line Monthly Fee for TDC are authorized to use the Communication Line of Your telecommunications provider, TDC, between Your Property and the Oracle EMEA based data center.

Usage Limits

The Micros Communication Line Monthly Fee for TDC is subject to usage limits based on:

- a maximum number of Communication Lines as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Point Objective (RPO) and Target Service Availability Level for the Production Environment:

Recovery Point Objective (RPO)	Target Service Availability Level
12 hours	99.5%

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Micros Communication Line Monthly Fee for TELE2

Part #: B84334 – Per Communication Line

Users of the Micros Communication Line Monthly Fee for TELE2 are authorized to use the Communication Line of Your telecommunications provider, TELE2, between Your Property and the Oracle EMEA based data center.

Usage Limits

The Micros Communication Line Monthly Fee for TELE2 is subject to usage limits based on:

- a maximum number of Communication Lines as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Point Objective (RPO) and Target Service Availability Level for the Production Environment:

Recovery Point Objective (RPO)	Target Service Availability Level
12 hours	99.5%

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Micros Communication Line Monthly Fee for Versatel

Part #: B84335 – Per Communication Line

Users of the Micros Communication Line Monthly Fee for Versatel are authorized to use the Communication Line of Your telecommunications provider, Versatel, between Your Property and the Oracle EMEA based data center.

Usage Limits

The Micros Communication Line Monthly Fee for Versatel is subject to usage limits based on:

- a maximum number of Communication Lines as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Point Objective (RPO) and Target Service Availability Level for the Production Environment:

Recovery Point Objective (RPO)	Target Service Availability Level
12 hours	99.5%

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Micros Communication Line Monthly Fee for PlusLine

Part #: B84336 – Per Communication Line

Users of the Micros Communication Line Monthly Fee for PlusLine are authorized to use the Communication Line of Your telecommunications provider, PlusLine, between Your Property and the Oracle EMEA based data center.

Usage Limits

The Micros Communication Line Monthly Fee for PlusLine is subject to usage limits based on:

- a maximum number of Communication Lines as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Point Objective (RPO) and Target Service Availability Level for the Production Environment:

Recovery Point Objective (RPO)	Target Service Availability Level
12 hours	99.5%

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

RETIRED SKUS

ORACLE HOSPITALITY OPERA HOTEL PROPERTY LEVEL INTERFACES – RETIRED SKUS

RETIRED SKUS

ORACLE HOSPITALITY OPERA HOTEL PROPERTY LEVEL INTERFACES – RETIRED SKUS

Oracle Hospitality Property Level Interface Cloud Service

Retired Part #: B81341

Users of the Oracle Hospitality Property Level Interface Cloud Service are authorized to access the following:

- This is an Oracle Cloud Service intended to be used for Windows that allows You to manage OPERA IFC8 by monitoring a variety of Validated Interfaces and configuring how these interfaces interact with OPERA

Usage Limits

The Oracle Hospitality Property Level Interface Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order
- Oracle will provision two environments for this Oracle Cloud Service: Production and Non-Production

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Building Management System Interface Cloud Service

Retired Part #s:
B83686 – Per Guest Room
B85509 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Building Management System Interface Cloud Service are authorized to access the following:

- This Oracle Cloud Service is intended to be used for Windows and allows You to manage OPERA IFC8 by monitoring a variety of Validated Interfaces and configuring how these external systems (Building Management Systems) interact with OPERA

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable building management system Interface application to which the Validated Interface applies.

You also must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional Hardware on site is required. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

Oracle Hospitality OPERA Building Management System Interface Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Call Accounting System Interface Cloud Service

Retired Part #s:
B83687 – Per Guest Room
B85510 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Call Accounting System Interface Cloud Service are authorized to access the following:

- This Oracle Cloud Service is intended to be used for Windows and allows You to manage OPERA IFC8 by monitoring a variety of Validated Interfaces and configuring how these external systems (Call Accounting Systems) interact with OPERA

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable Call Accounting system Interface application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional Hardware on site is required. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

Oracle Hospitality OPERA Call Accounting System Interface Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Key Services System Interface Cloud Service

Retired Part #s:
B83689 – Per Guest Room
B85512 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Key Services System Interface Cloud Service are authorized to access the following:

- This Oracle Cloud Service is intended to be used for Windows and allows You to manage OPERA IFC8 by monitoring a variety of Validated Interfaces and configuring how these external systems (Key Services Systems) interact with OPERA

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable Key Services system Interface application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional Hardware on site is required. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

Oracle Hospitality OPERA Key Services System Interface Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Minibar System Interface Cloud Service

Retired Part #s:

B83690 – Per Guest Room
B85513 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Minibar System Interface Cloud Service are authorized to access the following:

- This Oracle Cloud Service is intended to be used for Windows and allows You to manage OPERA IFC8 by monitoring a variety of Validated Interfaces and configuring how these external systems (Minibar Systems) interact with OPERA

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable minibar system Interface application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional Hardware on site is required. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

Oracle Hospitality OPERA Minibar System Interface Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Voice Mail System Interface Cloud Service

Retired Part #s:
B83691 – Per Guest Room
B85514 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Voice Mail System Interface Cloud Service are authorized to access the following:

- This Oracle Cloud Service is intended to be used for Windows and allows You to manage OPERA IFC8 by monitoring a variety of Validated Interfaces and configuring how these external systems (Voice Mail Systems) interact with OPERA

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable voice mail system Interface application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional Hardware on site is required. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

