



Oracle Hospitality Cruise Consulting Service Descriptions

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TABLE OF CONTENTS

Professional Services Delivery Policies	3
Cruise Consulting Service Offerings	3
Oracle Hospitality Cruise Shipboard Property Management System Implementation and Configuration – Per Hour	3
Oracle Hospitality Cruise POS Implementation and Configuration – Per Hour	4
Oracle Hospitality Cruise Materials Management System Implementation and Configuration – Per Hour	6
Oracle Hospitality Cruise Fleet Management System Implementation and Configuration – Per Hour	7
Oracle Hospitality Cruise Implementation and Configuration for Silverwhere – Per Hour	8
Oracle Hospitality Cruise Implementation and Configuration for Affairwhere – Per Hour	10
Oracle Hospitality Cruise Project Management – Per Hour	11
Oracle Hospitality Cruise Pre-Implementation Professional Services and Consulting – Per Hour	12
Oracle Hospitality Cruise Implementation Site Inspection – Per Hour	13
Oracle Hospitality Cruise User Training – Per Hour	14
Oracle Hospitality Cruise Report Setup and Modification Service – Per Hour	16
Oracle Hospitality Cruise Server, Database and Network Setup – Per Hour	17
Oracle Hospitality Cruise Live Support – Per Hour	18
Oracle Hospitality Cruise Professional Services Interface Validation Services – Per Hour	20
Oracle Hospitality Cruise Hardware Installation Service – Per Hour	21
Oracle Restaurants Cruise POS Project Management – Per Hour	23
Oracle Restaurants Cruise POS Pre-Implementation Professional Services and Consulting – Per Hour	24
Oracle Restaurants Cruise POS User Training – Per Hour	25
Oracle Restaurants Cruise POS Hardware Installation Service – Per Hour	26
Oracle Restaurants Cruise POS Live Support Service – Per Hour	28

PROFESSIONAL SERVICES DELIVERY POLICIES

The Oracle Professional Services Delivery Policies (“Policies”) available at <http://www.oracle.com/contracts> apply to all professional services in Your order.

Oracle’s Professional Services Delivery Policies are subject to change, but such changes will not materially reduce the level of performance, functionality, security, or availability for the Services for the duration of Your order.

CRUISE CONSULTING SERVICE OFFERINGS

Oracle Hospitality Cruise Shipboard Property Management System Implementation and Configuration – Per Hour

Part Number: B83497, B87992 (Extended Hours), B88011 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Cruise Shipboard Property Management System Implementation and Configuration Services (“Total Hours”) related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
 - a. Create Oracle Database user and associated permissions.
 - b. Import Oracle Hospitality Shipboard Property Management System database template.
 - c. Configure Shipboard Property Management System user interface and settings.
 - d. Configure Web services where applicable.
 - e. Implement and configure required Interfaces.
 - f. Install Shipboard Property Management System client software on fixed and mobile devices where applicable.
 - g. Test the configuration, printing, reporting and interface connectivity of the Shipboard Property Management System.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide Oracle access to Your site running the Oracle Hospitality Cruise Shipboard Management System for the performance of Services.
 - b. Acquire and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. Configure Anti-Virus and Firewall settings as recommended by Oracle.
 - d. Maintain operating system patch levels in accordance to recommendations by Oracle.
 - e. Maintain user accounts for Oracle team members, including but not limited to, Oracle’s onsite remote and offshore resources.
 - f. Provide all necessary data and information to Oracle before the Services commence.
 - g. Provide system access to Oracle for the performance of the Services. Certain tasks may require You to assign Oracle with administrator access rights for Oracle to perform the Services.
 - h. Provide sufficient ventilated work and desk space with network and power connectivity and external internet access.
 - i. Provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
 - j. Unpack all hardware and remove package material accordingly. Hardware distribution to final production areas is in the responsibility of the customer.

- k. Network must be approved by a certified networking company and cable certification reports may be requested by Oracle.
 - l. Provide internal documentation and change control documents required by Your organization.
 - m. Update Your documentation or manuals containing operational procedures and processes which may be affected by the Services.
 - n. Safeguard hardware and equipment during set up period and in production environment.
 - o. Inform Oracle of any change in itinerary and advise of possible changes in travel arrangements.
2. Project Assumptions
- a. All communications and documentation will be in English language.
 - b. Oracle is not responsible for Your compliance with United States Public Health (“USPH”) laws and/or regulations.
 - c. The Services above will be performed either by onsite delivery resources or remotely.
 - d. The Services do not include physical hardware installation, physical hardware repair, networking or any other Services not expressly identified herein.
 - e. Custom report development is not included in the Services.
 - f. Custom interface development is not included in the Services.
 - g. Live support is not included in the Services.
 - h. Third party software configuration is not included in the Services.
 - i. Application training is not included in the Services.
 - j. Project management is not included in the Services.
 - k. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
 - l. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
 - m. Oracle may deliver Services during the following work shifts as specified in your order:
 - i. “Standard Business Hours” Hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location the services are to be performed at.
 - ii. “Extended Business Hours” Hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location the services are to be performed at.
 - iii. “Weekend” Hours beginning on Saturday 8:01 am in the time zone of Your site and/or location the services are to be performed at and ending on Monday at 7:59 am.
 - iv. “Holiday” Hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location the services are to be performed at.

Oracle Hospitality Cruise POS Implementation and Configuration – Per Hour

Part Number: B83498, B87993 (Extended Hours), B88012 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Cruise POS Implementation and Configuration Services (“Total Hours”) related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
 - a. Create Oracle Database user and associated permissions.
 - b. Import Oracle Hospitality Point of Sale (POS) database template.
 - c. Configure POS user interface and settings.
 - d. Configure Web services where applicable.
 - e. Implement and configure required Interfaces.
 - f. Install POS client software on fixed and mobile devices where applicable.
 - g. Test the configuration, printing, reporting and interface connectivity of the POS System.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide Oracle access to Your site running the Oracle Hospitality Cruise POS System for the performance of Services.
 - b. Acquire and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. Configure Anti-Virus and Firewall settings as recommended by Oracle.
 - d. Maintain operating system patch levels in accordance to recommendations by Oracle.
 - e. Maintain user accounts for Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.
 - f. Provide all necessary data and information to Oracle before the Services commence.
 - g. Provide system access to Oracle for the performance of the Services. Certain tasks may require You to assign Oracle with administrator access rights for Oracle to perform the Services.
 - h. Provide sufficient ventilated work and desk space with network and power connectivity and external internet access.
 - i. Provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
 - j. Unpack all hardware and remove package material accordingly. Hardware distribution to final production areas is in the responsibility of the customer.
 - k. Network must be approved by a certified networking company and cable certification reports may be requested by Oracle.
 - l. Provide internal documentation and change control documents required by Your organization.
 - m. Update Your documentation or manuals containing operational procedures and processes which may be affected by the Services.
 - n. Safeguard hardware and equipment during set up period and in production environment.
 - o. Inform Oracle of any change in itinerary and advise of possible changes in travel arrangements.
2. Project Assumptions
 - a. All communications and documentation will be in English language.
 - b. Oracle is not responsible for Your compliance with United States Public Health ("USPH") laws and/or regulations.
 - c. The Services above will be performed either by onsite delivery resources or remotely.
 - d. The Services do not include physical hardware installation, physical hardware repair, networking or any other Services not expressly identified herein.
 - e. Custom report development is not included in the Services.
 - f. Custom interface development is not included in the Services.
 - g. Live support is not included in the Services.
 - h. Third party software configuration is not included in the Services.
 - i. Application training is not included in the Services.
 - j. Project management is not included in the Services.
 - k. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
 - l. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
 - m. Oracle may deliver Services during the following work shifts as specified in your order:
 - i. "Standard Business Hours" Hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location the services are to be performed at.
 - ii. "Extended Business Hours" Hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location the services are to be performed at.
 - iii. "Weekend" Hours beginning on Saturday 8:01 am in the time zone of Your site and/or location the services are to be performed at and ending on Monday at 7:59 am.

