



RECEPTIVE TOUR OPERATOR CONTRACT

Between:

Sparkling Hill Resort

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1524 Woodridge Road, Kelowna, BC V1W 3B4

This contract is valid for the following period: **March 23, 2016 – December 28, 2016**

THIS DOCUMENT WILL BE USED AND RELIED UPON IN THE PRODUCTION OF HOLIDAY BROCHURES AND FOR THE PRODUCTION OF CUSTOMER INFORMATION.

1. Facilities General Description:

Sparkling Hill is a premier international destination for extended wellness holidays. Sparkling Hill is nestled into a granite rock face on a ridge that has sweeping views of the Monashee Mountains and over Lake Okanagan. Sparkling Hill is the first resort in North America to incorporate Swarovski crystal elements into every aspect of its design with over 3.5M Crystals valued at over 10 million dollars. The resorts signature amenity is KurSpa - a 40,000 sq. ft. spa where guests are encouraged to explore a better level of health from walking on the acres of private trails, to dining on organic choices in the hotel restaurants and to experience over 100 therapies and treatments offered at the wellness resort.

KurSpa is European-inspired and provides transformative treatments and therapies with pure thermal water, Dead Sea salts, volcanic dust and essential oils of plants and flowers. Health consultations are available with our Naturopathic Physician that will design a treatment and nutrition plan for guests looking to take a comprehensive detoxification program. Popular in Europe and the first in North America, Sparkling Hill's Cold Sauna (-110C) is KurSpa's signature health treatment. The cold sauna provides a treatment called cryotherapy. KurSpa is a place of refined splendor, open and airy – an urban style and juxtaposed with the raw honest beauty of the landscape outside the floor to ceiling windows. With abundant natural light all around you, the atmosphere at KurSpa treatment and therapy rooms is uplifting and soothing; an oasis of calm and tranquility. KurSpa has become the iconic spa in North America, underlining the belief that wellness within radiates beauty, for your body and for your life.

The wellness hotel has 146 rooms. All rooms are open concept. Each room has a choice of 1 king or 2 queen beds. Floor-to-ceiling windows that open-up for fresh air. Free standing 2-person tub in front of the window. Bathroom with walk-through glass shower. Beautiful Swarovski crystal elements all through the room. Mini bar, crystal fireplace, wireless internet, desk, large screen TV, memory foam top mattresses, wardrobe, seating area in front of the window overlooking the lake or the mountains.

The three 1200 square feet Penthouses are luxurious 1 bedroom corner units with both lake and Mountain View. Each penthouse has a separate living room, bed room and bathroom with private sauna, double shower and freestanding bath tub overlooking the lake.



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2. **Location/Setting:** Mountain setting with lake view. Vernon, Okanagan, British Columbia, Canada

Getting to: Kelowna International Airport by road is 20 minutes

Getting to: Vancouver International Airport by road is 5 hours and by Air 1 hour to Kelowna

From: the city of Vernon, BC on Highway 97 approximately 10 kilometers

From: the city of Kelowna, BC on Highway 97 approximately 30 kilometers

3. **Actual Age of Establishment/Building :** Opened in May 2010

4. **Furnishings/Themes:** Luxury European Inspired Hotel and 40,000 sq. ft. KurSpa

5. **Specific Customer Suitability:** Couples, Seniors, Single Adults, Active Adults

6. **Property Information:**

Number of Buildings: 1

Number of Elevators: 5

Number of rooms: 146 Rooms and 3 Penthouses

Total number of rooms per category:

Room Type	Area (m2)	Number of Rooms			
	Total	King	Double/Queen	Double King	Total Rooms
Standard (ground or 1 st Floor)	42	37	15		52
Superior (2 nd Floor)	42	25	18		45
Deluxe (3 rd Floor)	42	28	21	2	51
Penthouse	111	1	1	1	3
Total Rooms		91	55	3	149

Minimum/Maximum room occupancy: 4 Persons

Handicapped accessible rooms: 4

Wheelchair access to all public areas: Yes

Connecting rooms: 0

Non-smoking rooms: All rooms are non-smoking

Maximum age for children staying free in parent's room: Children 11 years old and under stay for free when sharing the room with an adult over 18 years old.

