



THE HOTEL OPERATING & GROWTH PLATFORM

One platform. More control. More distribution. More opportunity.

A clear commercial offer for hotels joining the GrandStay marketplace and hotel management ecosystem.

WHAT THE HOTEL GETS

- GrandStay hotel management system
- AI-powered hotel tools
- Marketplace visibility and demand generation
- Supported distribution and channel integrations
- Payment integrations where supported
- Technology and customer support
- Ongoing product improvements and new capabilities

Commercial structure: choose performance-based pricing or a fixed subscription plan.

The GrandStay hotel offer

GrandStay is designed to give hotels a single connected technology ecosystem for managing operations, distributing inventory, reaching customers, and growing the property — without requiring the hotel to assemble and manage a fragmented stack of separate tools.

The core promise

Manage more of your hotel from one connected platform. GrandStay combines hotel management, AI tools, marketplace exposure, supported distribution, payment integrations, support, and ongoing product development in one ecosystem.

Hotels can choose between two commercial models:

Performance plan

15%

of GrandStay-attributed booking revenue

\$0 upfront

6-month minimum commitment

Fixed subscription

0%

booking commission on included GrandStay bookings

\$250 / \$500 / \$1,000 per month

Monthly or annual billing

Option A — Performance Plan

Start with \$0 upfront and pay 15% only on booking revenue attributed to GrandStay.

The Performance Plan is designed for hotels that want to enter the GrandStay ecosystem with minimal upfront financial commitment. The hotel receives the applicable GrandStay package and pays GrandStay 15% of qualifying booking revenue generated through GrandStay.

What is included

- Full GrandStay hotel management system, including the applicable hotel management and operational tools.
- AI-powered tools included within the GrandStay ecosystem.
- GrandStay marketplace listing and exposure to customers discovering hotels through GrandStay.
- GrandStay marketing efforts aimed at promoting hotels in their local market and internationally, subject to GrandStay campaigns, channels, and availability.

- Supported distribution/channel integrations, including connections to OTA and other supported channels where technically and commercially available.
- Payment integrations, such as Stripe where supported, enabling the hotel to connect applicable payment workflows.
- Technology support and customer support for the applicable GrandStay services.
- Ongoing software updates, improvements, new integrations, and product development.

Commercial rule

The hotel commits to the Performance Plan for a minimum of 6 consecutive months. During this period, the hotel cannot switch to a fixed subscription plan. After the six-month minimum period, the hotel may remain on the Performance Plan or request a move to an available fixed subscription plan, subject to GrandStay's then-current commercial terms.

How the 15% works

The 15% applies to qualifying booking revenue attributed to GrandStay. The hotel retains the remaining 85% of the applicable booking revenue, subject to refunds, cancellations, payment adjustments, taxes, and other applicable booking terms.

Example	Hotel booking revenue	GrandStay share (15%)	Hotel share (85%)
Illustrative	\$1,000	\$150	\$850

Illustration only; actual settlement is governed by the applicable booking, payment, refund, and commercial terms.

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Option B — Fixed subscription plans

Pay a predictable monthly fee and keep 100% of the revenue from your included GrandStay bookings.

The fixed plans are designed for hotels that prefer predictable costs rather than a percentage-based booking fee. The core GrandStay ecosystem remains included across all three plans; the primary commercial difference is booking capacity.

Plan	Price	Included GrandStay bookings	Booking commission
GrandStay 250	\$250 / month	Up to 50 per billing period	0%
GrandStay 500	\$500 / month	Up to 150 per billing period	0%
GrandStay 1000	\$1,000 / month	Up to 500 per billing period	0%

What every fixed plan includes

- GrandStay hotel management system
- AI tools included in the GrandStay ecosystem
- GrandStay marketplace listing and visibility
- GrandStay marketing and demand-generation activities, subject to available channels and campaigns
- Supported distribution/channel integrations
- Supported payment integrations
- Technology support
- Customer support
- Ongoing product updates and improvements

Billing options

Fixed plans may be offered with monthly billing or annual billing/annual commitment, depending on the commercial terms presented to the hotel. GrandStay may update plan pricing, capacity, packaging, promotions, or available plans from time to time. The applicable price and terms are those displayed in the hotel's order, subscription, or agreement at the time of purchase or renewal.

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Booking capacity & upgrade system

GrandStay uses booking capacity tiers to match the subscription to the volume of GrandStay bookings the hotel is receiving. The system is designed to avoid silently rejecting demand while giving the hotel a clear opportunity to upgrade and capture additional bookings.

Capacity meter

Transparent usage

The hotel dashboard displays its booking usage, for example 43 / 50 bookings used, so the hotel can see how much capacity remains and upgrade before reaching its limit.

When the plan reaches capacity

- The next eligible booking request becomes a **Pending Booking**.
- The hotel receives an immediate notification that its current plan has reached its booking capacity.
- The customer's personally identifiable booking details remain hidden while the booking is pending.
- The hotel can select **Upgrade & Accept Booking** or **Decline Booking**.
- If the hotel takes no action, GrandStay may send reminder notifications during the pending period.
- If no action is taken within 24 hours, the pending booking expires/cancels according to GrandStay's booking policy.