Oracle Hospitality OPERA Voice Mail System Interface Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Point of Sale System Interface Cloud Service

Retired Part #s:
B83692 – Per Guest Room
B85515 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Point of Sale System Interface Cloud Service are authorized to access the following:

- This Oracle Cloud Service is intended to be used for Windows and allows You to manage OPERA IFC8 by monitoring a variety of Validated Interfaces and configuring how these external systems (Point of Sale Systems) interact with OPERA

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable point of sale system Interface application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional Hardware on site is required. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

Oracle Hospitality OPERA Point of Sale System Interface Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Telephony Management System Interface Cloud Service

Retired Part #s:
B83693 – Per Guest Room
B85516 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Telephony Management System Interface Cloud Service are authorized to access the following:

- This Oracle Cloud Service is intended to be used for Windows and allows You to manage OPERA IFC8 by monitoring a variety of Validated Interfaces and configuring how these external systems (Telephony Management Systems) interact with OPERA

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable telephony management system Interface application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional Hardware on site is required. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

Oracle Hospitality OPERA Telephony Management System Interface Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Video Services Interface Cloud Service

Retired Part #s:

B83694 – Per Guest Room
B85117 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Video Services Interface Cloud Service are authorized to access the following:

- This Oracle Cloud Service is intended to be used for Windows and allows You to manage OPERA IFC8 by monitoring a variety of Validated Interfaces and configuring how these external systems (Video Services Systems) interact with OPERA

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable video services Interface application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional Hardware on site is required. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

Oracle Hospitality OPERA Video Services Interface Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Internet Posting System Interface Cloud Service

Retired Part #s:
B83695 – Per Guest Room
B85518 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Internet Posting System Interface Cloud Service are authorized to access the following:

- This Oracle Cloud Service is intended to be used for Windows and allows You to manage OPERA IFC8 by monitoring a variety of Validated Interfaces and configuring how these external systems (Internet Posting Systems) interact with OPERA

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable internet posting system Interface application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional Hardware on site is required. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

Oracle Hospitality OPERA Internet Posting System Interface Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Miscellaneous System Interface Cloud Service

Retired Part #s:
B83696 – Per Guest Room
B85519 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Miscellaneous System Interface Cloud Service are authorized to access the following:

- This Oracle Cloud Service is intended to be used for Windows and allows You to manage OPERA IFC8 by monitoring a variety of Validated Interfaces and configuring how these external systems interact with OPERA

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable miscellaneous system Interface application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional Hardware on site is required. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

Oracle Hospitality OPERA Miscellaneous System Interface Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Pricing Interface Cloud Service for Google Hotel Finder

Retired Part #: B81319

Users of the Oracle Hospitality OPERA Pricing Interface Cloud Service for Google Hotel Finder are authorized to access the following:

- One-way Interface to publish rates to Google Hotel Finder

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Usage Limits

The Oracle Hospitality OPERA Pricing Interface Cloud Service for Google Hotel Finder is subject to usage limits based on:

- The number of Guest Rooms must be equal to the number of Guest Rooms of one of the following Cloud Services purchased by You:
    o   Oracle Hospitality OPERA Property Premium Cloud Service
    o   Oracle Hospitality OPERA Property Standard Cloud Service
    o   Oracle Hospitality OPERA Property Lite Cloud Service
    o   Oracle Hospitality OPERA Room Reservations Cloud Service

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Yield Interface Limited Cloud Service

Retired Part #: B83675 – Per Guest Room
B85504 – Per Interface (200 Rooms and more per property)

Users of the Oracle Hospitality OPERA Yield Interface Limited Cloud Service are authorized to access the following:

- Interfacing to major third-party yield management systems to gather information for yielding purposes from OPERA
- The limited offer aligns to the third-party yield management limited offering and supports only one way communication (data extraction)

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable yield Interface limited application to which the Validated Interface applies.

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use. Additional services and fees may apply if You choose to change the Validated Interface during the Services Period for this Oracle Cloud Service.

Usage Limits

The Oracle Hospitality OPERA Yield Interface Limited Cloud Service is subject to the following usage limits based on:

- a maximum number of Guest Rooms or Interfaces, as applicable, as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts

ORACLE HOSPITALITY WEBSUITE8 – RETIRED SKUS

Oracle Hospitality WebSuite8 Property Standard Cloud Service (EMEA and APAC Regions)

Retired Part #: B83676

Users of the Oracle Hospitality WebSuite8 Property Standard Cloud Service (EMEA and APAC Regions) are authorized to access the following:

- Dashboard
- Client Profiles
- Activities
- Reservations
- Housekeeping
- Room Maintenance
- Calendar
- Cashiering
- Article Posting
- Reports

Usage Limits

The Oracle Hospitality WebSuite8 Property Standard Cloud Service (EMEA and APAC Regions) is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order up to a maximum of 50 Guest Rooms
- You may grant access to the Oracle Cloud Service for up to two users

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI). Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at http://support.oracle.com using the following path: Search Knowledge Base > 2567076.2 (Oracle Cloud Services Information Center).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality WebSuite8 Property Interface Cloud Service (EMEA and APAC Regions)

Retired Part #: B83677

Users of the Oracle Hospitality WebSuite8 Property Interface Cloud Service (EMEA and APAC Regions) are authorized to access the following:

- Functionality to post guest charges from the Oracle Property point-of-sale to webSuite8

Usage Limits

The Oracle Hospitality WebSuite8 Property Interface Cloud Service (EMEA and APAC Regions) is subject to usage limits based on:

- a maximum number of Properties as specified in Your order
- You may grant access to the Oracle Cloud Service for up to two users

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality WebSuite8 Back Office Interface Cloud Service (EMEA and APAC Regions) Cloud Service

Retired Part #: B83678

Users of the Oracle Hospitality WebSuite8 Back Office Interface Cloud Service (EMEA and APAC Regions) are authorized to access the following:

- Functionality to extract consolidated data and import it into the back office software

Usage Limits

The Oracle Hospitality WebSuite8 Back Office Interface Cloud Service (EMEA and APAC Regions) is subject to usage limits based on:

- a maximum number of Properties as specified in Your order
- You may grant access to the Oracle Cloud Service for up to two users

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality WebSuite8 Distribution Channel Manager Cloud Service for SmartHOTEL (EMEA Region)

Retired Part #: B83679

Users of the Oracle Hospitality Suite8 Distribution Channel Manager Cloud Service for SmartHOTEL (EMEA Region) are authorized to access the following:

- Connectivity to online travel agents (OTAs), mainly serving the EMEA market

Usage Limits

The Oracle Hospitality Suite8 Distribution Channel Manager Cloud Service for SmartHOTEL (EMEA Region) is subject to usage limits based on:

- a maximum number of Properties as specified in Your order
- You may grant access to the Oracle Cloud Service for up to two users

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality WebSuite8 webConnect Cloud Service (EMEA and APAC Regions)

Retired Part #: B83680

Users of the Oracle Hospitality WebSuite8 webConnect Cloud Service (EMEA and APAC Regions) are authorized to access the following:

- Rates and Availability Level

Usage Limits

The Oracle Hospitality WebSuite8 webConnect Cloud Service (EMEA and APAC Regions) is subject to usage limits based on:

- a maximum number of Properties as specified in Your order
- You may grant access to the Oracle Cloud Service for up to two users

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality WebSuite8 Table Reservation Cloud Service (EMEA and APAC Regions)

Retired Part #: B83681

Users of the Oracle Hospitality WebSuite8 Table Reservation Cloud Service (EMEA and APAC Regions) are authorized to access the following:

- Table reservation module is used for viewing or reserving a table in a restaurant, bar, or other location which has tables that can be reserved

Usage Limits

The Oracle Hospitality WebSuite8 Table Reservation Cloud Service (EMEA and APAC Regions) is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order
- You may grant access to the Oracle Cloud Service for up to two users

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Suite8 Distribution Channel Manager Cloud Service for SmartHOTEL (EMEA Region)

Retired Part #: B83682 (Up to 100 Rooms) – Per Property
B83683 (101+ Rooms) – Per Property

Users of the Oracle Hospitality Suite8 Distribution Channel Manager Cloud Service for SmartHOTEL (EMEA Region) are authorized to access the following:

- Connectivity to online travel agents (OTAs), mainly serving the EMEA market

Usage Limits

The Oracle Hospitality Suite8 Distribution Channel Manager Cloud Service for SmartHOTEL (EMEA Region) is subject to usage limits based on:

- a maximum number of Properties as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY DISTRIBUTION CHANNEL MANAGER – RETIRED SKUS

Oracle Hospitality Distribution Cloud Service for Pegasus HCD

Retired Part #: B81365 – Per Booking

Users of the Oracle Hospitality Distribution Cloud Service for Pegasus HCD are authorized to access the following:

- Booking fee for each reservation received via Pegasus HCD

Pre-requisite(s)

To use this Oracle Hospitality Distribution Cloud Service for Pegasus HCD, You are required to first purchase and maintain the Oracle Hospitality Distribution Channel Customer Services for GDS and HCD (the pre-requisite base service).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Distribution Cloud Service for Sabre GDS

Retired Part #: B81366 – Per Booking

Users of the Oracle Hospitality Distribution Cloud Service for Sabre GDS are authorized to access the following:

- Booking fee for each reservation received via Sabre GDS

Pre-requisite(s)

To use this Oracle Hospitality Distribution Cloud Service for Sabre GDS, You are required to first purchase and maintain the Oracle Hospitality Distribution Channel Customer Services for GDS and HCD (the pre-requisite base service).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Distribution Cloud Service for Travelport GDS

Retired Part #: B81367 – Per Booking

Users of the Oracle Hospitality Distribution Cloud Service for Travelport GDS Cloud Service are authorized to access the following:

- Booking fee for each reservation received via Travelport GDS

To use this Oracle Hospitality Distribution Cloud Service for Travelport GDS Cloud Service, You are required to first purchase and maintain the Oracle Hospitality Distribution Channel Customer Services for GDS and HCD (pre-requisite base service).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts

Oracle Hospitality Distribution Cloud Service for Amadeus GDS

Retired Part #: B81368 – Per Booking

Users of the Oracle Hospitality Distribution Cloud Service for Amadeus GDS Cloud Service are authorized to access the following:

- Booking fee for each reservation received via Amadeus GDS

Pre-requisite(s)

To use this Oracle Hospitality Distribution Cloud Service for Amadeus GDS Cloud Service, You are required to first purchase and maintain the Oracle Hospitality Distribution Channel Customer Services for GDS and HCD (the pre-requisite base service).

