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Annex 1: Supplementary definitions

“Accommodation”	<p>the Accommodation contracted for in response to a Call Off Order request by a Buyer. This Accommodation booked by the Agent is provided by a Third Party and includes, but is not limited to:</p> <ul style="list-style-type: none"> - Hotels - Hostels - Shelters - Vessels (Anchored or Berthed) - Bed & Breakfasts (B&Bs) - Holiday Parks / Sites - Caravan Parks / Sites - Mobile Homes - Student Accommodation - Self-catering accommodation - Serviced apartments.
“Accommodation and/or Gatherings/Events Ancillary Services”	<p>Additional services required by the Buyer to support a civilian cohort(s) in the relevant accommodation, and/or at the relevant gathering(s) or event(s), as detailed in Schedule 20 Lot 1 Section Two:- Optional Service 6.352</p>
“Accommodation/ Venue Provider(s)”	<p>entities that provide Accommodation and/or Venue services as outlined in the Specification</p>
“Agent”	<p>a role played by either the Buyer or the Supplier in relation to ownership of the services delivered under this framework</p> <p>An Agent is responsible for all aspects of their booking service and all escalation management whereby the End Service Provider fails to deliver the booked and contracted services.</p> <p>A Supplier acting as Agent is <u>not</u>:</p> <ul style="list-style-type: none"> - Financially liable for accidental damage to Accommodation or Venue Solutions by Service Users - Liable for any legal challenge made against the usage of that Accommodation or Venue Solution for the purpose previously specified by the Buyer and agreed by the third party. <p>In this framework, unless specifically agreed with the Buyer for services delivered under Lot 1 (Part B) or Lot 4, the Supplier will act as Agent in all matters relating to the delivery of these services.</p>

OFFICIAL - SENSITIVE

“Application Programming Interface (API)”	a collection of prewritten packages, classes, and interfaces with their respective methods, fields and constructors;
“Approved Programme” or “Approved Civilian Programme”	A programme to support a civilian cohort that is under a Buyer’s responsibility and /or care, and is fully supported by the UK Government.
“Authorising Officers”	the Buyer’s authorised representatives who are permitted to approve out of policy bookings, as confirmed by the Buyer to the Supplier in writing from time to time;
“Booked Service”	The standard service delivery model for a Supplier on the framework (i.e. acting as “Agent”), where the Supplier provides the online and offline facility to book end services such as flights, rail tickets, hotel bookings and where applicable, ancillary services
“Business User(s)”	These are the Buyer's own staff or Contractor(s) and can include Troops, guests and VIP's for Business Travel use by authorisation of the Buyer.
“Business Travel”	Travel for Business Users as above (it does not include UK or Overseas Citizens or Refugees, who are under the legal care of the Buyer which may include but not be limited to Civilian/Refugee/Prisoner usage asylum seekers)
“Call Off Order”	The formal order form used to request Accommodation and or Ancillary Services. An example is included at Framework Schedule 6a and 6b
“Caseload Management System”	the system used by the Supplier to manage and record key activities relating to the delivery of the Services
“CCS Preferred Venue Standard Terms and Conditions”	the document detailing the more preferential preferred standard set of terms and conditions the Supplier has set up for all CCS customers. It shall include (but not be limited to) cancellation and payment terms which we expect would be more favourable than a venue's own and also include any additional benefits as well as provide greater efficiency. This is applicable to face to face, virtual / digital or hybrid Events.