- iv. “Holiday” Hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location the services are to be performed at.

Oracle Hospitality Cruise Materials Management System Implementation and Configuration – Per Hour

Part Number: B83499, B87994 (Extended Hours), B88013 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Cruise Materials Management System Implementation and Configuration Services (“Total Hours”) related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
 - a. Create Oracle Database user and associated permissions.
 - b. Import Oracle Hospitality Materials Management System database template.
 - c. Configure Materials Management System user interface and settings.
 - d. Configure Web services where applicable.
 - e. Implement and configure required Interfaces.
 - f. Install Materials Management System client software on fixed and mobile devices where applicable.
 - g. Test the configuration, printing, reporting and interface connectivity of the Materials Management System.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide Oracle access to Your site running the Oracle Hospitality Cruise Materials Management System for the performance of Services.
 - b. Acquire and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. Configure Anti-Virus and Firewall settings as recommended by Oracle.
 - d. Maintain operating system patch levels in accordance to recommendations by Oracle.
 - e. Maintain user accounts for Oracle team members, including but not limited to, Oracle’s onsite remote and offshore resources.
 - f. Provide all necessary data and information to Oracle before the Services commence.
 - g. Provide system access to Oracle for the performance of the Services. Certain tasks may require You to assign Oracle with administrator access rights for Oracle to perform the Services.
 - h. Provide sufficient ventilated work and desk space with network and power connectivity and external internet access.
 - i. Provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
 - j. Unpack all hardware and remove package material accordingly. Hardware distribution to final production areas is in the responsibility of the customer.
 - k. Network must be approved by a certified networking company and cable certification reports may be requested by Oracle.
 - l. Provide internal documentation and change control documents required by Your organization.
 - m. Update Your documentation or manuals containing operational procedures and processes which may be affected by the Services.
 - n. Safeguard hardware and equipment during set up period and in production environment.
 - o. Inform Oracle of any change in itinerary and advise of possible changes in travel arrangements.
2. Project Assumptions
 - a. All communications and documentation will be in English language.
 - b. Oracle is not responsible for Your compliance with United States Public Health (“USPH”) laws and/or regulations.
 - c. The Services above will be performed either by onsite delivery resources or remotely.

- d. The Services do not include physical hardware installation, physical hardware repair, networking or any other Services not expressly identified herein.
- e. Custom report development is not included in the Services.
- f. Custom interface development is not included in the Services.
- g. Live support is not included in the Services.
- h. Third party software configuration is not included in the Services.
- i. Application training is not included in the Services.
- j. Project management is not included in the Services.
- k. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
- l. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
- m. Oracle may deliver Services during the following work shifts as specified in your order:
 - i. “Standard Business Hours” Hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location the services are to be performed at.
 - ii. “Extended Business Hours” Hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location the services are to be performed at.
 - iii. “Weekend” Hours beginning on Saturday 8:01 am in the time zone of Your site and/or location the services are to be performed at and ending on Monday at 7:59 am.
 - iv. “Holiday” Hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location the services are to be performed at.

Oracle Hospitality Cruise Fleet Management System Implementation and Configuration – Per Hour

Part Number: B83501, B87996 (Extended Hours), B88015 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Cruise Fleet Management System Implementation and Configuration Services (“Total Hours”) related to Your Oracle Hospitality Cruise Fleet Management System deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
 - a. Create Oracle Database user and associated permissions.
 - b. Import Oracle Hospitality Fleet Management System database template.
 - c. Configure Fleet Management System user interface and settings.
 - d. Configure Web services where applicable.
 - e. Implement and configure required Interfaces.
 - f. Install Fleet Management System client software on fixed and mobile devices where applicable.
 - g. Test the configuration, printing, reporting and interface connectivity of the Fleet Management System.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide Oracle access to Your site running the Oracle Hospitality Cruise Fleet Management System for the performance of Services.
 - b. Acquire and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. Configure Anti-Virus and Firewall settings as recommended by Oracle.
 - d. Maintain operating system patch levels in accordance to recommendations by Oracle.
 - e. Maintain user accounts for Oracle team members, including but not limited to, Oracle’s onsite remote and offshore resources.

- f. Provide all necessary data and information to Oracle before the Services commence.
 - g. Provide system access to Oracle for the performance of the Services. Certain tasks may require You to assign Oracle with administrator access rights for Oracle to perform the Services.
 - h. Provide sufficient ventilated work and desk space with network and power connectivity and external internet access.
 - i. Provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
 - j. Unpack all hardware and remove package material accordingly. Hardware distribution to final production areas is in the responsibility of the customer.
 - k. Network must be approved by a certified networking company and cable certification reports may be requested by Oracle.
 - l. Provide internal documentation and change control documents required by Your organization.
 - m. Update Your documentation or manuals containing operational procedures and processes which may be affected by the Services.
 - n. Safeguard hardware and equipment during set up period and in production environment.
 - o. Inform Oracle of any change in itinerary and advise of possible changes in travel arrangements.
2. Project Assumptions
- a. All communications and documentation will be in English language.
 - b. Oracle is not responsible for Your compliance with United States Public Health (“USPH”) laws and/or regulations.
 - c. The Services above will be performed either by onsite delivery resources or remotely.
 - d. The Services do not include physical hardware installation, physical hardware repair, networking or any other Services not expressly identified herein.
 - e. Custom report development is not included in the Services.
 - f. Custom interface development is not included in the Services.
 - g. Live support is not included in the Services.
 - h. Third party software configuration is not included in the Services.
 - i. Application training is not included in the Services.
 - j. Project management is not included in the Services.
 - k. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
 - l. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
 - m. Oracle may deliver Services during the following work shifts as specified in your order:
 - i. “Standard Business Hours” Hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location the services are to be performed at.
 - ii. “Extended Business Hours” Hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location the services are to be performed at.
 - iii. “Weekend” Hours beginning on Saturday 8:01 am in the time zone of Your site and/or location the services are to be performed at and ending on Monday at 7:59 am.
 - iv. “Holiday” Hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location the services are to be performed at.

