

07 INFORMATION TECHNOLOGY SYSTEMS NOTE

Prepared by the IT Manager (Halcyon) at handover, 1 October 2031.

System	Product	Licence holder	Position at handover
Property management system (PMS)	Halcyon OneStay PMS (cloud)	Halcyon group	Licence ends at handover. Transitional access only until 31 October 2031 (see below).
Booking engine and hotel website	Halcyon.com booking engine	Halcyon group	Licence ends at handover. Hotel removed from Halcyon.com on 1 October 2031; direct bookings redirect to a holding page until 31 October 2031.
Channel manager and GDS connectivity	Halcyon central distribution	Halcyon group	Ends at handover. Third-party channel bookings continue to flow to the PMS until 31 October 2031.
Revenue management system	Halcyon RevPulse	Halcyon group	Ended at handover.
Point of sale (F&B; and spa)	Local POS	Owner	Owner licence. Transfers. Interface to the Halcyon PMS will need to be rebuilt.
Spa booking system	Local spa software	Owner	Owner licence. Transfers.
Door locks and key encoding	Electronic lock system	Owner	Owner licence. Encoder interface currently to the Halcyon PMS.
Network, Wi-Fi and firewall	Hotel network	Owner hardware, Halcyon managed security	Hardware transfers. Halcyon managed security service ends at handover; credentials to be handed over.
Email and productivity	Halcyon group tenancy	Halcyon group	Ended at handover. Mailboxes not transferred.

Transitional arrangements. Halcyon will provide transitional access to the PMS, booking engine redirect and channel connectivity until 31 October 2031 under a transitional services letter, at a charge of AED 95,000. After that date access ceases.

Data. Future reservations (on the books at handover: 6,412 room nights to 30 September 2032) will be provided as a CSV export on 1 October 2031 and again on 25 October 2031. Guest profiles and stay history are Halcyon group data and are provided only for guests with reservations on the books, limited to name, contact details, stay dates and recorded preferences. Halcyon Circle loyalty status and points cannot be honoured after handover.

Recommendation. The incoming operator should contract and configure its own PMS, booking engine and channel manager to go live not later than 31 October 2031.