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

“CCS Public Sector Negotiated Programme” or “Public Sector Programme”	the current range of Commissionable Inventory and Non-Commissionable Inventory negotiated by CCS and made available to CCS Buyers using our current or future Travel, Accommodation & Venues agreements including but not limited to air, accommodation and rail.
“Civilian”	For the purpose of this framework please refer to Lot 1 section 6.298
“Commissionable Inventory”	the Inventory which earns Commissions;
“Commissionable”	capable of earning Commissions;
“Commission(s)”	all monies, gifts, rewards, other income or benefits earned from Third Party Providers on Public Sector and third sector spend through RM6342 or future agreements that is given or made available to the Supplier; this includes, but is not limited to, monies paid per-booking, gifts, rewards, overrides, growth incentives, financial and non-financial sales & marketing incentives/funds, GDS payments, merchant rebates, other rebates and any other type of revenue or benefit;
“Complaint”	any written complaint in relation to the Supplier’s performance of the Services, which shall be handled in accordance with the Complaints Procedure;
“Complaints Procedure”	the procedure for processing Complaints as set out in this Schedule and the relevant Call-Off Contract;
“Contractor”	A person, company or organisation that is paid by another person, company or organisation to work on a particular project for a particular amount of money or time.
“Core Working Hours”	the standard core working hours in each country are between 08.00 and 18:00 (local time);
“Crisis”	A crisis is any event or period that will lead to an unstable and dangerous situation affecting an individual, group, or all of society. Crises are negative changes in human or environmental affairs, often occurring abruptly, with little or no

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

	warning. Crises can arise from events such as: war/conflict, pandemics, natural disasters, humanitarian disasters or terrorism and represent threats to the safety of approved travellers or civilians
“Crisis/ Response Activity”	Emergency Travel/ Travel and/or transport services required to support the public sector response to a critical incident, unplanned event and/or emergency that poses a risk to the safety of approved travellers or civilians
“Data Set”	a collection of information on the Buyer’s travel requirements that is composed of separate elements;
“Delegate(s)”	a person sent or authorised to represent others, in particular an elected representative sent to an Event.
“Delivery Partner(s)”	An organisation with which the Supplier has partnered to deliver the Services, including: <ul style="list-style-type: none"> - Subcontractors - Third Party Providers - Consortium Members - End Service Providers
“Environmental Management System” or (“EMS”)	the management of an organisation’s environmental programs in a comprehensive, systematic, planned and documented manner. It includes the organisational structure, planning and resources for developing, implementing and maintaining policy for environmental protection.
“Event(s)”	Including but not limited to a meeting, conference, event, exhibition, interview, training, either on a residential or non-residential basis throughout the United Kingdom and Overseas and can be either face to face, virtual, digital, hybrid etc.
“Event Staff”	the staff employed to run and manage an event, meeting or conference.
“Executive Services”	means the Services set out in paragraphs Lot 1 paragraphs and 6.143 to 6.146.9 (inclusive) of this Schedule;

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OFFICIAL - SENSITIVE

“Global Distribution System (GDS)”	a network operated by a company that enables automated transactions between travel service providers (mainly airlines, hotels and car rental companies) and travel agencies in order to provide travel-related service e.g. booking airline tickets and hotel accommodation. Airlines, hotel chains, etc. use these systems to distribute their products: seat/room availability and prices, etc.;
“Go Live”	the date from which the Supplier shall ensure that all discounted Commissionable Inventory and Non-Commissionable Inventory rates are available to book by the Buyer and which date shall be specified in either: (a) (where applicable) the Implementation Plan; or (b) the Order Form;
“Ground Transport” “Ground Transportation”	<p>Services to be provided to include but not be limited to:</p> <ul style="list-style-type: none"> • vehicle hire with/without driver • ad-hoc coach, minibuss, or other road vehicle service, with driver; • regular bus, coach or other road vehicle service, with driver, including but not limited to the provision of rail replacement bus services; • bulk booking of bus tickets • booking of tickets for any regular or scheduled intercity coach service • taxis / minicabs / chauffeured cars; and • Non-Emergency Patient Transport Service (NEPTS) with driver • customer transfer requirements <p>And if required may include the need for Accessible vehicles and associated accessibility aids; e.g. ramps</p> <p>Other vehicle specifications; e.g. number of seats, type of seat belts, emissions standards</p>
“Group Booking”	a booking made for nine (9) or more Travellers and/or delegates;
“HEART”	HEART (HMG Emergency Accommodation Request Tool) will be a digital platform used by CCS, our Buyers and our Suppliers to view, source, and report on Civilian and emergency Accommodation at pace. This will allow our Buyers and Suppliers to self-serve 24/7 to view their contracted Accommodation and related occupancy levels, as well as giving HMG better visibility of the cross-government estate.