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Distribution Channel Manager Cloud Service for SmartHOTEL

Retired Part #s:
　　　　B81351 (Up to 50 Rooms) – Per Property
　　　　B81352 (Up to 100 Rooms) – Per Property
　　　　B81353 (Up to 200 Rooms) – Per Property
　　　　B81354 (Up to 500 Rooms) – Per Property
　　　　B81355 (Up to 750 Rooms) – Per Property
　　　　B81356 (750+ Rooms) – Per Property

Users of the Oracle Hospitality Distribution Channel Manager Cloud Service for SmartHOTEL are authorized to access the following:

- Channel Manager to provide connectivity to online travel agents distributed via SmartHotel.

Usage Limits

The Oracle Hospitality Distribution Channel Manager Cloud Service is subject to the following usage limits based on:
- a maximum number of Properties as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Distribution Channel Manager Cloud Service for SiteMinder

Retired Part #s:
　　　　 B81358 (Up to 50 Rooms) – Per Property
　　　　 B81359 (Up to 100 Rooms) – Per Property
　　　　 B81360 (Up to 200 Rooms) – Per Property

B81361 (Up to 500 Rooms) – Per Property
B81362 (Up to 750 Rooms) – Per Property
B81363 (751+ Rooms) – Per Property

Users of the Oracle Hospitality Distribution Channel Manager Cloud Service for SiteMinder are authorized to access the following:

- Channel Manager to provide connectivity to online travel agents distributed via SiteMinder

Usage Limits

The Oracle Hospitality Distribution Channel Manager Cloud Service for SiteMinder is subject to the following usage limits based on:

- a maximum number of Properties as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY REPORTING AND ANALYTICS – RETIRED SKUS

Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud

Retired Part #: B81322 – Per Guest Room

Users of the Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service are authorized to access the following:

- Aggregate analysis and reporting across multiple properties using data collected from one or more Oracle Hospitality OPERA Cloud Services in either a single or multiple hotel environment
- Proactive alerts notifying customers of critical situations detected

Users are also authorized to access the following:

- Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service
- You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service:

- Oracle Hospitality OPERA Professional Premium Cloud Service
- Oracle Hospitality OPERA Professional Standard Cloud Service
- Oracle Hospitality OPERA Enterprise Premium Cloud Service
- Oracle Hospitality OPERA Enterprise Standard Cloud Service
- Oracle Hospitality OPERA Enterprise Sales and Event Management Standard Cloud Service
- Oracle Hospitality OPERA Professional Sales and Event Management Standard Cloud Service
- Oracle Hospitality OPERA Property Premium Cloud Service
- Oracle Hospitality OPERA Property Standard Cloud Service
- Oracle Hospitality OPERA Property Lite Cloud Service
- Oracle Hospitality OPERA Sales and Catering Premium Cloud Service
- Oracle Hospitality OPERA Sales and Catering Standard Cloud Service
- Oracle Hospitality OPERA Sales and Catering Lite Cloud Service
- Oracle Hospitality OPERA Room Reservations Cloud Service
- Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service
- Oracle Hospitality OPERA Central Sales Cloud Service

Usage Limits

The Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service is subject to usage limits based on:
- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service

Retired Part #: B81327 – Per Guest Room

Users of the Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service are authorized to access the following:

- Ad hoc reporting for OPERA Sales & Catering

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service:

- Oracle Hospitality OPERA Professional Premium Cloud Service
- Oracle Hospitality OPERA Professional Standard Cloud Service
- Oracle Hospitality OPERA Enterprise Premium Cloud Service
- Oracle Hospitality OPERA Enterprise Standard Cloud Service
- Oracle Hospitality OPERA Enterprise Sales and Event Management Standard Cloud Service
- Oracle Hospitality OPERA Professional Sales and Event Management Standard Cloud Service
- Oracle Hospitality OPERA Property Premium Cloud Service
- Oracle Hospitality OPERA Property Standard Cloud Service
- Oracle Hospitality OPERA Property Lite Cloud Service
- Oracle Hospitality OPERA Sales and Catering Premium Cloud Service
- Oracle Hospitality OPERA Sales and Catering Standard Cloud Service
- Oracle Hospitality OPERA Sales and Catering Lite Cloud Service
- Oracle Hospitality OPERA Room Reservations Cloud Service
- Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service
- Oracle Hospitality OPERA Central Sales Cloud Service

Usage Limits

The Oracle Hospitality OPERA Sales and Catering Reporting and Analytics Cloud Service is subject to the following usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Advanced Monitoring and Alerting for OPERA Property Cloud Service – Set-up Fee

Retired Part #: B81503 – Per Device

The Per Device Set Up Fee applies to each new deployment of Oracle Hospitality Advanced Workstation Monitoring and Alerting for OPERA Property Cloud Service with Auto-remediation or Oracle Hospitality Advanced Interface PC/Server Monitoring and Alerting for OPERA Property Cloud Service with Auto-remediation. For the Per Device Set-up Fee, as part of the service delivery, Oracle will:

- Provision the per device components subject to customer having the necessary communications infrastructure in place
- Perform a one-time operating system patch scan and produce a summary of the patch compliance per device showing counts of devices that are fully patched or missing 1 or more patches
- Perform a one-time full network scan and produce a summary audit report of the total count of network devices in other computers, network devices, and printers online on the LAN segment where the applicable device is installed

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY DISTRIBUTION CLOUD SERVICE – RETIRED SKUS

Oracle Hospitality Distribution Channel Customer Services for GDS and HCD

Retired Part #: B81504 – Per Property

Users of the Oracle Hospitality Distribution Channel Customer Services for GDS and HCD are entitled to the following services:

- Content management for GDS and DHISCO by the customer service team
- Interface monitoring between Oracle Hospitality Distribution Cloud Services and OPERA PMS/ORS by the customer service team
- Webinars and audits
    - Provide quarterly live webinar to hotel users to present new features and reminders of the basics
    - Audit hotels distribution exposure and provide additional recommendations on how to expose rooms and rates

You acknowledge that to provide the services pursuant to and in accordance with Your order, the customer service team uses third-party services and third-party content, on Your behalf and at Your direction, to transmit Your Content to travel and transportation agencies, networks, engines, aggregators, and distributors.