Oracle Hospitality Cruise Implementation and Configuration for Silverwhere – Per Hour Part Number: B83503, B87998 (Extended Hours), B88017 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Cruise Implementation and Configuration for SilverWhere Services (“Total Hours”) related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. Software Configuration

- a. Create Oracle Database user and associated permissions.
- b. Import Oracle Hospitality SilverWhere database template.
- c. Configure SilverWhere user interface and settings.
- d. Configure Web services where applicable.
- e. Implement and configure required Interfaces.
- f. Install SilverWhere client software on fixed and mobile devices where applicable.
- g. Test the configuration, printing, reporting and interface connectivity of the SilverWhere System.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide Oracle access to Your site running the Oracle Hospitality Cruise SilverWhere application for the performance of Services.
 - b. Acquire and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. Configure Anti-Virus and Firewall settings as recommended by Oracle.
 - d. Maintain operating system patch levels in accordance to recommendations by Oracle.
 - e. Maintain user accounts for Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.
 - f. Provide all necessary data and information to Oracle before the Services commence.
 - g. Provide system access to Oracle for the performance of the Services. Certain tasks may require You to assign Oracle with administrator access rights for Oracle to perform the Services.
 - h. Provide sufficient ventilated work and desk space with network and power connectivity and external internet access.
 - i. Provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
 - j. Unpack all hardware and remove package material accordingly. Hardware distribution to final production areas is in the responsibility of the customer.
 - k. Network must be approved by a certified networking company and cable certification reports may be requested by Oracle.
 - l. Provide internal documentation and change control documents required by Your organization.
 - m. Update Your documentation or manuals containing operational procedures and processes which may be affected by the Services.
 - n. Safeguard hardware and equipment during set up period and in production environment.
 - o. Inform Oracle of any change in itinerary and advise of possible changes in travel arrangements.
2. Project Assumptions
 - a. All communications and documentation will be in English language.
 - b. Oracle is not responsible for Your compliance with United States Public Health ("USPH") laws and/or regulations.
 - c. The Services above will be performed either by onsite delivery resources or remotely.
 - d. The Services do not include physical hardware installation, physical hardware repair, networking or any other Services not expressly identified herein.
 - e. Custom report development is not included in the Services.
 - f. Custom interface development is not included in the Services.
 - g. Live support is not included in the Services.
 - h. Third party software configuration is not included in the Services.
 - i. Application training is not included in the Services.
 - j. Project management is not included in the Services.
 - k. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
 - l. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your

signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.

- m. Oracle may deliver Services during the following work shifts as specified in your order:
 - i. “Standard Business Hours” Hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location the services are to be performed at.
 - ii. “Extended Business Hours” Hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location the services are to be performed at.
 - iii. “Weekend” Hours beginning on Saturday 8:01 am in the time zone of Your site and/or location the services are to be performed at and ending on Monday at 7:59 am.
 - iv. “Holiday” Hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location the services are to be performed at.

Oracle Hospitality Cruise Implementation and Configuration for Affairwhere – Per Hour Part Number: B83504, B87999 (Extended Hours), B88018 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Cruise Implementation and Configuration for AffairWhere Services (“Total Hours”) related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

- 1. Software Configuration
 - a. Create Oracle Database user and associated permissions.
 - b. Import Oracle Hospitality AffairWhere database template.
 - c. Configure AffairWhere user interface and settings.
 - d. Configure Web services where applicable.
 - e. Implement and configure required Interfaces.
 - f. Install AffairWhere client software on fixed and mobile devices where applicable.
 - g. Test the configuration, printing, reporting and interface connectivity of the AffairWhere System.

Your Cooperation and Project Assumptions

- 1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide Oracle access to Your site running the Oracle Hospitality Cruise AffairWhere application for the performance of Services.
 - b. Acquire and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. Configure Anti-Virus and Firewall settings as recommended by Oracle.
 - d. Maintain operating system patch levels in accordance to recommendations by Oracle.
 - e. Maintain user accounts for Oracle team members, including but not limited to, Oracle’s onsite remote and offshore resources.
 - f. Provide all necessary data and information to Oracle before the Services commence.
 - g. Provide system access to Oracle for the performance of the Services. Certain tasks may require You to assign Oracle with administrator access rights for Oracle to perform the Services.
 - h. Provide sufficient ventilated work and desk space with network and power connectivity and external internet access.
 - i. Provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
 - j. Unpack all hardware and remove package material accordingly. Hardware distribution to final production areas is in the responsibility of the customer.
 - k. Network must be approved by a certified networking company and cable certification reports may be requested by Oracle.
 - l. Provide internal documentation and change control documents required by Your organization.

- m. Update Your documentation or manuals containing operational procedures and processes which may be affected by the Services.
 - n. Safeguard hardware and equipment during set up period and in production environment.
 - o. Inform Oracle of any change in itinerary and advise of possible changes in travel arrangements.
2. Project Assumptions
- a. All communications and documentation will be in English language.
 - b. Oracle is not responsible for Your compliance with United States Public Health (“USPH”) laws and/or regulations.
 - c. The Services above will be performed either by onsite delivery resources or remotely.
 - d. The Services do not include physical hardware installation, physical hardware repair, networking or any other Services not expressly identified herein.
 - e. Custom report development is not included in the Services.
 - f. Custom interface development is not included in the Services.
 - g. Live support is not included in the Services.
 - h. Third party software configuration is not included in the Services.
 - i. Application training is not included in the Services.
 - j. Project management is not included in the Services.
 - k. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
 - l. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
 - m. Oracle may deliver Services during the following work shifts as specified in your order:
 - i. “Standard Business Hours” Hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location the services are to be performed at.
 - ii. “Extended Business Hours” Hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location the services are to be performed at.
 - iii. “Weekend” Hours beginning on Saturday 8:01 am in the time zone of Your site and/or location the services are to be performed at and ending on Monday at 7:59 am.
 - iv. “Holiday” Hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location the services are to be performed at.

Oracle Hospitality Cruise Project Management – Per Hour

Part Number: B83505

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Cruise Project Management Services (“Total Hours”) related to Your Oracle Hospitality Cruise deployment(s), which Services may include assistance with any of the following:

1. Service Description
 - a. Facilitate project kick-off call with Your team to review and confirm project scope.
 - b. Confirm Oracle Hospitality Cruise products and Services purchased and review contract.
 - c. Confirm mutually agreed upon implementation dates including go-live date.
 - d. Confirm project timeline and milestones with pre-requisites.
 - e. Prepare and publish project implementation schedule.
 - f. Facilitate reoccurring project status calls to track progress.
 - g. Track delivery status of hardware purchased for Oracle Hospitality Cruise software.
 - h. Schedule travel dates in accordance with ships itinerary.
 - i. Share and agree all travel arrangements for Oracle personnel with You.
 - j. Facilitate post project call to review project and verify project success.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Designate a project manager who shall work together with Oracle's project manager to facilitate an efficient delivery of the Services, including assigning, scheduling and managing Your resources.
 - b. Schedule Your resources to work with or provide information to Oracle.
 - c. Schedule third party vendors according to project schedule, if required.
 - d. Advise Oracle of any delays or scheduling changes as soon as possible.
 - e. Provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
 - f. Evaluate the ordered project plan to assess impact to Your business objectives.
 - g. Provide internal documentation and change control documents required by Your organization.
 - h. Customize documentation containing operational procedures and processes.
 - i. Inform Oracle of any change in itinerary and advise of possible changes in travel arrangements.
2. Project Assumptions
 - a. All communications and documentation will be in English language.
 - b. Oracle is not responsible for Your compliance with United States Public Health ("USPH") laws and/or regulations.
 - c. The Services above will be performed either by onsite delivery resources or remotely.
 - d. The Services do not include physical hardware installation, physical hardware repair, networking or any other Services not expressly identified herein.
 - e. Custom report development is not included in the Services.
 - f. Custom interface development is not included in the Services.
 - g. Live support is not included in the Services.
 - h. Third party software configuration is not included in the Services.
 - i. Application training is not included in the Services.
 - j. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
 - k. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.