7. **In-room Facilities:**

- Window wall that opens
- Room Climate Control
- Mini bar
- Telephone
- In-room Safe Box
- Flat Screen Color TV

- Crystal Fireplace
- Seating Area
- WiFi/Internet Access
- Bath Amenties:
 - Towels
 - Bathrobes and Slippers
 - Hair Dryer

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8. On-site Facilities:

Dining Outlets:

<u>Dining Outlets</u> <u>Name</u>	<u>Outlet</u>	<u>Seating</u>	<u>Features</u>	<u>Timing</u>
PeakFine	Restaurant	180	Full hot Breakfast Buffet A la Cart Lunch & Dinner (local, fresh, in-season food)	07:00 – 10:00 11:30 – 14:00 17:30 – 21:00
Barrique & Java	Coffee & Wine Bar	50	European and North American Pastries and local Tapas	09:30 – 00:00
Gernot's	Private Dining Room	30	Dining a la cart with executive chef present and appointed waiters	On request only

Banquet & meeting rooms:

<u>Meeting</u> <u>Facilities</u> <u>Location</u>	<u>Dimension</u> <u>W x L x H</u> <u>/m</u>	<u>Ceiling</u> <u>Height</u>	<u>Area (m²)</u>	<u>U-shape</u>	<u>Class- room</u>	<u>Theatre</u>	<u>Cocktail/Banquet</u>
Austria Ballroom	12.5 x 20	5	250	50	70	225	180
Wattens	14.4 x 7.6	5	101	24	30	75	50
Salzburg	14 x 8.1	5	114	24	30	105	50
Vienna	8.2 x 6.7	5	55	16	16	50	32
Biberwier	4 x 8.5	2.4	36	12 Boardroom style only			

KurSpa:

40,000 sq., ft. with 48 treatment rooms

- 7 unique aromatherapy and Steam and Sauna rooms
- Experience Showers
- Aroma Therapy pods
- Indoor pool with underwater music and light
- Large (22 people) Hot pool
- Outdoor infinity pool (open year round)
- Kneipp Water Walkway
- Cold Sauna (-110 degrees C / -166 F)
- Tea and Serenity Relaxation Rooms
- Keiser-equipped Fitness Studio
- Movement Studio (Yoga, Pilates)
- 8 Fango rooms
- 6 Specialty bathing rooms
- 10 Massage rooms
- Power Plate

About Sparkling Hill Resort and KurSpa Policy

Journey into whole body health and wellness at Sparkling Hill Resort's European inspired KurSpa - a luxury spa facility focused on the mature adults' health and wellness with over 100 available treatments. Our team of dedicated professionals will offer personal service with the utmost attention to detail through European-inspired and transformative treatments and therapies such as pure thermal water, Dead Sea salts, volcanic dust and essential oils of plants and flowers. With an abundance of natural light all around you, the atmosphere in KurSpa's treatment and therapy rooms is at once uplifting and soothing; an oasis of calm and tranquility. We respectfully request that all guests keep noise to a minimum; cellular phones and other electronic devices are not allowed so that we can ensure all guests enjoy the peaceful sanctuary of KurSpa. KurSpa is an adult-only experience and available to men and women over the age of 16 years.

While KurSpa is adult-only, Sparkling Hill Resort is family friendly, yet it is not family oriented. Children visiting the resort should be accompanied by an adult at all times and should be well mannered.



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9. Activities:

- Hiking – 12 kilometers of guided nature hikes including pole walking at the resort (inquire with KurSpa); mountain hiking is close by
- Golf – 1 minute from the resort is neighboring prestigious Predator Ridge Golf Resort and over 80 courses in the area
- Wine Touring – A variety of award winning wineries in the Okanagan Valley approx. 195 with the closest one to the resort 20 minutes; winery tours available
- Wildlife Viewing & Bird Watching - Over 120 species of birds in the region
- Cross-country and Alpine Skiing - at Silver Star Mountain Resort
- Water sports (6 lakes in the area: motor boat, canoe and kayak rental, water ski, wake board)
- Many local farms and orchards in the area with u-pick possibilities
- City tours (Kelowna, Vernon)
- Tour to Rocky Mountains possible: 5 hours by vehicle to Banff



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Terms and Conditions

1. FIT Room Rates

All room rates are NET, non-commissionable, in Canadian dollars and per room, per night, single or double occupancy and subject to applicable taxes (currently GST 5%, PST 8% and MRDT 2%). See APPENDIX "A". All room rates are guaranteed to be at least 20% below the applicable rack rates. These rates apply to all FIT bookings made by Tour Operators. All unsold Tour Operator FIT Allotment of inventory will be released to the hotel by the specific release date on the space inventory contract unless other arrangements have been made. Cancellations received within 72 hours prior to 4pm on your day of arrival for all accommodation bookings including no-shows are subject to a cancellation penalty of one (1) night's room and tax (no penalty on meals). All confirmed rooms are guaranteed for late arrival by Tour Operators. No rooms are to be released or relocated without prior written approval from Tour Operators. The Tour Operator is to send to the Resort a daily booking report unless other arrangements have been agreed to. It is the Tour Operator's responsibility to send to the Resort a FIT Booking Report and Group rooming list prior to allotment release date or the arrival date for accommodation. Rooming lists serve to communicate the details of reservations and a release of any unsold space.

