



**2016-2017 GROUP & F.I.T CONTRACT**  
**BC Golf Guide**  
**1524 Woodridge Road**  
**Kelowna, BC, V1W 3B4, Canada**  
**EMAIL: danny@bcgolfguide.com**

Dear Danny Leitch,

**Thank you for your support of the Delta Banff Royal Canadian Lodge and for your interest in coming years.** Please review the terms of this agreement. Should you have any questions or comments please know your calls are always welcome. My direct line is 403-760-6965.

**Tour Rates Eligibility:**

The rates have been completed for each hotel on Delta's rate grid. Rates are applicable for January 3, 2016 - April 30, 2017 and are net, non-commissionable, in Canadian Funds. The Rates will be based on the European Plan (no meals) unless otherwise specified.

These Rates **cannot** be posted, published or made available to 3<sup>rd</sup> party Internet sites, corporate travel and conference or incentive groups. Distribution or exposure of Net Tour Rates will allow the Hotel to immediately terminate the Agreement.

In order to receive the Rates the Travel Company must be a licensed travel company and feature the Hotel in a published brochure or tariff. If the Travel Company seeks additional reservations above its allotment, then the hotel may in its sole discretion extend its best available rates.

As the Rates are based on this written agreement, they will not be quoted at the time of reservation to the Hotel.

**BC Golf Guide Group & FIT Rates are as follows:**

<b>Season</b>	<b><u>Delta Room</u></b>	<b><u>Premier Room with fireplace</u></b>	<b><u>Deluxe Executive Jr Suite</u></b>
January 3 to January 31, 2016	\$164	\$184	\$239
February 1 to March 31, 2016	\$189	\$209	\$264
April 1 to April 30, 2016	\$164	\$184	\$239
May 1 – 31, 2016	\$191	\$216	\$266
June 1 - September 30, 2016	\$265	\$290	\$340
October 1 - October 31, 2016	\$172	\$197	\$247
November 1 - December 20, 2016	\$169	\$194	\$244
December 21, 2015 - January 1, 2017	\$245	\$270	\$320
January 2 to January 31, 2017	\$164	\$189	\$239
February 1 to March 31, 2017	\$189	\$214	\$264
April 1 to April 30, 2017	\$172	\$197	\$247

- The above room rates are quoted net, non-commissionable in Canadian dollars and are subject to taxes, including a 2% Tourism Improvement Fee (TIF). Taxes are calculated on both the room rate

and TIF at 5% Goods and Services Tax (GST) and 4% Alberta Tourism Levy (ATL). Rates are subject to change.

- All rates are based on single or double occupancy. Extra Adult charge is \$25.00 per person.

### **2015-16 Specials**

**Winter Season Early Booking Offer** – Book by December 15, 2015 for arrivals October 1/15 to April 30/16 and receive 10% off the contracted net rate. (Blackout Dates/Not valid for stays Dec 21, 2015 to Jan 2, 2016). Applicable to new reservations only. Offer must be mentioned at time of booking.

### **2016-17 Specials**

**Summer Season Early Booking Special-** Book before January 31, 2016 for travel dates between May 1 – October 31, 2016 and receive 15% off the contracted rates. EBB offer must be indicated in writing on the original room request. Applicable to new bookings only and not available in combination with other offers.

**Winter Season Early Booking Offer** – Book by December 31, 2016 for arrivals October 1/16 to April 30/17 and receive 10% off the contracted net rate. (Blackout Dates/Not valid for stays Dec 21, 2016 to Jan 2, 2017). Applicable to new reservations only. Offer must be mentioned at time of booking.

### **Room Allotments:**

Single, Double, and Triple occupancy are subject to restrictions and based on availability. We appreciate your submission of bed-type requests. Every effort will be made to accommodate these requests, based on availability. Please note the entire hotel is non-smoking.

### **Tariff/Brochure Publication:**

In compliance with laws on packaged travel, Delta Hotels has a responsibility to consumers to ensure that description of our product and service is accurate in all material respects. We request that the hotel be featured with a hotel photograph whenever possible, with the name featured with our corporate identification, eg. Delta Banff Royal Canadian Lodge. We request that the Travel Company make every effort to ensure all information published about Delta Hotels in your Tariff/Brochure is both current and accurate. We would be willing to proof this information for you, if required.

### **Check-In/ Check-Out Time:**

Check in: 4:00pm; Check out: 11:00am. Should a guest/group plan to arrive at the hotel prior to 4:00 pm, please include this information on the rooming list or at the time of booking. Every effort will be made to accommodate early arrivals based on availability however room type cannot be guaranteed.