Oracle Hospitality Cruise Pre-Implementation Professional Services and Consulting – Per Hour

Part Number: B83506

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Cruise Pre-Implementation Professional Services and Consulting Services ("Total Hours") related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. Service Description
 - a. Conduct requirements gathering for implementing Oracle Hospitality Cruise solutions.
 - b. Provide consultation for application architecture for Oracle Hospitality Cruise products.
 - c. Provide consultation on practices regarding integration of Oracle Hospitality Cruise products including POS products, Shipboard Property Management System, Crew Management System, Fleet Management System, Material Management System, SMART, SilverWhere and AffairWhere.
 - d. Define requirements for Oracle Hospitality Cruise applications, assisting customer with identifying any custom development needs.
 - e. Provide consultation on feature functionality and feature requirements gap analysis.

Your Cooperation and Project Assumptions

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

- a. Provide Oracle access to Your site running Oracle Hospitality Cruise systems for the performance of Services.
 - b. Acquire and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. Provide system access to Oracle for the performance of Services. Certain tasks may require administrator access rights.
 - d. Provide sufficient ventilated work and desk space with network and power connectivity and external internet access.
 - e. Provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
 - f. Inform Oracle of any change in itinerary and advise of possible changes in travel arrangements.
2. Project Assumptions
- a. All communications and documentation will be in English language.
 - b. Oracle is not responsible for Your compliance with United States Public Health (“USPH”) laws and/or regulations.
 - c. The Services above will be performed either by onsite delivery resources or remotely.
 - d. The Services do not include physical hardware installation, physical hardware repair, networking or any other Services not expressly identified herein.
 - e. Custom report development is not included in the Services.
 - f. Custom interface development is not included in the Services.
 - g. Live support is not included in the Services.
 - h. Third party software configuration is not included in the Services.
 - i. Application training is not included in the Services.
 - j. Project management is not included in the Services.
 - k. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
 - l. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.

Oracle Hospitality Cruise Implementation Site Inspection – Per Hour

Part Number: B83507

Description of Services

You have ordered the quantity of hours identified in Your order of a Oracle Hospitality Cruise Implementation Site Inspection (“Total Hours”) related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. Service Description
 - a. Confirm with You the alternating current (“AC”) power requirements for implementing Oracle Hospitality Cruise systems.
 - b. Confirm network cables have been installed and terminated near hardware placement for Oracle Hospitality Cruise solutions.
 - c. Test network by connecting to the Oracle Hospitality URL and accessing required ports supporting Oracle Hospitality Cruise solutions.
 - d. Review whether Your device locations are ready for hardware placement, such as brackets, mounts, holes for cables and power cords, for Oracle Point of Sale products.
 - e. Review whether site contains shelving and rack systems to accommodate back office server(s) if included in configuration.
 - f. Create site survey documentation inclusive of digital photographs of the installation site.
 - g. Provide a Report-of-Findings checklist describing any site deficiencies identified.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Review and prepare the environment per the Site Preparation Guidelines available at the following link:
https://mosemp.us.oracle.com/epmos/main/downloadattachmentprocessor?attachid=2067935.1%3ASITE_INSPECTION_FORM&docType=HOWTO&action=download
 - b. Site Preparation Guidelines will also be emailed to Your primary implementation contact.
 - c. Provide a device location map showing planned site layout.
 - d. The installation, termination, and certification of network cabling and/or wireless LAN are the responsibility of the Customer and/or their contractor.
 - e. Provide any notices and obtain any consent required for Oracle to perform Services.
 - f. Provide complete and accurate information to Oracle regarding the hardware, including, without limitation, the serial number for the hardware, where applicable.
 - g. Prior to the commencement of Services, inform Oracle of any equipment or environment modifications that may affect Oracle's performance of the Services.
 - h. Confirm that Your power supply is in accordance with industry standards, using industry standard electrical/receptacle connectors power supply(ies) as required by Oracle.
 - i. Install cables in a manner which does not pose potential safety hazards, and confirm that all cable connections are located within a reasonable proximity of the hardware to be connected.
 - j. Upon Oracle's request, schedule Your information technology resource to be onsite to work with the on-site Oracle resource.
 - k. At Oracle's request, provide to Oracle Your in-house cable labeling guide for the hardware to be installed.
 - l. You will provide sufficient ventilated work and desk space with network and power connectivity and external internet access.
 - m. Provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
2. Project Assumptions
 - a. All communications and documentation will be in English language.
 - b. Oracle is not responsible for Your compliance with United States Public Health ("USPH") laws and/or regulations.
 - c. The Services do not include physical hardware installation, physical hardware repair, networking or any other Services not expressly identified herein.
 - d. Live support is not included in the Services.
 - e. Third party software configuration is not included in the Services.
 - f. Application training is not included in the Services.
 - g. Project management is not included in the Services.
 - h. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
 - i. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.

Oracle Hospitality Cruise User Training – Per Hour

Part Number: B83508, B88000 (Extended Hours), B88019 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Cruise User Training Services ("Total Hours") related to Your Oracle Hospitality Cruise deployment(s), which Services may include assistance with any of the following:

1. Service Description

- a. Train Your property experts on standard product functionality, usage and configuration for Oracle Hospitality Cruise solutions.
- b. Train Your onboard crew or shore side staff on functionality of Oracle Hospitality Cruise solutions.
- c. Train Your night audit staff on nightly procedures and system maintenance processes.
- d. Provide available training material electronically or in printed format.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide Oracle access to Your site running Oracle Hospitality Cruise systems for the performance of training.
 - b. You are responsible to organize training classes and to schedule required students.
 - c. Department management role must attend each training class to answer operational questions the students may have.
 - d. Acquire and maintain any equipment and perform any labor and/or activities necessary to set-up and maintain network connectivity to Your Oracle environment.
 - e. Provide sufficient ventilated work and desk space with network and power connectivity and external internet access.
 - f. Provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
 - g. The Services above will be performed either by onsite delivery resources or remotely:
 - i. If training is provided on site, You are responsible for providing a training room, access to all required Oracle Hospitality Cruise products, LCD projector, white board or flip chart, and computers or POS workstations for students (if required).
 - ii. If training is provided remotely, all attendees must have a phone and either have their own PC's with internet connection or the ability to share the screen of a personal computer ("PC") with internet connection.
 - h. Training classes may not exceed the amount of eight (8) students per class. Additional training sessions to accommodate larger teams or advanced training sessions will require a change order.
 - i. Provide Oracle onboard personnel with sufficient internet bandwidth for daily tasks.
 - j. Inform Oracle of any change in itinerary and advise of possible changes in travel arrangements.
2. Project Assumptions
 - a. All communications, documentation and training will be in English language.
 - b. Oracle is not responsible for Your compliance with United States Public Health ("USPH") laws and/or regulations.
 - c. Training on third party applications is not included in the Services.
 - d. The Services do not include physical hardware installation, physical hardware repair, networking or any other Services not expressly identified herein.
 - e. Live Support is not included in the Services.
 - f. Project management is not included in the Services.
 - g. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
 - h. Oracle may deliver Services during the following work shifts as specified in your order:
 - i. "Standard Business Hours" Hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location the services are to be performed at.
 - ii. "Extended Business Hours" Hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location the services are to be performed at.
 - iii. "Weekend" Hours beginning on Saturday 8:01 am in the time zone of Your site and/or location the services are to be performed at and ending on Monday at 7:59 am.
 - iv. "Holiday" Hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location the services are to be performed at.