2. Meals.

All meals are to include the following specifications:

- Full Hot Breakfast: Included in room rate for single and double occupancy only.
- Half Board 1-course Lunch: \$21 per person. All rates in Canadian dollars, exclusive of tax.
- Half Board 3-course Dinner: \$50 per person. All rates in Canadian dollars, exclusive of tax.
- Full Board Lunch & Dinner: \$70 per person. All rates in Canadian dollars, exclusive of tax.

Please note that these meal options do not include beverages.
The applicable taxes for food is 5% GST, and 18% gratuities.

3. Group Agreement

The Tour Operator will request Group space as it is required. Please email salesassistant@sparklinghill.com
Groups will require separate contracts.

4. Deposit and Payment Procedures

No deposits will be required by the hotel or forwarded to Tour Operators for any pre-blocked FIT inventory. Payment terms for Tour Operator bookings are flexible and may be on a direct bill basis or paid by credit card in advance (see Appendix A). If required, a credit application will be completed and returned for direct billing. For direct bill, full payment will be forwarded by Tour Operators upon receipt of the Tour Operators vouchers. The Hotel will collect these vouchers from each individual booking or from one of the Tour Operators Directors or their representative if requested by the Tour Operator. Tour Operator agrees to remit payment as specified in Appendix A. Individuals are responsible for their own incidental charges. Tour Operators will not be responsible for payment of incidental charges incurred by any passengers.



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5. Liability and Conditions of Service

In accepting the booking, the Hotel guarantees its contractual services for the entire duration of the contract period. In particular, the Hotel assumes responsibility for flawless and impassable operation (accommodations, meals, service, and general facilities). Should any construction work take place at or near the property or should any of the amenities or services offered at the hotel become temporarily or permanently unavailable and this proves likely to affect the enjoyment of the client's stay, the supplier is to inform the Tour Operator immediately in writing via fax. The Hotel also guarantees that it has and will at all times maintain all appropriate insurance policies, including public liability insurance, with a reputable insurance company and/or companies to cover any liabilities of the Hotel arising out of the provision of service and/or products.

The Hotel agrees to indemnify and keep fully and effectively indemnified Tour Operators from and against any actions, proceedings, losses, claims, charges, damages, or liabilities incurred by or assessed against Tour Operators arising out of or as a consequence of or in connection with the provision of services by the Hotel or Tour Operator's customers regardless of the jurisdiction in which such actions, proceedings, losses, costs, claims, charges, damages, or liabilities arise.

6. Confidentiality

All terms and conditions of the agreements are confidential between Tour Operators and Hotel and details cannot be revealed to passengers, clients, or any third party. Note: This is a general agreement between a supplier and tour operator, subject to an annual pre-order of rooms and mechanisms for ordering and releasing rooms which were pre-ordered.

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APPENDIX "A"

Rates based on single or double occupancy

CONFIDENTIAL RTO & TO RATES 2015 & 2016

Please note, no increase occurred from 2014 in RTO/TO Rates; revised May, 2015

Low Season	RACK*		2015 & 2016		2015 & 2016	
Jan 1 - Mar 31 Nov 1 - Dec 31	*Retail rates are subject to change for 2015		Tour Ops/FIT (Rates remain the same as 2014)		Receptive Tour Ops. (Rates remain the same as 2014)	
			23% discount rack		35% discount rack	
	Sun - Thu	Fri&Sat&LW	All Days		All Days	
<u>Mountain View</u>						
Standard	340	370	262		221	
Superior	360	390	277		234	
Deluxe	380	410	293		247	
<u>Lake View</u>						
Standard	360	390	277		234	
Superior	380	410	293		247	
Deluxe	400	430	308		260	
<u>Penthouses</u>						
Enzian	1000	1000	On Request		On Request	
Edelweiss	1000	1000	On Request		On Request	
Arnika	1000	1000	On Request		On Request	