## **POLICIES & PROCEDURES**

### **F.I.T Agreements:**

F.I.T agreements are renewed on a yearly basis. Should you wish to maintain an agreement with Delta Hotels, we require a signed copy of this agreement prior to the commencement of the program, a copy of your 2016 brochure or catalogue, and a sample copy of the voucher that your customers will present. As FIT rates are based on a written agreement, they are not quoted at the time of reserving, and will be applied by each hotel.

***NOTE: For the purpose of this contract, where applicable, FIT refers to a patron who has purchased an accommodation package from BC Golf Guide.***

**Reservation Requests/Changes:** All reservation requests or changes to a current group booked should be sent to: Delta Banff Royal Canadian Lodge|PH: 403-762-2575|FAX: 403-762-2744|  
[banff@charltonresorts.com](mailto:banff@charltonresorts.com)

### **Reservation Procedures:**

We require a tour status report, advising room requirements 30 days prior to arrival. The final rooming list is required no later than 30 days prior to arrival, and should include the name of the Tour Director and

Driver. Upon receipt of your rooming list, guestrooms not assigned a name (TBA's are not accepted) will be released for general sale by the hotel. Rooming lists are to be e-mailed to [banff@charltonresorts.com](mailto:banff@charltonresorts.com) or faxed to **403-762-2744**. A complete itinerary of the tour schedule including hotel arrival & departure times should accompany the final rooming list. This will enable us to contact the escort should the need arise.

**Late Bus Arrival:** As indicated in the Group Rooming List Procedures, 14 days prior to arrival the bus arrival time must be indicated. On the day of arrival, it is the responsibility of the Tour Escort to keep the hotel informed should the arrival time change. This will prevent rooms from being moved, sold or listed as no shows and luggage service levels to be carried out in a timely manner.

**Additional Accommodation:**

Any rooms over and above the original confirmed block & rates are to be arranged directly with Hotel and will be confirmed on availability. The names of the passengers and the tour in question must be indicated at the time of request.

**Status Report:**

To assist in accurate forecasting the Hotel reserves the right to request allotment status reports advising the number of rooms sold at 60 days and 30 days. Please provide your contact for such reports.

**BC Golf Guide**                      Name: \_\_\_\_\_                      Phone: \_\_\_\_\_

**Complimentary Policy (Groups Only):**

Rates are determined such that no further consideration can be provided for escort rooms.

**Driver Accommodation:**

The rate for the bus driver is regular contracted rate single occupancy plus applicable taxes.

**Luggage Handling:**

Luggage handling is 5% of the room charge and is subject to GST. This is a mandatory charge for groups of 10 or more rooms.

**Food & Beverage Policies:**

We offer one complimentary meal for prearranged group meals with a minimum of 15 meals purchased. Children 5 and under eat free when accompanied by their parents, and children age 6 to 12 years eat for a reduced price.

**Dining:**

We currently have no meal arrangements for your group. Please contact us should you wish to organize a meal function and we would be pleased to work with you on the necessary arrangements. Group dining reservations should be made at least 30 days in advance. Arrangements should be reconfirmed 7 days prior to the arrival. Cancellation for meal arrangements must be received 72 hours prior to arrival or 100% of the contracted revenue will be charged.

**Family Plan:**

Children 17 years old and under may stay at no extra charge in their parents' room (excluding meals) in room categories accommodating more than 2 persons. Where two rooms are required to accommodate a family, the Single Occupancy rate will be charged for each room (plus meals and service charges where applicable.)

**F.I.T. Incidental Charges:**

A credit card imprint shall be requested at time of check-in, in order for the guest to charge incidentals to his room account. Without such a credit card imprint, The Delta Banff Royal Canadian Lodge will not extend billing privileges to the guest.

**Group Incidental Charges:**

As we do not have the addresses of our tour patrons, it is the policy of Delta Hotels that the tour escort assist

in the collection of incidental charges prior to departure. Charges not collected will be the responsibility of the tour operator. Guests will be required to leave a credit card imprint with the Front Desk before signing privileges on incidentals will be extended - unless a master account is established and all charges are guaranteed by the Tour Operator.

Gratuities/service charges and taxes are applicable to all FIT and Group reservations. Tour operators will be responsible for the payment of gratuities and should include all charges when costing their packages.

**Motorcoach Parking:**

All motorcoaches in Banff must park at the designated motorcoach parking in the industrial park. Please note that there is a shuttle that will drop the motorcoach driver at the hotel.