Your Obligations

You acknowledge that Oracle's ability to perform the services depends upon Your fulfillment of the following:

- Provide Oracle access to Your hotel site required for the performance of services
- Follow Oracle standard process when creating a service task
- Train staff who has not attended OPERA application training related to this service (rate management, Channel management)
- Use Oracle system to perform self-service service tasks
- Create pro-active service requests when adding a new configuration item impacting hotel distribution (for example, new room type or change of room count)
- Read and act on Oracle critical notifications related to this particular service (Interface interruptions)

Usage Limits

The Oracle Hospitality Distribution Channel Customer Services for GDS and HCD is subject to the following usage limits:
- a maximum number of Properties as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Distribution Fax Delivery Cloud Service

Retired Part #: B81369 – Per Booking

Users of the Oracle Hospitality Distribution Fax Delivery Cloud Service are authorized to access the following:

- Booking fee for each reservation received via Fax Delivery failover

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA for Roomkey.com Online Travel Agency Interface Cloud Service

Retired Part #: B81320 – Per Guest Room

Users of the Oracle Hospitality OPERA for Roomkey.com Online Travel Agency Interface Cloud Service are authorized to access the following:

- Web service Interface to retrieve hotel information, regional and general availability of rooms and rates

You must separately acquire from the third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable roomkey.com Interface application to which the Validated Interface applies.

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Limitations and Restrictions

The following Oracle Cloud Services cannot be purchased in conjunction with Oracle Hospitality OPERA for Roomkey.com Online Travel Agency Interface Cloud Service:

- Oracle Hospitality OPERA Professional Premium Cloud Service
- Oracle Hospitality OPERA Professional Standard Cloud Service
- Oracle Hospitality OPERA Enterprise Premium Cloud Service
- Oracle Hospitality OPERA Enterprise Standard Cloud Service

Usage Limits

The Oracle Hospitality OPERA for Roomkey.com Online Travel Agency Interface Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Distribution Metasearch Connector Cloud Service for TripConnect

Retired Part #: B81342 – Per Guest Room

Users of the Oracle Hospitality Distribution Metasearch Connector Cloud Service for TripConnect are authorized to access the following:

- Interface allowing hotels to show their real time availability and prices on TripAdvisor

Usage Limits

The Oracle Hospitality Distribution Metasearch Connector Cloud Service for TripConnect is subject to the following usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Distribution Metasearch Connector Cloud Service for Google Hotel Price Ads (HPA)

Retired Part #: B81343 – Per Guest Room

Users of the Oracle Hospitality Distribution Metasearch Connector Cloud Service for Google Hotel Price Ads (HPA) are authorized to access the following:

- Interface allowing hotels to publish Hotel Price Ads on Google showing real time availability and prices

Usage Limits

The Oracle Hospitality Distribution Metasearch Connector Cloud Service for Google Hotel Price Ads (HPA) is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Distribution Metasearch Connector Cloud Service for Trivago

Retired Part #: B81344 – Per Guest Room

Users of the Oracle Hospitality Distribution Metasearch Connector Cloud Service for Trivago are authorized to access the following:

- Interface allowing hotels to show their real time Availability and prices on Trivago

Usage Limits

The Oracle Hospitality Distribution Metasearch Connector Cloud Service for Trivago is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Distribution Cloud Service for Travelsky via Derbysoft

Retired Part #: B81370 – Per Booking

Users of the Oracle Hospitality Distribution Cloud Service for Travelsky via Derbysoft are authorized to access the following:

- Booking fee for each reservation received via Travelsky for Derbysoft

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Distribution Cloud Service for OTAs via Derbysoft

Retired Part #: B81371 – Per Booking

Users of the Oracle Hospitality Distribution Cloud Service for OTAs via Derbysoft are authorized to access the following:

- Booking fee for each reservation received from OTAs via Derbysoft

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Distribution Cloud Service for Giata Hotel Leisure Connect

Retired Part #: B83685 – Per Guest Room

Users of the Oracle Hospitality Distribution Cloud Service for Giata Hotel Leisure Connect are authorized to access the following:

- Third party Distribution channel for leisure hotels connecting in particular to wholesaler channels or dynamic packing service providers

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Standard provisioning of this Oracle Hospitality Distribution Cloud Service is included in the subscription pricing and detailed in the Oracle Hospitality Distribution Cloud Services Global Standard Provisioning service description.

Usage Limits

The Oracle Hospitality Distribution Cloud Service for Giata Hotel Leisure Connect is subject to the following usage limits:
- a maximum number of Guest Rooms as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Distribution Direct Connector to Online Travel Agency Cloud Service

Retired Part #: B85335 – Per Guest Room

Users of the Oracle Hospitality Distribution Direct Connector to Online Travel Agency Cloud Service are authorized to connect to one of the Validated Interfaces below.