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

“Implementation Period”	(where applicable) has the meaning given in Call-Off Schedule 13 (Implementation Plan and Testing);
“Inventory”	The complete list of fares and/or rates available to Buyers including open market rates (regardless of whether Commissionable or not), including all CCS Public Sector Negotiated Programme rates or Buyer/Supplier negotiated rates and fares.
“LCC”	low cost carrier e.g. airlines such as Easyjet, Ryanair;
“Level 3 Data”	Level 3 processing requires the capture of specific line item data in credit card transactions. These additional data fields include merchant name and address, invoice number and tax amount, plus line item details such as item description, quantity and unit of measure, freight amount, and commodity and product codes;
“Managed Service”	With respect to Lot 1 Part B and Lot 4, provision of accommodation to a civilian cohort which is fully managed by the Supplier as detailed in Framework Schedule 1 Specification Paragraphs 9.98-9.136, as opposed to just a booking service.
“Multi Modal Booking”	a booking for a journey combining two or more modes of travel e.g. air + rail or rail + ferry;
“Multi-City Flight”	an itinerary that doesn't follow a typical there-and-back pattern, but instead goes from Point A to Point B and on to Point C (and possibly Point D, etc.). A multi-city itinerary can be used to create a layover, visit several cities in one trip, or fly back to a different airport than where you started. The flights do not need to be with the same airline;
“New Distribution Capability” (“NDC”)	the travel industry-supported program (NDC Program) launched by IATA for the development and market adoption of a new, XML-based data transmission standard (NDC Standard). The NDC Standard enhances the capability of communications between airlines and travel agents;
“Non-Commissionable Inventory”	the Inventory which does not earn Commissions;
“Non-Commissionable”	not capable of earning Commissions;
“Non-Emergency Patient Transport Service”	Non-emergency patient transport services (NEPTS) are for people who need to travel to or from hospital or a medical

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

	<p>appointment but are unable to travel without specialist support.</p> <p>Vehicles can be defined as but not limited to- carry four seated people, have a stretcher and capacity to support patients who are required to travel in a wheelchair.</p>
“Offline Booking Solution”	has the meaning set out in Joint Schedule 1 (Definitions);
“Online Booking Solution”	has the meaning set out in Joint Schedule 1 (Definitions);
“Online Booking System”	the Supplier’s information and communications technology system (including any hardware, software, programs and databases, whether belonging to the Supplier or a third party, that are required to enable Bookers and Travellers to make bookings in accordance with this Contract) used for the provision of the Online Booking Solution;
“Overseas Point of Sale”	a transaction that takes place in a country that is not the UK
“Premises”	Site from which the supplier is delivering the services in scope.
“Pre-Sourced Venue Bookings”	Where Buyers have already Sourced and agreed most of the elements of their venue booking themselves, prior to engaging with their chosen Supplier, will have the costs applied as outlined in the pricing matrix for that lot and Supplier.

OFFICIAL - SENSITIVE

“Price Match”	<p>a mechanism where the Supplier shall be given the opportunity to match the cheaper fare/rate via secure channels using secure/approved payment means in UK Sterling only, within realistic timelines. If the Supplier cannot match the price, then the Supplier shall refund the difference in fare or rate to the Buyer. For the purposes of Price Match:</p> <ul style="list-style-type: none"> a) the airfare or rail ticket needs to be ‘like for like’ (exact origin, destination and routing) in the same class, at the exact same times and dates of travel and with the same ticketing restrictions and penalties, and include any ancillary fees and taxes; and b) the accommodation, booking terms and conditions must be the same; including, but not limited to, cancellation policy, payment terms, room type, meal plan, VAT or local taxes, credit card fees;
“Principal”	<p>A role played by the Supplier in relation to ownership of the services delivered under this framework.</p> <p>As Principal in this framework, the Supplier has responsibility for:</p> <ul style="list-style-type: none"> - Ultimate delivery of the end services to the Buyer - Assuming liability for resolving damage claims to Accommodation Solutions and Venues by Service Users - Defending legal challenges made by third parties against the use of the venue for the requested purpose <p>In this framework, unless specifically agreed in writing with the Buyer for services delivered in Lot 1 Part B and Lot 4, the Supplier will act as Agent (rather than Principal) in all matters relating to the delivery of these services</p>
“Protected Characteristics”	<p>As defined under the Equality Act 2010 - age, disability, gender reassignment; marriage and civil partnership; pregnancy and maternity, race, religion or belief, sex, and sexual orientation.</p>
“Quality Management System” (QMS)	<p>a collection of business processes focused on achieving quality policy and quality objectives to meet the Buyer’s requirements. It is expressed as the organisational structure, policies, procedures, processes and resources needed to implement quality management;</p>

