

2012 Group & FIT Agreement

October 21, 2011

BCgolfguide.com
1524 Woodridge Road
Kelowna, BC V1W 3B4

Re: BCgolfguide.com

It has been a pleasure of working with BCgolfguide.com and welcoming your clients to Manteo Resort – Waterfront Hotel & Villas. I look forward to continuing our relationship. Manteo Resort will continue to provide a level of customer service that Canada Tour System Inc. would be proud to be associated with.

At Kelowna's **Manteo Resort Waterfront Hotel & Villas**, on the shores of Okanagan Lake, you will discover a fresh and vibrant destination for your special event. The 91-room luxury resort provides leisure and business travelers to the Thompson Okanagan region a full service resort that rivals the best in Western Canada and the Pacific Northwest.

Manteo Resort is comprised of 14 two and three bedroom villas and a 77-room hotel situated amidst the resort's recreational amenities. Upgrades have been completed in Fall 2011, including flat screen televisions, iPod docking stations and upgraded furnishings. Additional hotel facilities include; conference rooms for our groups up to 200 and our recently renovated, 85-seat waterfront restaurant, with its 125-seat outdoor patio and 30-seat lounge. The Wild Apple offers the perfect setting for breakfast, lunch or dinner. At the end of May 2006, the award-winning restaurant was transformed with a tart new look, tantalizing menu and fabulous wine bar. A visit to the Wild Apple is an invitation to sip, savor and lounge on the water's edge.

Detailed below is our 2012 Group & FIT contract for your review and approval. We request that you return the signed contract by **December 31, 2011**. You may fax the contract to my attention to 250-860-1041. Should you have any questions regarding our policies and procedures, please contact me directly at 800-445-5255/250-860-1031. I would be happy to assist you with any further details or information.

Once again, we look forward to working with you and BCgolfguide.com in the upcoming year!

Kind Regards,



Mercedes Wright, Reservations Supervisor
Manteo Resort Hotel & Waterfront Villas

Guestrooms and Villas 2012 Rates:

Accommodation Types	Jan 01 To Apr 26	Apr 27 To Jun 28	June29 To Sep 03	Sep 04 To Oct 13	Oct 14 To Dec 31
Deluxe Guestroom – Mountainside	\$125.00	\$185.00	\$210.00	\$185.00	\$125.00
Deluxe Guestroom – Lakeside	\$145.00	\$200.00	\$235.00	\$200.00	\$145.00
One Bedroom Suite – Mountainside	\$145.00	\$225.00	\$255.00	\$225.00	\$145.00
One Bedroom Suite – Lakeside	\$160.00	\$240.00	\$280.00	\$240.00	\$160.00
Two Bedroom Villa – Gardenside	\$225.00	\$320.00	\$595.00	\$320.00	\$225.00
Two Bedroom Villa – Beachfront	\$255.00	\$345.00	\$630.00	\$345.00	\$255.00
Three Bedroom Villa – Gardenside	\$265.00	\$365.00	\$655.00	\$365.00	\$265.00
Three Bedroom Villa – Beachfront	\$290.00	\$390.00	\$690.00	\$390.00	\$290.00

Guest room rates are based on single/double occupancy. For additional persons staying in the room, a charge of \$20.00 per person charge will apply, based on existing bedding (excluding villas). No charge shall apply for children 17 and under when sharing with an adult.

The Canadian dollar rates quoted above are net non-commissionable and are exclusive of taxes. Taxes are 12% Harmonized Sales Tax (HST) and 2% Additional Hotel Room Tax (AHRT). Please note that HST will also apply on the AHRT. Total taxes are 14.24%.

Please note that all long weekends require a 3 night minimum stay. Please reference additional attachment provided for long weekends and villa summer bookings for 2012.

Manteo Resort is pleased to be a non-smoking resort. Smoking is permitted on the guestroom balconies and patios.

Deluxe Guestrooms feature either one king bed or two queen beds, a private balcony, and a business desk with complimentary wireless Internet. Wheelchair accessible Deluxe Guestrooms are also available.

Premium One Bedroom Suites feature a private guestroom with a king size bed, living room with queen pullout sofa, fully equipped kitchen and dining area. Suites also feature a private balcony, and a business desk with complimentary wireless Internet access.

Two Bedroom Villas feature two separate bedrooms, each with their own private ensuite bathrooms. The master bedroom has a king size bed and the second bedroom has a queen size bed. Villas also have their own private living room with double pullout sofa, full kitchen, dining room, and private barbeque on the patio. These units are perfect for shared accommodation, families, and can also be used for hospitality suites. Two Bedroom Villas can accommodate up to six people.

Three Bedroom Villas features a master bedroom with private ensuite bathroom, second bedroom with one queen size bed, and a third bedroom with twin sizes beds. In addition, there is a den off of the master bedroom with a queen pullout sofa. These units also have their own private living room with a second queen pullout sofa, full kitchen, dining room, and private barbeque on the patio. Three bedroom Villas can accommodate up to ten people.