Oracle Hospitality Cruise Report Setup and Modification Service – Per Hour

Part Number: B83509

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Cruise Report Setup and Modification Services (“Total Hours”) related to Your Oracle Hospitality Cruise deployment(s), which Services may include assistance with any of the following:

1. Service Description
 - a. Configure new report functionality for Your Oracle Hospitality Cruise deployment(s) based on mock up reports provided by You.
 - b. Modify existing report(s) for Your Oracle Hospitality Cruise deployment based on mock up provided by You.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide Oracle access to Your site running Oracle Hospitality Cruise deployments for the performance of Services.
 - b. Acquire and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. Configure Anti-Virus and Firewall settings as recommended by Oracle.
 - d. Maintain operating system patch levels in accordance to recommendations by Oracle.
 - e. Maintain user accounts for Oracle team members, including but not limited to, Oracle’s onsite remote and offshore resources.
 - f. Provide all requirements for requested reports before the project commences. This includes a verified mockup version of the report (e.g. in Excel) as well as desired selection options.
 - g. Provide a database on which the report(s) will be tested for correct functionality.
 - h. Provide system access to Oracle for the performance of Services. Certain tasks may require You to assign Oracle with administrator access rights for Oracle to perform the Services.
 - i. Provide sufficient ventilated work and desk space with network and power connectivity and external internet access.
 - j. Provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
 - k. Unpack all hardware and remove package material accordingly. Hardware distribution to final production areas is in the responsibility of the customer.
 - l. Network must be approved by a certified networking company and cable certification reports may be requested by Oracle.
 - m. Respond to and provide any internal documentation and change control documents required by Your organization.
 - n. Customize documentation containing operational procedures and processes.
 - o. Safeguard hardware and equipment during set up period and in production environment.
 - p. Inform Oracle of any change in itinerary and advise of possible changes in travel arrangements.
2. Project Assumptions
 - a. All communications and documentation will be in English language.
 - b. Oracle is not responsible for Your compliance with United States Public Health (“USPH”) laws and/or regulations.
 - c. The Services above will be performed either by onsite or remote delivery resources.
 - d. The Services do not include physical hardware installation, physical hardware repair, networking or any other Services not expressly identified herein.
 - e. Custom interface development is not included in the Services.
 - f. Live support is not included in the Services.
 - g. Software configuration is not included in the Services.

- h. Application training is not included in the Services.
- i. Project management is not included in the Services.
- j. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
- k. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.

Oracle Hospitality Cruise Server, Database and Network Setup – Per Hour

Part Number: B83510

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Cruise Server, Database and Network Setup Services (“Total Hours”) related to Your Oracle Hospitality Cruise deployment(s), which Services may include assistance with any of the following:

1. Service Description
 - a. Configure Your Local Area Network (“LAN”) and Wide Area Network (“WAN”) environments.
 - b. Assist with the design of Your LAN and WAN architecture.
 - c. Configure Your Oracle Hospitality Cruise deployment(s) server environment.
 - d. Install Your operating system(s).
 - e. Apply operating system patches.
 - f. Configure and install required drivers.
 - g. Modify Your existing Oracle Hospitality Cruise deployment(s) server environment.
 - h. Assist with the design of Your Oracle Hospitality Cruise deployment(s) server architecture.
 - i. Configure Oracle database for Your Oracle Hospitality Cruise deployment(s).
 - j. Modify Your existing Oracle database environment.
 - k. Assist with the design of Your Oracle database architecture.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide Oracle access to Your site running Oracle Hospitality Cruise deployment(s) for the performance of Services.
 - b. Provide Your approved technical design documents for server, database and network devices.
 - c. Perform database and network functional testing and performance testing.
 - d. Acquire and maintain any hardware and performing any labor and/or activities necessary to setup and maintain network connectivity at and to Your Oracle environment.
 - e. Configure Anti-Virus and Firewall settings as recommended by Oracle.
 - f. Provide and maintain user accounts for Oracle team members, including but not limited to, Oracle’s onsite remote and offshore resources.
 - g. Provide all data and information which enables Oracle to configure and set up Oracle systems ordered before the project commences.
 - h. Provide system access to Oracle for the performance of Services. Certain tasks may require administrator access rights.
 - i. Provide sufficient ventilated work and desk space with network and power connectivity and external internet access.
 - j. Provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
 - k. Unpack all hardware and remove package material accordingly. Hardware distribution to final production areas is in the responsibility of the customer.

- l. Network must be approved by a certified networking company and cable certification reports may be requested by Oracle.
 - m. Provide Oracle access to site personnel familiar with the scope of the Services ordered to attend a pre-project meeting and validate the project plan.
 - n. Evaluate the ordered application deployment project plan to assess the potential impact to Your documented business objectives for the planned deployment of the Oracle application.
 - o. Respond to and provide any specific documentation requirements and change control documentation required by Your organization in a timely manner.
 - p. You are responsible for customized documentation containing operational procedures and processes.
 - q. Safeguard hardware and equipment during set up period and in the production environment.
 - r. Inform Oracle project management for any change in itinerary due to unforeseen reasons and advise of possible change in travel arrangements.
2. Project Assumptions
- a. All communications and documentation will be in English language.
 - b. Oracle is not responsible for Your compliance with United States Public Health (“USPH”) laws and/or regulations.
 - c. The Services above will be performed by either onsite or remote delivery resources.
 - d. Custom report development is not included in the Services.
 - e. Custom interface development is not included in the Services.
 - f. Live Support is not included in the Services.
 - g. Third party software configuration is not included in the Services.
 - h. Application training is not included in the Services.
 - i. Project management is not included in the Services.
 - j. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
 - k. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
 - l. Oracle is not responsible for performance levels and Oracle is not committing to any specific performance level improvement.

Oracle Hospitality Cruise Live Support – Per Hour

Part Number: B83511, B88001 (Extended Hours), B88020 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Cruise Live Support Services (“Total Hours”) related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

- 1. Service Description
 - a. Provide post go-live support in the production environment, primarily focused on supporting management and staff during the transition to Oracle Hospitality Cruise solutions.
 - b. Answer operational questions and consult with You in a manner to share knowledge of the application to You.
 - c. Conduct additional one-on-one training sessions on standard product functionality, usage and configuration for Oracle Hospitality Cruise solutions.
 - d. Assist You with basic configuration change requests identified during go-live.

Your Cooperation and Project Assumptions

- 1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

- a. Provide Oracle access to Your site running Oracle Hospitality Cruise systems for the performance of Services.
 - b. Acquire and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. Configure Anti-Virus and Firewall settings as recommended by Oracle.
 - d. Maintain operating system patch levels in accordance to recommendations by Oracle.
 - e. Maintain user accounts for Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.
 - f. Provide all data and information which enables Oracle to configure and set up Oracle systems ordered with this contract before the project commences.
 - g. Provide system access to Oracle for the performance of Services. Certain tasks may require administrator access rights.
 - h. Provide sufficient ventilated work and desk space with network and power connectivity and external internet access.
 - i. Provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
 - j. Unpack all hardware and remove package material accordingly. Hardware distribution to final production areas is in the responsibility of the customer.
 - k. Network must be approved by an authorized networking company and cable certification reports may be requested by Oracle.
 - l. Provide internal documentation and change control documents required by Your organization.
 - m. Update Your documentation or manuals containing operational procedures and processes which may be affected by the Services.
 - n. Safeguard hardware and equipment during set up period and in production environment.
 - o. Inform Oracle of any change in itinerary and advise of possible changes in travel arrangements.
2. Project Assumptions
- a. All communications and documentation will be in English language.
 - b. Oracle is not responsible for Your compliance with United States Public Health ("USPH") laws and/or regulations.
 - c. The Services above will be performed either by onsite delivery resources or remotely.
 - d. The Services do not include physical hardware installation, physical hardware repair, networking or any other Services not expressly identified herein.
 - e. Custom report development is not included in the Services.
 - f. Custom interface development is not included in the Services.
 - g. Third party software configuration is not included in the Services.
 - h. Application training is not included in the Services.
 - i. Project management is not included in the Services.
 - j. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
 - k. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
 - l. Oracle may deliver Services during the following work shifts as specified in your order:
 - i. "Standard Business Hours" Hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location the services are to be performed at.
 - ii. "Extended Business Hours" Hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location the services are to be performed at.
 - iii. "Weekend" Hours beginning on Saturday 8:01 am in the time zone of Your site and/or location the services are to be performed at and ending on Monday at 7:59 am.
 - iv. "Holiday" Hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location the services are to be performed at.