Example: GrandStay 250

A hotel on GrandStay 250 has confirmed 50 GrandStay bookings during its billing period. A 51st booking request arrives. The system marks it as pending and prompts the hotel to upgrade. If the hotel upgrades, the booking can be processed under the new plan, subject to the applicable upgrade rules. If the hotel declines, the booking is not confirmed. If the hotel does nothing for 24 hours, the request expires/cancels.

Why this matters

The hotel never has to guess why a new booking is not immediately visible. GrandStay turns capacity into a clear commercial choice: upgrade to capture additional demand or decline the booking.

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What makes GrandStay different

One connected ecosystem

Reduce the need to manage multiple disconnected hotel technology tools by bringing core operations and growth capabilities into one environment.

Technology + demand

GrandStay is not positioned only as an HMS. The platform combines hotel management technology with marketplace visibility and demand-generation efforts.

AI built in

AI capabilities are part of the ecosystem rather than requiring the hotel to assemble separate AI tools.

Flexible commercial model

Start with performance pricing or choose predictable subscription economics when booking volume makes that more attractive.

Multi-channel potential

Connect supported distribution channels and manage supported inventory workflows from a central system.

Human support

Hotels receive access to technology and customer support instead of being left alone with software.

Continuous improvement

The product is designed to evolve with new features, integrations, and AI capabilities.

Which plan should the hotel choose?

Choose the **Performance Plan** if you want \$0 upfront and prefer to pay GrandStay when GrandStay generates booking revenue for you.

Choose **GrandStay 250** if you want predictable pricing and up to 50 included GrandStay bookings per billing period.

Choose **GrandStay 500** if you expect up to 150 included GrandStay bookings per billing period.

Choose **GrandStay 1000** if you expect up to 500 included GrandStay bookings per billing period.

Simple decision

Not sure? Start with the Performance Plan. Use the GrandStay ecosystem, experience the platform, and evaluate the value over the required six-month period. After that, choose the commercial model that best fits your booking volume and economics.

Hotel onboarding journey

- 1 Register**
Create the hotel account and submit the required property information.
- 2 Configure**
Set up rooms, rates, availability, policies, payment connections, and supported distribution integrations.
- 3 Activate**
Complete GrandStay onboarding requirements and make the hotel operational in the marketplace/system.
- 4 Launch**
The hotel becomes available through applicable GrandStay marketplace and marketing channels.
- 5 Manage**
Operate the property through GrandStay and use the available AI, distribution, payment, and support tools.
- 6 Grow**
Monitor bookings, usage, and performance. Upgrade subscription capacity when demand exceeds the current plan.

Commercial definitions

GrandStay-attributed booking

A booking that is generated through GrandStay or a GrandStay-supported booking/distribution channel and is attributable to the hotel within GrandStay's systems and applicable commercial rules.

Included booking

A confirmed booking counted toward the capacity included in the selected fixed subscription plan during the applicable billing period. Cancellations, refunds, reversals, or other adjustments are handled according to the applicable booking and billing rules.

Billing period

The period used to calculate subscription usage and booking capacity. Unless the applicable agreement states otherwise, this is generally the hotel's recurring monthly subscription period.

Supported integration

An integration that GrandStay has made available and that the hotel is eligible and technically able to connect. Availability may vary by country, provider, property, plan, and technical requirements.

Important commercial terms

- The Performance Plan has a minimum six-month commitment before a hotel can switch to a fixed subscription plan.
- Fixed subscription plans are offered with the booking capacity stated in the hotel's applicable commercial plan.
- Pending bookings above subscription capacity do not expose the customer's personal booking details until the hotel takes the required action under GrandStay's booking workflow.
- GrandStay does not guarantee a specific number of bookings, calls, visitors, revenue, ranking position, or marketing results. Demand depends on market conditions, hotel quality, availability, pricing, customer demand, campaigns, and other factors.
- Marketing exposure, distribution, integrations, AI functionality, payment functionality, and support are subject to availability, technical requirements, third-party provider terms, and GrandStay's current product capabilities.
- GrandStay may change product features, integrations, plan packaging, prices, or commercial terms for future purchases or renewals. The hotel's signed agreement/order/subscription terms govern its applicable commercial relationship.
- Specific legal, payment, tax, refund, cancellation, data-protection, and booking terms are governed by GrandStay's applicable agreements and policies.

The GrandStay offer in one minute

The sales message

GrandStay gives your hotel one connected platform to manage your hotel, use AI, connect supported distribution and payment tools, reach customers through the GrandStay marketplace, and receive technology and customer support.

You can start with \$0 upfront and pay 15% on GrandStay-attributed booking revenue for a minimum of six months. After six months, you can stay on that model or move to a fixed subscription: \$250 for up to 50 bookings, \$500 for up to 150, or \$1,000 for up to 500, with 0% booking commission on included bookings.

Next step

Select the commercial model that fits your hotel, complete onboarding, and launch your property on GrandStay. The applicable subscription, booking, payment, refund, data, and service terms will be presented in the hotel agreement/order/subscription before activation.