Validated Interfaces

Prior to the commencement of this Oracle Cloud Service, You are required to notify Oracle which Validated Interface that You will use with this Cloud Service. Validated Interfaces that may be used with this Oracle Cloud Service are listed in the Program Documentation.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable right to use and access the third-party Online Travel Agency to which the Validated Interface applies.

Usage Limits

The Oracle Hospitality Distribution Direct Connector to Online Travel Agency Cloud Service is subject to the following usage limits:
- a maximum number of Guest Rooms as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY HOTEL SERVICE DESCRIPTIONS – OTHER RETIRED SKUS

Oracle Hospitality Website, Hotel Edition Cloud Service

Retired Part #: B81347 – Per Guest Room

Users of the Oracle Hospitality Website, Hotel Edition Cloud Service are authorized to access the following:

- A predefined website template with integrated booking path to a third-party booking engine and online marketing services, enabling website design

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Usage Limits

The Oracle Hospitality Website, Hotel Edition Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Website and Booking Engine Cloud Service

Retired Part #: B81348 – Per Guest Room

Users of the Oracle Hospitality Website and Booking Engine Cloud Service are authorized to access the following:

- A predefined website template with integrated booking engine that allows real time Availability checks based on dates, room type and rate. It also enables online marketing services and website design

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Usage Limits

The Oracle Hospitality Website and Booking Engine Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Web Proposal Cloud Service

Retired Part #: B81349 – Per Property

Users of the Oracle Hospitality Web Proposal Cloud Service are authorized to access the following:

- A web-enabled proposal generation application for creating, distributing, and managing proposals and contracts for group and event inquiries

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Usage Limits

The Oracle Hospitality Web Proposal Cloud Service is subject to the following usage limits:

- a maximum number of Properties as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Credit Card Encryption Rotation Cloud Service

Retired Part #: B81309 – Per Guest Room

Users of the Oracle Hospitality OPERA Credit Card Encryption Rotation Cloud Service are authorized to access the following:

- Capability to re-encrypt and replace all data with newly encrypted data

Usage Limits

The Oracle Hospitality OPERA Credit Card Encryption Rotation Cloud Service is subject to usage limits:

- a maximum number of Guest Rooms as specified in Your order
- The number of Guest Rooms must be equal to the number of Guest Rooms of one of the following Cloud Services purchased by You:
  - o Oracle Hospitality OPERA Property Premium Cloud Service
  - o Oracle Hospitality OPERA Property Standard Cloud Service
  - o Oracle Hospitality OPERA Property Lite Cloud Service
- Oracle will provision two environments for this Oracle Cloud Service: Production and Non-Production.

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
24 hours	2 hours	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Advanced Workstation Monitoring and Alerting for OPERA Property Cloud Service with Auto-remediation

Retired Part #: B81314 – Per Workstation

Users of the Oracle Hospitality Advanced Workstation Monitoring and Alerting for OPERA Property Cloud Service with Auto-remediation are authorized to access the following:

- Workstation operating systems and environment audits
- Scheduled monitoring of Key performance indicators, processes, and alerting
- Standard Workstations compliance checks for the Oracle Hospitality OPERA Cloud Services pre-requisites on Opera Workstations
- Standard reporting on Opera Workstation compliance, environment audits for all Workstations and patch, and security status for all subscribed devices

Usage Limits

The Oracle Hospitality Advanced Workstation Monitoring and Alerting for OPERA Property Cloud Service with Auto-remediation is subject to the following usage limits:

- a maximum number of Workstations as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Advanced Interface PC Monitoring and Alerting for OPERA Property Cloud Service with Auto-remediation

Retired Part #: B81315 – Per Device

Users of the Oracle Hospitality Advanced PC Monitoring and Alerting for OPERA Property Cloud Service with Auto-remediation are authorized to access the following:

- Server operating systems and environment audits
- Key scheduled monitoring or alerting tasks
- Standard checks and auto remediation for the OPERA Interface processes and services
- Latency reporting to selected Opera Property Cloud Service servers

Usage Limits

The Oracle Hospitality Advanced PC Monitoring and Alerting for OPERA Property Cloud Service with Auto-remediation is subject to the following usage limits:

- a maximum number of Devices as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY E-LEARNING – RETIRED SKUS

Oracle Hospitality E-Learning for OPERA Property Cloud Service (English)

Retired Part #: B83928 – Per Guest Room

The Oracle Hospitality E-Learning for OPERA Property Cloud Service (English) is a web-based learning environment that provides on demand access for one year to self-paced training content. Unauthorized viewing, recording, copying, transmission, or other distribution of Oracle Hospitality E-Learning for OPERA Property Cloud Service – Education Edition (English) content is strictly prohibited.

Usage Limits

The Oracle Hospitality E-Learning for OPERA Property Cloud Service (English) is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Service Access Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Hospitality E-Learning Service Access Policies,* which may be viewed at www.oracle.com/contracts.

Oracle Hospitality E-Learning for OPERA Property Cloud Service (Spanish)

Retired Part #: B83929 – Per Guest Room

The Oracle Hospitality E-Learning for OPERA Property Cloud Service (Spanish) is a web-based learning environment that provides on demand access for one year to self-paced training content. Unauthorized viewing, recording, copying, transmission, or other distribution of Oracle Hospitality E-Learning for OPERA Property Cloud Service (Spanish) content is strictly prohibited.

Usage Limits

The Oracle Hospitality E-Learning for OPERA Property Cloud Service (Spanish) is subject to the following usage limits:
- a maximum number of Guest Rooms as specified in Your order

Service Access Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Hospitality E-Learning Service Access Policies,* which may be viewed at www.oracle.com/contracts.