Oracle Hospitality Cruise Professional Services Interface Validation Services – Per Hour

Part Number: B90367

Description of Services

You have ordered Oracle Hospitality Cruise Professional Services Interface Validation Services to assist you with integrating and testing Your third party software (the “Third Party Application”) with an Oracle Hospitality Cruise product (the “Oracle Application”) as set forth below, which Services may include up to the quantity of hours of remote Services identified in Your order:

1. Integration and Testing of Your Third Party Application
 - a. Conduct a discovery call to discuss the following:
 - i. Review and identify the integration method for Your Third Party Application with the Oracle Application (e.g. API (“Application Program Interface”) and/or SDK (“Software Development Kit”) appropriate for Your integration);
 - ii. Review the steps to complete the vendor validation template that is provided to You; and
 - iii. Review the steps for the Services set forth below.
 - b. Review Your completed vendor validation template to determine whether Your Third Party Application can integrate with the Oracle Application;
 - i. If the integration method is not suitable with the Oracle Application, Oracle will assist You to identify issues with the integration method and recommend steps to address those issues.
 - c. Assist You with the integration of Your Third Party Application with the Oracle Application (e.g. deployment model, design approach, etc...);
 - d. Review changes to the integration method and update the vendor validation template accordingly; and
 - e. Assist You with the functional testing of Your Third Party Application to determine whether Your Third Party Application can integrate with the Oracle Application.
 - i. Assist You with installation and required configuration of the Oracle Application into Your non-production test environment.
 - ii. If Your Third Party Application does not integrate with the Oracle Application as identified during the discovery call and/or within the vendor validation template, Oracle will assist you to identify the issues with the integration and recommend steps to address the issues.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Prior to the commencement of Services, (i) become, and remain for the duration of Services, a member of the Oracle Partner Network (OPN) and (ii) execute, as guided by Oracle, an Applications Integration Validation Addendum to Your OPN Agreement (“AIV Addendum”).
 - b. Comply with, and fulfill Your Cooperation stated in Your OPN Agreement, AIV Addendum.
 - c. Review and complete the vendor validation template provided to you by Oracle.
 - d. Provide any notices, and obtain any consents, required for Oracle to perform Services.
 - e. Provide Oracle access to Your test environment required for the performance of Services.
 - f. Any request for modifications to the Services requires entering into a new order.
 - g. If while performing Services Oracle requires access to other vendors’ products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
 - h. Provide Oracle with full access to relevant functional, technical, and business resources with adequate skills and knowledge to support the performance of Services.
 - i. Limit Oracle’s access to any production environments and/or shared development environments to the extent necessary for Oracle to perform the Services.
 - j. Ensure the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
 - k. Be responsible for addressing and resolving functional and/or compatibility issues, in Your environments, that are not expressly included in the Services to be performed by Oracle.

2. Project Assumptions

- a. Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication.
- b. All communication and documentation will be done in English.
- c. The Services above will be performed remotely during Oracle local business hours, Monday through Friday, excluding holidays and weekends.
- d. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order; if You wish to order additional Services, contact Your Oracle consulting sales representative.
- e. Oracle will provide a vendor validation template and a list of requirements that must be completed by You in preparation of the project. You acknowledge and agree that Your completion of the vendor validation template is a pre-requisite for the performance of Services; any delay in completion of the vendor validation template will result in a delay in the delivery and/or completion of Services.
- f. Services will be provided for the suitable integration method(s) as stated in Your AIV Addendum.
- g. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
- h. Any request for modification to the Services requires entering into a new order.
- i. Notwithstanding, any interpretation of the ordering document or the Master Agreement to the contrary, You and Oracle acknowledge and agree that, provided that Your integration method is a Validated Integration (as defined in the AIV Addendum), nothing in this order is intended to modify, limit or expand either party's rights and duties under the AIV Addendum, including Your right to, as specified and defined in the AIV Addendum, promote Your Validated Integration.
- j. The following are not part of these Services and are considered out of scope:
 - i. Functionality outside of the integration method, such as the following:
 1. Your Third Party Application;
 2. Operating systems and hardware; and/or
 3. Software installation and/or configuration.
 - ii. Configuration or training of third party applications;
 - iii. Physical hardware installation;
 - iv. Network troubleshooting;
 - v. Changes to workstations and Application workflow;
 - vi. Application training; or
 - vii. Any other Services not expressly identified herein.

Oracle Hospitality Cruise Hardware Installation Service – Per Hour

Part Number: B90014

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Cruise Hardware Installation Service (“Total Hours”) related to the installation and configuration of the Oracle hardware listed in Your hardware order, as applicable and delivered to You (“hardware”), including the following:

1. Installation Task Planning
 - a. Oracle will contact Your designated point of contact to discuss the estimated commencement of Services hereunder.
2. Installation and Configuration
 - a. Review and compare the hardware (as appropriate) packing list, the hardware delivered to You, and the hardware listed on Your Oracle Hospitality hardware order.
 - b. Unpack the hardware and set packaging material aside for Your disposal.
 - c. Conduct a physical review of the hardware for reasonably visible damage and notify You of any such damage.

- d. Install internal and external hardware components specified in the applicable manufacturer manuals (where applicable) included in Your hardware order and delivered to You.
 - e. Provide system cable labeling.
 - f. Connect industry standard electrical/receptacle power supplies, if applicable.
 - g. Oracle may, at Oracle's discretion, connect the hardware to Your servers and/or network switches, if applicable, subject to the following conditions:
 - i. All require Oracle approved cables must be provided by You prior to the time that Oracle is prepared to power up the hardware;
 - ii. All required cable connections are located within a reasonable proximity, as determined by Oracle, of the hardware to be connected;
 - iii. Cables are installed where no potential safety hazards exist; and
 - iv. Under-floor cables will only be installed in a raised floor environment.
 - h. Power up the hardware, if applicable.
 - i. Configure the hardware in accordance with applicable manufacture's specifications.
 - j. Provide onsite support in production environment following the go-live event, if applicable.
 - k. Oracle may, at Oracle's discretion, apply applicable firmware updates and operating system patches to the hardware.
3. Uninstall
- a. Oracle will disconnect and uninstall hardware scheduled for decommissioning per the guidance provided in Customer Obligations 1.c below, if applicable.
4. Reference Documentation
- a. Oracle will provide You with the following reference documentation ("Reference Documentation").
 - i. The applicable hardware end user manual(s), either as a hardcopy or a link, as made available either by Oracle or third party provider.
 - ii. User passwords to the hardware, if applicable.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide any notices and obtain any consent required for Oracle to perform Services.
 - b. Provide complete and accurate information to Oracle regarding the hardware to be installed or uninstalled, including, without limitation, the serial number for the hardware, where applicable.
 - c. Prior to the commencement of Services, perform back-up copies of all software and data contained on all hardware systems(s), and within any of Your systems or equipment that may be affected by the Services.
 - d. Prior to the commencement of Services, inform Oracle of any equipment or environment modifications that may affect Oracle's performance of the Services.
 - e. Prior to the commencement of Services, complete installation prerequisites and questionnaire where applicable.
 - f. Provide Oracle with all applicable and compatible cables prior to the commencement of Services.
 - g. Install or have installed cables where no potential safety hazards exists; and ensure all hardware requiring cable connections are located within a reasonable proximity, as determined by Oracle, of the hardware to be connected.
 - h. At Oracle's request, provide to Oracle Your in-house cable labeling guide for the hardware to be installed.
 - i. Upon Oracle's request, schedule Your information technology resource to be onsite to work with the on-site Oracle resource.
 - j. Prior to commencement of Services, ensure Your power supply is in accordance with industry standards and You will ensure that the property where the hardware requiring connectivity to a power supply has industry standard electrical/receptacles connectors as required by Oracle or original equipment manufacturer vendor.
 - k. Provide sufficient ventilated work and desk space with network and power connectivity and external internet access.