Mid Season	RACK*		2015 & 2016		2015 & 2016	
Apr 1 - Jun 14 Sep 16 - Oct 31	*Retail rates are subject to change for 2015		Tour Ops/FIT (Rates remain the same as 2014)		Receptive Tour Ops. (Rates remain the same as 2014)	
			23% discount rack		35% discount rack	
	Sun - Thu	Fri&Sat&LW	All Days		All Days	
<u>Mountain View</u>						
Standard	415	445	320		270	
Superior	435	465	335		283	
Deluxe	455	485	350		296	
<u>Lake View</u>						
Standard	435	465	335		283	
Superior	455	485	350		296	
Deluxe	475	505	366		309	
<u>Penthouses</u>						
Enzian	1100	1100	On Request		On Request	
Edelweiss	1100	1100	On Request		On Request	
Arnika	1100	1100	On Request		On Request	

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High Season	RACK*		2015 & 2016		2015 & 2016	
Jun 15 - Sep 15	*Retail rates are subject to change for 2015		Tour Ops/FIT (Rates remain the same as 2014)		Receptive Tour Ops. (Rates remain the same as 2014)	
			23% discount rack		35% discount rack	
	Sun - Thu	Fri&Sat&LW	All Days		All Days	
<u>Mountain View</u>						
Standard	490	520	377		319	
Superior	510	540	393		332	
Deluxe	530	560	408		345	
<u>Lake View</u>						
Standard	510	540	393		332	
Superior	530	560	408		345	
Deluxe	550	580	424		358	
<u>Penthouses</u>						
Enzian	1200	1200	On Request		On Request	
Edelweiss	1200	1200	On Request		On Request	
Arnika	1200	1200	On Request		On Request	

Black Out dates for Tour Operators are December 28-31.

Tour Operator rates are NET, Non-commissionable; taxes and gratuities are extra.

Additional Person Rate: 3rd & 4th Person rate is \$70.00 per person (this includes Hot European-inspired Buffet Breakfast).

Limited to 4 people in a room

Taxes: GST 5%, PST 8%, and MRDT 2%

Additional person charge (12 and over): Per night charge. Maximum 2 additional people in room.



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Room Rates:

- Rates are confidential and should not be published at any time or disclosed to a third party for any reason or purpose, including on-line agents.
- Rates must be packaged and are extended on the understanding that the Hotel will be featured in promotional brochures both pictorially and editorially.
- Rates quoted are applicable only to Tour Operator Programs of below 10 rooms. Rates are not applicable for Incentive, Corporate Meetings, Trade Delegations and Convention Groups.
- Late check-out and early check-in is subject to availability and must be confirmed with the hotel prior to arrival.

Value Added Benefits included in Guest Room Rates (Over \$100 in value per person, per day):

- Full hot breakfast for 2 in PeakFine Restaurant
- Access to KurSpa (40, 000sqft) and our 7 unique steam rooms and saunas, indoor pool with underwater music and lights, hot pool and outdoor infinity pool, Kneipp waterway, Tea & Serenity rooms and Fitness Studio;
- Valet underground parking;
- Wireless in-room internet (plus use of the public PC's in the library);
- All guests receive plush robes, spa towels and slippers for their use during their stay.

8. Description of the complimentary steam rooms

Hotel guests have the exclusive use of the 7 steam rooms and saunas. All steam rooms and saunas have different themes, temperature and humidity. Swarovski crystals are beautifully incorporated in the design: Rose steam room, Crystal steam room, Salt Cave; Aqua meditation, Herbal sauna, Panorama sauna, Classic sauna and the Igloo.

9. Allocations

FIT rooms are free sale and based on availability at time of booking.

Check-in time: 4 pm

Check-out time: 11 am

10. Reservations

All reservations need to be made by fax: 1.250.275.1610 or email: reservations@sparklinghill.com

Please use the provided TO reservations request form supplied by Sparkling Hill Resort (Microsoft Excel Document).

11. Payment policy

Pre-payment for the FIT reservations held is required 14 days prior to arrival of the guests. To guarantee reservations, payment in full of room + tax and any other agreed to services must be made with a valid Company credit card or bank transfer. Individuals will be asked to provide a credit card at time of arrival for incidentals.

12. Cancellation policy

We require 72 hours' notice prior to 4 pm on your day of arrival for all accommodation bookings. For cancellations made within the restrictions of this policy, one night room and tax will be charged.



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ACCEPTANCE

To confirm the arrangement, please provide a signed copy of this agreement to the Sparkling Hill Resort sales department no later than **Thursday March 24th, 2016.**

On behalf of the **SPARKLING HILL RESORT**

On behalf of **BC GOLF GUIDE**

Signature:

Signature: _____

Name: Kayla Carlson

Name: _____

Title: Sales & Marketing Manager

Title: _____

Date: March 24th, 2016

Date: _____