Oracle Hospitality E-Learning for OPERA Cloud Service (Spanish)

Retired Part #: B92218 – Per Guest Room

The Oracle Hospitality E-Learning for OPERA Cloud Service (Spanish**)** is a web-based learning environment that provides on demand access for one year to self-paced training content. Unauthorized viewing, recording, copying, transmission, or other distribution of Oracle Hospitality E-Learning for OPERA Cloud Service (Spanish) content is strictly prohibited.

Usage Limits

The Oracle Hospitality E-Learning for OPERA Cloud Service (Spanish) is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Service Access Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Hospitality E-Learning Service Access Policies,* which may be viewed at www.oracle.com/contracts.

Oracle Hospitality E-Learning for OPERA Cloud Service (French)

Retired Part #: B92219 – Per Guest Room

The Oracle Hospitality E-Learning for OPERA Cloud Service (French) is a web-based learning environment that provides on demand access for one year to self-paced training content. Unauthorized viewing, recording, copying, transmission, or other distribution of Oracle Hospitality E-Learning for OPERA Cloud Service (French) content is strictly prohibited.

Usage Limits

The Oracle Hospitality E-Learning for OPERA Cloud Service (French) is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Service Access Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Hospitality E-Learning Service Access Policies,* which may be viewed at www.oracle.com/contracts.

Oracle Hospitality E-Learning for OPERA Cloud Service (German)

Retired Part #: B92220 – Per Guest Room

The Oracle Hospitality E-Learning for OPERA Cloud Service (German**)** is a web-based learning environment that provides on demand access for one year to self-paced training content. Unauthorized viewing, recording, copying, transmission, or other distribution of Oracle Hospitality E-Learning for OPERA Cloud Service (German) content is strictly prohibited.

Usage Limits

The Oracle Hospitality E-Learning for OPERA Cloud Service (German) is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Service Access Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Hospitality E-Learning Service Access Policies,* which may be viewed at www.oracle.com/contracts.

Oracle Hospitality E-Learning for OPERA Cloud Service (Japanese)

Retired Part #: B92221 – Per Guest Room

The Oracle Hospitality E-Learning for OPERA Cloud Service (Japanese**)** is a web-based learning environment that provides on demand access for one year to self-paced training content. Unauthorized viewing, recording, copying, transmission, or other distribution of Oracle Hospitality E-Learning for OPERA Cloud Service (Japanese) content is strictly prohibited.

Usage Limits

The Oracle Hospitality E-Learning for OPERA Cloud Service (Japanese) is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Service Access Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Hospitality E-Learning Service Access Policies,* which may be viewed at www.oracle.com/contracts.

Oracle Hospitality E-Learning for OPERA Property Cloud Service (Japanese)

Retired Part #: B83930 – Per Guest Room

The Oracle Hospitality E-Learning for OPERA Property Cloud Service (Japanese) is a web-based learning environment that provides on demand access for one year to self-paced training content. Unauthorized viewing, recording, copying, transmission, or other distribution of Oracle Hospitality E-Learning for OPERA Property Cloud Service (Japanese) content is strictly prohibited.

Usage Limits

The Oracle Hospitality E-Learning for OPERA Property Cloud Service (Japanese) is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Service Access Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Hospitality E-Learning Service Access Policies,* which may be viewed at www.oracle.com/contracts.

Oracle Hospitality E-Learning for OPERA Sales and Catering Cloud Service (English)

Retired Part #: B83931 – Per Guest Room

The Oracle Hospitality E-Learning for OPERA ales and Catering Cloud Service (English**)** is a web-based learning environment that provides on demand access for one year to self-paced training content. Unauthorized viewing, recording, copying, transmission, or other distribution of Oracle Hospitality E-Learning for OPERA Sales and Catering Cloud Service (English) content is strictly prohibited.

Usage Limits

The Oracle Hospitality E-Learning for OPERA Sales and Catering Cloud Service (English) is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Service Access Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Hospitality E-Learning Service Access Policies,* which may be viewed at www.oracle.com/contracts.

Oracle Hospitality E-Learning for OPERA Property Cloud Service – Education Edition (English)

Retired Part #: B83932 – Per Customer

The Oracle Hospitality E-Learning for OPERA Property Cloud Service – Education Edition (English) is a web-based learning environment that provides on demand access for one year to self-paced training content. Unauthorized viewing, recording, copying, transmission, or other distribution of Oracle Hospitality E-Learning for OPERA Property Cloud Service – Education Edition (English) content is strictly prohibited.

Usage Limits

The Oracle Hospitality E-Learning for OPERA Property Cloud Service – Education Edition (English) is subject to the following usage limits:

- a maximum number of Customers as set forth in Your order

Service Access Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Hospitality E-Learning Service Access Policies,* which may be viewed at www.oracle.com/contracts.

Oracle Hospitality E-Learning for OPERA Property Cloud Service – Education Edition (Spanish)

Retired Part #: B83933 – Per Customer

The Oracle Hospitality E-Learning for OPERA Property Cloud Service – Education Edition (Spanish) is a web-based learning environment that provides on demand access for one year to self-paced training content. Unauthorized viewing, recording, copying, transmission, or other distribution of Oracle Hospitality E-Learning for OPERA Property Cloud Service – Education Edition (Spanish) content is strictly prohibited.