- l. Provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
 - m. Dispose the packaging material set aside by Oracle.
 - n. Dispose of any decommissioned hardware in accordance with applicable laws.
2. Project Assumptions
- a. The hardware to be installed will be at Your designated installation site prior to the commencement of Services.
 - b. All communications and documentation will be in English.
 - c. The Services cover a single installation of the hardware. In no event is staged or managed roll-out installation included in the Services.
 - d. You acknowledge and agree that failure to complete Your customer prerequisites and/or the questionnaire prior to the agreed installation date may cause delay in Services delivery.
 - e. Network, domain name system or wireless changes are not included in the Services.
 - f. You acknowledge and agree that the performance of Services is contingent upon the hardware being undamaged and including all the relevant components. In the event Oracle is unable to perform the Services because the hardware is damaged or components were not delivered, Oracle will work with You to determine an appropriate course of action.
 - g. Oracle will determine, in its sole discretion, which firmware updates and/or operating system patches will be used to address the hardware requirements.
 - h. Oracle will not connect any electrical power supplies, or perform any other electrical work that, in Oracle's sole opinion, should be performed by a licensed electrician.
 - i. Project management is not included in the Services.
 - j. Site planning is not included in the Services.
 - k. Installations of cables that must pass through ceilings or walls are not included in the Services.
 - l. Training is not included in the Services.
 - m. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
 - n. The following are expressly excluded from the scope of Services:
 - i. Technical support for the hardware; and
 - ii. Fixes, replacements and back up for hardware that will be uninstalled.

Oracle Restaurants Cruise POS Project Management – Per Hour

Part Number: B91190, B91191 (Extended Hours), B91192 (Weekend/Holiday Hours)

Description of Services

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

- 1. Project Management Services
 - a. Facilitate project kick-off call with Your team to review and confirm project scope.
 - b. Confirm Oracle Hospitality products and Services purchased.
 - c. Confirm preliminary implementation dates including go-live date.
 - d. Prepare project implementation schedule.
 - e. Facilitate reoccurring project status calls to track progress.
 - f. Track status of hardware purchased for Cruise POS implementation.

Your Cooperation and Project Assumptions

- 1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. You agree to designate a primary representative who will serve as Oracle's primary point of contact and have authority to make decisions with regard to the Services Oracle will be performing. This

representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.

- b. Schedule Your resources to work with or provide information to Oracle.
- c. Schedule third party vendors according to project schedule, if required.
- d. Advise Oracle of any delays or scheduling changes as soon as possible.
- e. When working in a cruise ship environment, provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.

2. Project Assumptions

- a. All communications and documentation will be in English.
- b. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
- c. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
- d. Services can be either performed onsite or remotely.

Oracle Restaurants Cruise POS Pre-Implementation Professional Services and Consulting – Per Hour

Part Number: B91193, B91194 (Extended Hours), B91194 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Restaurants Cruise POS Pre-Implementation Consulting Services (“Total Hours”) related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. Consulting Services

- a. Conduct requirements gathering for implementing Oracle Hospitality Cruise POS solutions.
- b. Provide consultation for application architecture for Oracle Hospitality Cruise POS products.
- c. Provide consultation on practices regarding integration of Oracle Hospitality products including Point of Sale, Oracle Restaurants Gift & Loyalty (“G&L”), Oracle Restaurants Reporting and Analytics (“R&A”), Oracle Restaurants Inventory Management (“IM”), and Oracle Restaurants Labor Management (“LM”).
- d. Define requirements for Oracle Hospitality Point of Sale application, assisting customer with identifying any custom development needs.
- e. Provide consultation on feature functionality and feature requirements gap analysis.
- f. Provide consultation and testing Services for 3rd party interfaces.
- g. Provide documentation to include diagrams of application data flow, process models, and control flow.
- h. Maintenance of installed Oracle Hospitality applications.
- i. Analyze installed Oracle Hospitality applications for maintenance and upgrade paths.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide Oracle access to Your site, including remote access to Your Oracle Hospitality applications and infrastructure, as required for the performance of Services.
 - b. Provide Oracle with full access to relevant functional, technical, and business resources with adequate skills and knowledge to support the performances of Services.
 - c. When working in a cruise ship environment, provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
2. Project Assumptions
 - a. All communications and documentation will be in English.
 - b. The Services above will be performed either by onsite delivery resources or remotely.

- c. The Services do not include physical hardware installation, networking or any other Services not expressly identified herein.
- d. Custom report development is not included in the Services.
- e. Custom interface development for new interfaces is not included in the Services.
- f. Third party software configuration is not included in the Services
- g. Application training is not included in the Services.
- h. Project management is not included in the Services.
- i. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
- j. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
- k. Oracle may deliver Services during the following work shifts as specified in Your order:
 - i. "Standard Business Hours" Hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location the services are to be performed at.
 - ii. "Extended Business Hours" Hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location the services are to be performed at.
 - iii. "Weekend" Hours beginning on Saturday 8:01 am in the time zone of Your site and/or location the services are to be performed at and ending on Monday at 7:59 am.
 - iv. "Holiday" Hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location the services are to be performed at.

Oracle Restaurants Cruise POS User Training – Per Hour

Part Number: B91196, B91197 (Extended Hours), B91998 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Restaurants Cruise POS User Training Services ("Total Hours") related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. Software Application Training
 - a. Provide training on end user interaction with Oracle's Hospitality products, as currently configured. This can include entering, editing, and tendering checks, timekeeping, reporting, manager functions.
 - b. Provide available training material electronically.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide Oracle access to Your site as required for the performance of Services.
 - b. Schedule Your staff to attend all required Oracle Hospitality training sessions.
 - c. Reproduce copies of training materials solely for Your staff.
 - d. When working in a cruise ship environment, provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
2. Project Assumptions
 - a. The Services above will be performed either by onsite trainers or remotely.
 - b. Training is provided for Oracle Hospitality products only.
 - c. If training is provided on site, You are responsible for providing a training room with internet access, access to all required Oracle Hospitality products, LCD projector, white board or flip chart, and computers for students (if required).
 - d. If training is provided remotely, all attendees must have a phone and either have their own personal computers ("PC's") with internet connection or the ability to share the screen of a PC with internet connection.
 - e. Configuration or training of third party applications is not included in the Services.