Deposit / Billing Groups (5 or more rooms):

An invoice will be forwarded 45 days prior to the arrival date with a request for a deposit of 50% of the master account charges due 30 days prior to the arrival date for each tour date, with the final payment due on the day of departure. We have found the most convenient method for deposits and final payments is via credit card, however, if you prefer to settle the final payment by company cheque, we request that you complete the attached credit application and return it with your signed contract. If you prefer to submit a credit information letter, please note that a signature is required on the attached credit application authorizing Manteo Resort to confirm credit information. We regret that personal cheques will not be accepted.

Deposit / Billing F.I.T. (4 or less rooms):

A review of the credit terms will take place in December 2011. Pending approval, final payment will be direct billed upon completion of the guests stay.

Cancellation Policy – F.I.T. (4 or less rooms):

Cancellations and No-Show reservations will result in a one night room and tax charge unless cancellation notice is received prior to the following timelines:

January 1 to June 28, 2012 and
September 4 to December 31, 2012

48 hours (14 days for Villas) prior to
any night within the guest reservation dates.

June 29 to September 3, 2012

72 hours (90 days for Villas) prior to any night within the
guest reservation dates.

Please note that all cancellations must be received in writing.

Cancellation Policy – Tour (5 or more rooms):

Cancellations and No-Show reservations will result in a one night room and tax charge unless cancellation notice is received prior to the following timelines:

60 days prior to group arrival date
& beverage

100% full cancellation penalty for all room, tax, and organized food

Please note that all cancellations must be received in writing.

Reservation Method – FIT & Group Tour Requests:

It is understood that our reservations department will be contacted to request availability. Your contact information is as follows:

Reservations: Mercedes Wright
Hotel Number: (250) 860-1031 ext. 7167
Fax: (250) 860-1041
E-mail: reservations@manteo.com

The final room list with the estimated time of arrival is required thirty days prior to arrival.

Check-in/Check-out:

Resort check in time is 4:00pm and check out is 11:00am. The hotel will assist you on accommodating special arrival times and departures times, whenever possible. Please contact our Reservations department to discuss your itinerary.

Special Requests:

We will endeavor to accommodate all special requests

Statement of Account/Incidental Charges (Group Bookings):

The Tour Director is responsible for ensuring that any incidental charges are cleared up at the time of checkout and responsible for approving and endorsing all statements of accounts prior to checkout. Failure to comply shall result in the Tour Company being responsible for the balance shown on the submitted statement.

The hotel requires that each guest provide a valid credit card upon check-in. If a credit card is not provided we will require a \$250.00 cash deposit for guests to charge services to their room and to open telephone lines.

Contract Conditions:

- A) Any changes to this contract must be in writing and signed by both parties. The depositing of funds by the tour company does not in itself constitute any agreement between parties.
- B) This contract shall take effect and be binding only when it is signed by the tour company and the appointed representative on Manteo Resort and supersedes any prior agreements, policies, and discussions made between the parties heretofore.
- C) Manteo Resort reserves the right to change room types, based on availability.
- D) Failure of the part of the tour company to comply with any of the foregoing terms and conditions shall entitle Manteo Resort to cancel any present and future arrangements of space booked by the tour company and forfeiture of deposits.

Conclusion:

I look forward to once again, welcoming your clients to Manteo Resort – Waterfront Hotel & Villas. We request that sign and return the copy of this Agreement by December 31, 2011 to confirm your acceptance of our rates and policies. Should you have any questions concerning this agreement, please contact me directly at (250) 860-1031 ext. 7167.

Signature: _____

Date: _____

Signature:



Mercedes Wright, Reservations Supervisor
Manteo Resort Waterfront Hotel & Villas

Date: October 21, 2011

Dear Tour Operator,

To ensure our files are up to date, we ask that you complete the following and fax back to our office along with your contract. (PLEASE PRINT)

Are Vouchers Provided to Your Clients to Present Upon Arrival? ☐ Yes ☐ No

Reservation Manager's Name: _____

Mailing Address: _____

Phone number: _____

Fax number: _____

Email address: _____

Accounts Payable Contact: _____

Mailing Address: _____

Phone number: _____

Fax number: _____

Email address: _____

GST # (if applicable) _____

Credit Card number _____ Expiry: _____

Name on Card: _____

Emergency Contact number for after office hours: _____

Thank you in advance for your attention to this matter. Should you have any questions, please do not hesitate to contact us directly.

Mercedes Wright
Sales Assistant
Manteo Resort – Waterfront Hotel & Villas
3762 Lakeshore Road
Kelowna, BC, V1W 3L4
Email: reservations@manteo.com
Tel: 250-860-1031 ext. 7167/Toll-free: 800-445-5255
Fax: 250-860-1041