Usage Limits

The Oracle Hospitality E-Learning for OPERA Property Cloud Service – Education Edition (Spanish) is subject to the following usage limits:

- a maximum number of Customers as specified in Your order

Service Access Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Hospitality E-Learning Service Access Policies,* which may be viewed at www.oracle.com/contracts.

Oracle Hospitality E-Learning for OPERA Property Cloud Service – Education Edition (Japanese)

Retired Part #: B83934 – Per Customer

The Oracle Hospitality E-Learning for OPERA Property Cloud Service – Education Edition (Japanese**)** is a web-based learning environment that provides on demand access for one year to self-paced training content. Unauthorized viewing, recording, copying, transmission, or other distribution of Oracle Hospitality E-Learning for OPERA Property Cloud Service – Education Edition (Japanese) content is strictly prohibited.

Usage Limits

The Oracle Hospitality E-Learning for OPERA Property Cloud Service – Education Edition (Japanese) is subject to the following usage limits:

- a maximum number of Customers as specified in Your order

Service Access Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Hospitality E-Learning Service Access Policies,* which may be viewed at www.oracle.com/contracts.

Oracle Hospitality E-Learning for OPERA Sales and Catering Cloud Service – Education Edition (English)

Retired Part #: B83935 – Per Customer

The Oracle Hospitality E-Learning for OPERA Sales and Catering Cloud Service - Education Edition (English**)** is a web-based learning environment that provides on demand access for one year to self-paced training content. Unauthorized viewing, recording, copying, transmission, or other distribution of Oracle Hospitality E-Learning for OPERA 5 Sales and Catering Cloud Service - Education Edition (English) content is strictly prohibited.

Usage Limits

The Oracle Hospitality E-Learning for OPERA Sales and Catering Cloud Service – Education Edition (English) is subject to the following usage limits:

- a maximum number of Customers as specified in Your order

Service Access Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Hospitality E-Learning Service Access Policies,* which may be viewed at www.oracle.com/contracts.

OPERA HOTEL MOBILE CLOUD SERVICES –RETIRED SKUS

Oracle Hospitality OPERA Hotel Mobile Cloud Service

Retired Part #: B90175 – Per Guest Room

Users of the Oracle Hospitality OPERA Hotel Mobile Cloud Service are authorized to access the following:

- Check In/Check Out
- Manage Reservations
- Track It mobile
- Post It Mobile
- Room Status
- Task Sheet
- Room Maintenance

To use this Oracle Cloud Service, You must first separately purchase one of the following Oracle Cloud Services:

- Oracle Hospitality OPERA Property Premium Cloud Service
- Oracle Hospitality OPERA Property Standard Cloud Service
- Oracle Hospitality OPERA Property Lite Cloud Service

You must also separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Usage Limits

The Oracle Hospitality OPERA Hotel Mobile Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply if in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality OPERA Mobile Cloud Service

Retired Part #: B81304 – Per Guest Room

Users of the Oracle Hospitality OPERA Mobile Cloud Service are authorized to access the following:

- Check In/Check Out
- Manage Reservations
- Track It mobile
- Post It Mobile
- Room Status
- Task Sheet
- Room Maintenance

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Usage Limits

The Oracle Hospitality OPERA Mobile Cloud Service is subject to usage limits based on:

- a maximum number of Guest Rooms as specified in Your order

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply if in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY SUITE8 – RETIRED SKUS

Oracle Hospitality Suite8 webConnect Cloud Service (EMEA and APAC Regions)

Retired Part #: B83684 – Per Property

Users of the Oracle Hospitality Suite8 webConnect Cloud Service (EMEA and APAC Regions) are authorized to access the following:

- Suite8 webConnect is the web booking engine for Suite8 and may be used to:
  - Query rate and room type availability
  - Reserve rooms, packages, and SPA items
  - Pick up a reservation from a block.
  - Access social networks such as Facebook or Twitter
  - Maintain calendar events
  - Complete questionnaire forms
  - Book day conference packages

Usage Limits

The Oracle Hospitality Suite8 webConnect Cloud Service (EMEA and APAC Regions) is subject to usage limits based on:

- a maximum number of Properties as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE HOSPITALITY WEB APPLICATIONS – RETIRED SKUS

Oracle Hospitality Web Booking Engine Cloud Service

Retired Part #: B81346 – Per Guest Room

Users of the Oracle Hospitality Web Booking Engine Cloud Service are authorized to access the following:

- An integrated booking engine that allows real time availability checks based on dates, room type, and rate.

Usage Limits

The Oracle Hospitality Web Booking Engine Cloud Service is subject to the following usage limits:

- a maximum number of Guest Rooms as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Distribution Connector to Third-Party Channel Managers Cloud Service

Retired Parts #: B84689 (Up to 100 Rooms) – Per Property
              B81364 (101 Rooms or more) – Per Property

Users of the Oracle Hospitality Distribution Connector to Third-Party Channel Managers Cloud Service are authorized to access the following:

- Third-Party Channel Manager to provide connectivity to online travel agents

Standard provisioning of this Oracle Hospitality Distribution Cloud Service is included in the subscription pricing and detailed in the Oracle Hospitality Distribution Cloud Services Global Standard Provisioning service description.

You must separately acquire from a third-party vendor and maintain for the duration of this Oracle Cloud Service, the applicable Third-Party Channel Manager application to which the Validated Interface applies.

Usage Limits

The Oracle Hospitality Distribution Connector to Third-Party Channel Managers Cloud Service is subject to the following usage limits:

- a maximum number of Properties as specified in Your order

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.