- f. Project management is not included in the Services.
- g. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
- h. Oracle may deliver Services during the following work shifts as specified in Your order:
 - i. “Standard Business Hours” Hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location the services are to be performed at.
 - ii. “Extended Business Hours” Hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location the services are to be performed at.
 - iii. “Weekend” Hours beginning on Saturday 8:01 am in the time zone of Your site and/or location the services are to be performed at and ending on Monday at 7:59 am.
 - iv. “Holiday” Hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location the services are to be performed at.

Oracle Restaurants Cruise POS Hardware Installation Service – Per Hour

Part Number: B91199, B91200 (Extended Hours), B91201 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Restaurants Cruise POS Hardware Installation Service (“Total Hours”) related to the installation and configuration of the Oracle hardware listed in Your hardware order, as applicable and delivered to You (“hardware”), including the following:

1. Installation Task Planning
 - a. Oracle will contact Your designated point of contact to discuss the estimated commencement of Services hereunder.
2. Installation and Configuration
 - a. Review and compare the hardware (as appropriate) packing list, the hardware delivered to You, and the hardware listed on Your Oracle Hospitality hardware order.
 - b. Unpack the hardware and set packaging material aside for Your disposal.
 - c. Conduct a physical review of the hardware for reasonably visible damage and notify You of any such damage.
 - d. Install internal and external hardware components specified in the applicable manufacturer manuals (where applicable) included in Your hardware order and delivered to You.
 - e. Provide system cable labeling.
 - f. Connect industry standard electrical/receptacle power supplies, if applicable.
 - g. Oracle may, at Oracle’s discretion, connect the hardware to Your servers and/or network switches, if applicable, subject to the following conditions:
 - i. All require Oracle approved cables must be provided by You prior to the time that Oracle is prepared to power up the hardware;
 - ii. All required cable connections are located within a reasonable proximity, as determined by Oracle, of the hardware to be connected;
 - iii. Cables are installed where no potential safety hazards exist; and
 - iv. Under-floor cables will only be installed in a raised floor environment.
 - h. Power up the hardware, if applicable.
 - i. Configure the hardware in accordance with applicable manufacture’s specifications.
 - j. Provide onsite support in production environment following the go-live event, if applicable.
 - k. Oracle may, at Oracle’s discretion, apply applicable firmware updates and operating system patches to the hardware.
3. Uninstall
 - a. Oracle will disconnect and uninstall hardware scheduled for decommissioning per the guidance provided in Customer Obligations 1.c below, if applicable.
4. Reference Documentation
 - a. Oracle will provide You with the following reference documentation (“Reference Documentation”).

- i. The applicable hardware end user manual(s), either as a hardcopy or a link, as made available either by Oracle or third party provider.
- ii. User passwords to the hardware, if applicable.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide any notices and obtain any consent required for Oracle to perform Services.
 - b. Provide complete and accurate information to Oracle regarding the hardware to be installed or uninstalled, including, without limitation, the serial number for the hardware, where applicable.
 - c. Prior to the commencement of Services, perform back-up copies of all software and data contained on all hardware systems(s), and within any of Your systems or equipment that may be affected by the Services.
 - d. Prior to the commencement of Services, inform Oracle of any equipment or environment modifications that may affect Oracle's performance of the Services.
 - e. Prior to the commencement of Services, complete installation prerequisites and questionnaire where applicable.
 - f. Provide Oracle with all applicable and compatible cables prior to the commencement of Services.
 - g. Install or have installed cables where no potential safety hazards exists; and ensure all hardware requiring cable connections are located within a reasonable proximity, as determined by Oracle, of the hardware to be connected.
 - h. At Oracle's request, provide to Oracle Your in-house cable labeling guide for the hardware to be installed.
 - i. Upon Oracle's request, schedule Your information technology resource to be onsite to work with the on-site Oracle resource.
 - j. Prior to commencement of Services, ensure Your power supply is in accordance with industry standards and You will ensure that the property where the hardware requiring connectivity to a power supply has industry standard electrical/receptacles connectors as required by Oracle or original equipment manufacturer vendor.
 - k. Dispose the packaging material set aside by Oracle.
 - l. Dispose of any decommissioned hardware in accordance with applicable laws.
 - m. When working in a cruise ship environment, provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
2. Project Assumptions
 - a. The hardware to be installed will be at Your designated installation site prior to the commencement of Services.
 - b. All communications and documentation will be in English.
 - c. The Services cover a single installation of the hardware. In no event is staged or managed roll-out installation included in the Services.
 - d. You acknowledge and agree that failure to complete Your customer prerequisites and/or the questionnaire prior to the agreed installation date may cause delay in Services delivery.
 - e. Network, domain name system or wireless changes are not included in the Services.
 - f. You acknowledge and agree that the performance of Services is contingent upon the hardware being undamaged and including all the relevant components. In the event Oracle is unable to perform the Services because the hardware is damaged or components were not delivered, Oracle will work with You to determine an appropriate course of action.
 - g. Oracle will determine, in its sole discretion, which firmware updates and/or operating system patches will be used to address the hardware requirements.
 - h. Oracle will not connect any electrical power supplies, or perform any other electrical work that, in Oracle's sole opinion, should be performed by a licensed electrician.
 - i. Project management is not included in the Services.
 - j. Site planning is not included in the Services.
 - k. Installations of cables that must pass through ceilings or walls are not included in the Services.

- l. Training is not included in the Services.
- m. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
- n. The following are expressly excluded from the scope of Services:
 - i. Technical support for the hardware; and
 - ii. Fixes, replacements and back up for hardware that will be uninstalled.

Oracle Restaurants Cruise POS Live Support Service – Per Hour

Part Number: B91202, B91203 (Extended Hours), B91204 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Restaurants Cruise POS Live Support Services (“Total Hours”) related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. Go Live Support Services
 - a. Provide post go-live support in production environment, primarily focused on supporting Your management staff during the transition to the new application.
 - b. Answer operational questions and consult with You in a manner to transfer knowledge of the application to You.
 - c. Assist You with basic configurations change requests identified during go live.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide Oracle access to Your site as required for the performance of Services.
 - b. Schedule the appropriate resources to work with Oracle to ensure a smooth transition to the new application.
 - c. When working in a cruise ship environment, provide each Oracle team member performing overnight Services with a single passenger cabin onboard Your vessel.
2. Project Assumptions
 - a. The Services above will be performed either by onsite delivery resources or remotely and do not include physical hardware installation or any other Services not expressly identified herein.
 - b. All communications will be in English.
 - c. Configuration or training of third party applications is not included in the Services.
 - d. Configuration of custom reporting is not included in the Services.
 - e. Configuration of custom interfaces is not included in the Services.
 - f. Full menu entry or additional revenue center creation is not included in the Services.
 - g. Project management is not included in the Services.
 - h. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
 - i. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
 - j. Oracle may deliver Services during the following work shifts as specified in Your order:
 - i. “Standard Business Hours” Hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location the services are to be performed at.
 - ii. “Extended Business Hours” Hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location the services are to be performed at.
 - iii. “Weekend” Hours beginning on Saturday 8:01 am in the time zone of Your site and/or location the services are to be performed at and ending on Monday at 7:59 am.

- iv. “Holiday” Hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location the services are to be performed at.