

Customer Responsibility Policy

Amadeus Hospitality

Customer Responsibility Policy

This “**Customer Responsibility Policy**” sets forth additional obligations of Customer with respect to its roles and responsibilities in connection with the Subscription Services ordered by Customer under an applicable Service Order.

Capitalized terms used herein but not defined will have the meaning assigned to them in the governing agreement between Amadeus and Customer (“**Agreement**”). If there is any inconsistency between this Customer Responsibility Policy and the Agreement, the Agreement will control.

Customer will:

1. manage activities of Customer and its third parties to maintain scope and timelines;
2. track and regularly report on the progress of such activities;
3. provide a dedicated point of contact and escalation path;
4. document any concerns that Customer has to Amadeus as soon as reasonably possible, for good faith discussion;
5. promptly review all documentation provided by Amadeus and provide guidance and feedback;
6. ensure the appropriate team members attend meetings, calls and demonstrations;
7. ensure availability of appropriate resources for knowledge transfer, project management, subject matter expertise, testing, data migration, configuration, training, cutover support and delivery;
8. promptly provide answers and validation to technical questions about the Customer’s requests, inquiries, parameters, data and configuration;
9. provide written approval or a detailed explanation of all concerns and objections and suggested corrections for any documentation or other confirmation or approval requests within five (5) business days after Amadeus’s submission to Customer; and
10. provide written notification a minimum of ten (10) business days prior to any scheduled Professional Services with Amadeus. Any scheduled Professional Services missed or changed by the Customer without the minimum notice may result in a rescheduling fee of up to \$500 per occurrence.

Amadeus reserves the right to amend, alter, or modify the Customer Responsibility Policy at any time. Amadeus may deliver notice of such updated Customer Responsibility Policy to Customer via e-mail or through the Subscription Services. Customer’s continued access to and use of the Subscription Services following issuance of such updated Customer Responsibility Policy shall constitute Customer’s acceptance thereof.