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

“Reason for Travel Codes” (RFT)	a code to capture Travellers’ business reasons for travel or nature of the business benefit derived or expected to be derived as a result of travel;
“Reasons”	a cause, explanation, or justification for selecting a specific journey and/or accommodation;
“Risk Assessment”	a detailed assessment of the risks present at each premises
“Security Requirements”	means the security requirements set out or referred to in: <ul style="list-style-type: none"> a) this Schedule (as applicable to the relevant Lot in question); b) Framework Schedule 9 (Cyber Essentials Scheme); c) Call-Off Schedule 9A (Security) or Call-Off Schedule 9B (MOD Security) (as applicable); and d) any Security Management Plan;
“Services”	services made available by the Supplier as specified in Framework Schedule 1 (Specification) and in relation to a Call-Off Contract as specified in the Order Form;
“Service Provider”	Organisation that provides a service
“Service User(s)”	The individual(s) for whom the Call Off Order for Accommodation and / or additional service(s) is being made. They are the users / recipients of that Accommodation and / or additional service(s)
“Shared Facilities Register”	a list of meeting spaces across the Government estate which can be used without charge. In the future there may be emerging alternative solutions / technology for this that may include reduced or discounted cost options.
“Sites”	has the meaning set out in Joint Schedule 1 (Definitions);
“Site Visit”	In respect to Lot 1 Part B and Lot 4, a scheduled attendance to a proposed or contracted Venue by the Supplier for inspection.
“Source”	The process by which a Supplier will investigate, identify, assess and select the most appropriate third party supplier for a Customers specific need

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

“Sub-Contract”	any contract or agreement (or proposed contract or agreement), other than a Call-Off Contract or the Framework Contract, pursuant to which a third party: a) provides the Deliverables (or any part of them); b) provides facilities or services necessary for the provision of the Deliverables (or any part of them); and/or c) is responsible for the management, direction or control of the provision of the Deliverables (or any part of them);
“Split-ticketing”	combination of rail tickets which allows passengers to save money on their end to end journey without actually changing trains
“Third Party Provider”	the end provider of the travel and/or venue services that has a direct contract with the Buyer (for example: a Train Operating Company (TOC), a hotel, an airline);
“Ticket on Departure” “TOD”	collection of tickets at the train station;
“Travel/ Events/ Expenses Policy”	the Buyer’s policy or policies, which clarifies its position on business travel, expenses and meetings or events and defines the procedures to be followed by employees, agents or representatives of the Buyer for authorised business travel and tells them what they can and can't spend on travel, expenses and meetings or events; For the purposes of this framework this would also include, where applicable, the Buyer’s policy that clarifies its position and approach to and procedures for the Supplier to follow in relation to Approved Civilian Programmes
“UK Point of Sale”	transaction(s) that takes place in the UK
“Unit Identification Number” or “UIN”	a common ‘data item’ to identify units, sub-units, organisations or groupings of organisations within the Buyer organisation.
“Venue Find” and “Venue Find Services”	Venue Find is a term that means to find a venue to hold and host Events. A venue could include and not be limited to a physical building, a vessel, a marquee or similar. Events include but are not limited to a meeting, conference, event, exhibition, interview, training, either on a residential or non-residential basis throughout the United Kingdom and overseas and can be either face to face, virtual, digital, hybrid etc

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

“Venue Provided service(s)”	Venue Provided Services that are provided/arranged by the Venue/ Accommodation Provider, which can include but, not limited to copying, printing, staging, break out rooms, and any Delegate management and Delegate registration services not being undertaken by the Supplier
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