**PAYMENT PROCEDURE**

If billing privileges have been acknowledged by the hotel, **BC Golf Guide** agrees to pay all invoice statements within 30 days after billing date. Accounts not paid within 30 days of the date of the invoice will be charged interest in the amount of **2.25%** per month, and billing privileges will be suspended by all Delta Hotels.

If billing privileges were not been established, all bookings must be prepaid directly to Delta Banff Royal Canadian Lodge. **BC Golf Guide** is responsible for payment of bedroom accommodation, meals, gratuities and/or baggage (where applicable) and taxes. A \$500.00 deposit is required at the time of booking. The balance of the account is to be paid in full 30 days prior to arrival.

**Foreign Currency:**

Deposit and final payment funds will be converted to Canadian dollars based on the hotel's current rate of exchange at the time of receipt.

**CANCELLATION POLICY:**

**F.I.T:**

Cancellation must be received in writing **5 days prior** to arrival and confirmed back by the hotel in writing or the first night's room charges will be charged to your company.

**GROUP CANCELLATIONS**

In the event of a cancellation of a tour, the hotel is to be notified in writing, 45 days prior to arrival or the following charges will apply:

- For entire blocks cancelled 44-30 days prior to arrival, 50% of the value of the contracted rooms will apply.
- For rooms cancelled 30-0 days prior to arrival, 1 night's room and taxes for each of the contracted rooms will apply.

**No Shows:**

For group no shows (guests who without prior cancellation fail to arrive at the hotel), **BC Golf Guide** must reimburse the hotel's loss for 100% of contracted room revenue.

**TERMINATION**

If either party materially breaches the Contract, the other party may terminate the Contract on 30 days written notice, provided that the party at fault will have had 15 days to cure such breach, after having received written notice to do so.

**FORCE MAJEURE:**

If the Agreement becomes impossible to perform by either party due to acts of God, war, government regulations, disaster, strikes, civil disorder, curtailment of transportation facilities, or other emergencies making it illegal or impossible to provide the rooms, the Party affected shall notify the other Party immediately and the non-performing Party shall be excused from any further performance of its obligations (other than non-payment of monies) for the duration of such event provided that the reason for said termination is in effect in Banff or the immediate surrounding area.

## DISTRIBUTION CHANNELS

These rates cannot be posted or published or made available to third party internet sites, corporate travel and conferences or incentive groups. Distribution or exposure of net rates will allow the hotel to immediately terminate the agreement.

The Hotel may notify the Travel Company in writing that it reasonably believes that the nature, quality, or character of distribution channels of the rooms used by Travel Company or its affiliates is harmful to the reputation and business of the Hotel or Delta Hotels. Within fifteen (15) days of receipt of such notice, Travel Company shall remove the Hotel's inventory from said distribution channel or other materials or collateral in accordance with the Hotel's instructions.

## INDEMNITY:

The Travel Company shall indemnify and hold the Hotel and any of its parents, subsidiaries, affiliates, officers, directors, employees, agents and representatives forever harmless from, and against, any and all personal injury, property damage, loss, liability or claim of liability, expenses, fines and penalties including reasonable legal fees caused by: a) a material breach of this Agreement by Travel Company, its agents, employees or representatives or b) any negligent act, error or omission by Travel Company, its agents, employees or representatives.

The Hotel shall indemnify and hold the Travel Company and any of its parents, subsidiaries, affiliates, officers, directors, employees, agents and representatives forever harmless from, and against, any and all personal injury, property damage, loss, liability or claim of liability including reasonable legal fees caused by: a) any material breach of the Agreement by Hotel, its agents, employees or representatives, or b) any negligent act, error or omission by Hotel, its agents, employees or representatives. This indemnification provision shall survive the termination or expiration of the Agreement.

## ACCEPTANCE

To confirm the arrangements on a definite basis, we require a signed copy of this agreement to be received by us no later than November 1, 2015 in order to guarantee your space and/or rate. After you have had an opportunity to review and approve this agreement, please sign and return the additional enclosed copy directly to me. We look forward to working with you and welcoming your guests to the Delta Banff Royal Canadian Lodge.

On behalf of the Hotel: Delta Banff Royal Canadian Lodge

On behalf of **BC Golf Guide**.

Signature:

Signature:

Name: Merrienne Blackhall

Name:

Title: Director of Sales

Title:

Date:

Date:

*Written acceptance constitutes a binding agreement between **BC Golf Guide** and the Hotel therefore, this document must be signed by a representative authorized to commit such arrangements on behalf of **BC Golf Guide**.*