

August 15, 2012



Ross Marrington,
BC Golf Guide,
2189 Pandosy St.
Kelowna BC V1Y 1S7

Dear Ross,

Hope 2012 has been a great year for you. We really appreciate the business you continue to send our way.

As you probably have noticed, there are a few changes around Accent Inns this year, beginning with our newly renovated exteriors and our new logo. It doesn't stop at the logo, we've revamped our website as well as much of our in room signage to convey our unique and fun personality. We hope you and your guests like the changes.

Your rates for 2013/14 are attached, along with our current policies. Please note that we have reduced the rates for September, hoping to catch some of those late summer golf groups.

- Room Blocks - none at this time
- Blackout Dates – Kelowna - June 28, 29, 30, August 2, 3, 4, 2013

If you have any questions regarding any of the above, please contact me directly. Working with our customers to mutual satisfaction is paramount with Accent Inns!

Thanks again for all your support!

Sincerely,
Accent Inns

A handwritten signature in blue ink, appearing to read "Joan Murrell", is written over the printed name.

Joan Murrell,
Director of Sales and Marketing
250-360-1511
jmurrell@accentinns.com

www.accentinns.com

GROUP/FIT BOOKING POLICIES AND PROCEDURES

RESERVATIONS	Reservations for all of our properties may be made directly through our Central Reservations office, located at our Vancouver Airport hotel. Please be sure to indicate which location you are requesting. Phone: (604) 273-3311 or 1-800-663-0298 (North America) Fax: (604) 273-9522
BAGGAGE HANDLING	Available for Groups only - (Optional) - \$3.50 per bag round trip
COMPLIMENTARY ROOMS	One complimentary room for the tour escort or driver provided 20 revenue rooms are occupied
GROUP MEALS	Menus available on request Please request meal times when sending rooming list, we will do our best to try and accommodate all requests.
PAYMENTS AND DEPOSITS	Group: \$300 deposit required within 30 days to guarantee space. If not received within 30 days of confirmation, space may be released. The balance of the room charges for each arrival date is due 30 days prior to arrival.
FIT CANCELLATION	FIT: Full payment required 14 days prior to arrival date. Cancellation is 48 hours prior to arrival
GROUP CANCELLATION	If tour cancels 30 days or less prior to arrival date, deposit is non-refundable. In the Off and Shoulder season, we are more flexible with cancellations.
ROOMING LIST	Three weeks prior to arrival, indicating final room requirements, time of arrival, departure and meal selections. Room blocks cannot be positively guaranteed without receipt of this information. We will make every attempt to meet your request of smoking and non-smoking rooms, however we regret we cannot guarantee your preferences.
FIT PARKING	Parking is complimentary for FIT guests only while staying at our hotels. Long term or extended parking is <u>not</u> available for the rates applicable in this agreement.
BUS PARKING	Convenient overnight parking is available on site while a tour group is staying at our hotel.
CHECK-IN TIME	3:00 pm CHECK-OUT TIME 11:00 am
CHILDREN'S POLICY	Children 16 and under are free, when staying with adult
TAXES	Note – Taxes in BC are scheduled to change by May 2013 but we do not have details yet. We will apply the applicable changes once they are made law. All Locations – (Municipal room tax) 2% + 12 % HST Note: HST is calculated on the room rate plus the 2% MRT Sample calculation: \$100 room rate + 2% = \$102 HST = 12% x \$102 = \$114.24
EXTRA PERSON	\$10 surcharge
COTS	\$10 surcharge
PETS	\$20 surcharge



2013 - 2014 F.I.T. & Group Net Rates

	<i>Shoulder</i>	<i>High</i>	<i>Low</i>
	May 01 – June 27/13	June 28– August 31/13	Oct 16/13 – Apr 30/14
	and Sept. 1 – Oct. 15/13		
Victoria	\$81.00	\$105.00	\$60.00
Vancouver - Airport	\$81.00	\$105.00	\$65.00
Vancouver - Burnaby	\$95.00	\$115.00	\$72.00
Kelowna	\$81.00	\$110.00	\$60.00
Kamloops	\$81.00	\$106.00	\$60.00

- All rates are based on single/double occupancy and are net non-commissionable; quoted in Canadian dollars and subject to all applicable taxes.
- Rooms may be subject to limited availability at certain times of the year.
- Additional person(s): \$10.00 each, per night.
- Children 16 years of age and under stay free when sharing a room with an adult guardian(s) and no additional beds are required.
- Baggage Charges (Group Tour only - optional): \$3.50 per bag round-trip + 12% H.S.T.
- **Kitchenette Units:** Add \$15.00 per room, per night before taxes
- **Suites:** Add \$30 : (**Burnaby** Add \$50) per room per night before taxes
- **Pets:** \$20 pet fee per day

Taxes: (Municipal room tax) 2% + 12 % HST

Note: HST is calculated on the room rate **plus** the 2% MRT

Sample calculation: \$100 room rate + 2% = \$102

HST = 12% x \$102 = \$114.24

For assistance, contact **John Espley - Business Development Manager**

Phone: (250) 360-1511
 Fax: (250) 361-9820
 E-mail: jespley@accentinns.com

Reservations: May be made directly through our Central Reservations
 Department:

Toll Free Within Canada: 1 (800) 663-0298
 International: (604) 273-3311
 Fax: (604) 273-9522
 E-mail: accent@accentinns.com