



## 2017 Group & FIT Agreement

July 8, 2016

Mr. Ross Marrington  
BCGolfGuide.com  
1524 Woodridge Road  
Kelowna, BC V1W 3B4

**Re: BCGolfGuide.com**

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Dear Ross,

We are delighted that BCGolfGuide.com has once again selected Kelowna and Manteo Resort Waterfront Hotel & Villas.

Please find enclosed, our Tour & FIT booking agreement for your review and approval. Please return the signed booking agreement by **July 31, 2016**. You may email the booking agreement back to me or you can also fax to (250) 860-5852.

Should you have any further questions regarding our policies and procedures, please contact me directly at (250) 979-4533, at your convenience. I would be happy to assist you with any further details or information.

We look forward to once again working with you and BCGolfGuide.com in the upcoming year!

Kind regards,

A handwritten signature in purple ink that reads "M. E. Wright".

Mercedes Wright, Sales Manager  
Manteo Resort Waterfront Hotel and Villas

## Guestroom Rates 2017:

Accommodation Types	Jan 01 To Apr 27	Apr 28 To Jun 29	Jun 30 To Sep 03	Sep 04 To Sep 30	Oct 01 To Dec 31
Deluxe Guestroom, Mountainside	\$129.00	\$175.00	\$205.00	\$175.00	\$129.00
Deluxe Guestroom, Lakeside	\$149.00	\$205.00	\$245.00	\$205.00	\$149.00
One Bedroom Suite, Mountainside	\$149.00	\$195.00	\$265.00	\$195.00	\$149.00
One Bedroom Suite, Lakeside	\$169.00	\$225.00	\$305.00	\$225.00	\$169.00
Two Bedroom Villa, Gardenside	\$209.00	\$329.00	\$590.00	\$329.00	\$209.00
Two Bedroom Villa, Beachfront	\$244.00	\$364.00	\$630.00	\$364.00	\$244.00
Three Bedroom Villa, Gardenside	\$259.00	\$399.00	\$635.00	\$399.00	\$259.00
Three Bedroom Villa, Beachfront	\$294.00	\$434.00	\$675.00	\$434.00	\$294.00

Room rates are based on single/double occupancy for Deluxe and Premium accommodation. Each additional person in the room is \$20.00, plus applicable taxes per night. Children aged 17 years and under stay free when accompanied by an adult.

The Canadian dollar rates quoted above are net non-commissionable and are exclusive of taxes. The current taxes are 10% Hotel Sales Tax (HST) and 5% Goods & Services Tax (GST).

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

### Restrictions:

Please note that all long weekends require a 3 night minimum stay. Please reference the attachment for long weekends and minimum night stays for bookings in 2016.

Deluxe Guestrooms have either one king bed or two queen beds with luxurious duvets, feather beds and feather pillows. Guestrooms feature a private balcony, business desk, flat screen TV, iPod docking station, and in-room safe.

Premium One Bedroom Suites have a private bedroom with a king size bed, including luxurious duvets, feather beds and feather pillows, living room with double pullout sofa, fully equipped kitchen and dining area. Suites also feature a private balcony, business desk, flatscreen TV's, iPod docking station, iPod stereo, and in-room safe.

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 bed. Guestroom beds have luxurious duvets, feather beds and feather pillows. Villas also have their own private living room with gas fireplace & queen pullout sofa, full kitchen, dining room, private patio with BBQ. Amenities include flat screen TV's, iPod docking station, iPod stereo, and in-room safe.

Three Bedroom Villas feature three separate bedrooms. The villa includes a master bedroom with a king size bed, including a private ensuite bathroom, second bedroom with one double size bed, a third bedroom with twin beds, and a private den with a queen pullout sofa bed. Guestroom beds have luxurious duvets, feather beds and feather pillows. Villas also have their own private living room with gas fireplace & queen pullout sofa, full kitchen, dining room, private patio with BBQ. Amenities include flat screen TV's, iPod docking station, iPod stereo, and in-room safe.

### Porterage:

The hotel provides mandatory porterage service for all groups (5 or more rooms) at a charge of \$7.00 per person round trip, inclusive of taxes and gratuities.

*Handwritten signature*  
 July 8/2016

### Smack DAB Restaurant:



Smack DAB is a lively kitchen and bar located in the heart of Manteo Resort on the shores of Okanagan Lake. Open daily for buffet breakfast, lunch, dinner and late-night snacks. Enjoy our new style classics with big bold flavours. Smack DAB is as perfect for a quick beer after work as it is for an amazing dinner on Kelowna's largest lakeside patio.

Sit in a booth and watch our Smack DAB chefs prepare your favourite item from our forno oven & open concept kitchen area. The room is designed to take full advantage of the incredible lake views from the restaurant and bar, private dining room, and outdoor patio. Large folding glass doors allow for an open-air environment in the summer months. We are equally serious about our suds as we are about our food. We offer Kelowna largest selection of craft beer.

### Smack DAB – Daily Buffet Breakfast:

Guests can join us every day in our Smack DAB restaurant for our Chef attended breakfast buffet including:

Hot Items: Bacon, scrambled eggs, blueberry flapjack with maple syrup, breakfast pizza, roasted Hashbrowns.

Cold Items: Yogurt, granola, sliced fruit, freshly baked muffins, sweet flatbread and a selection of breads for toasting with butter & preserves.

Choice of Coffee or Tea

The price for Resort Guests is: \$12.95, plus applicable gratuities & taxes.

Would you like breakfast vouchers provided to your FIT guests?

☐ Yes ☐ No

### Deposit / Billing - FIT (4 or less rooms):

A review of the credit terms will take place in December 2016. Pending approval, final payment will be direct billed upon completion of the guests stay.

### Cancellation Policy – FIT (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 29, 2016 and  
September 5 to December 31, 2016

48 hours prior to any night within the reservation dates.

June 30 to September 4, 2016

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

Please note that all cancellations must be received in writing.

### Reservation Method – FIT Requests (4 or less rooms):

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

Hotel Number:	(250) 860-1031
Fax:	(250) 860-1041
E-mail:	<a href="mailto:reservations@manteo.com">reservations@manteo.com</a>
Website:	<a href="http://www.manteo.com">www.manteo.com</a>

### **Reservation Method – Group Requests (5 or more rooms):**

All requests for group reservations are to the Sales Department. Your contact information is as follows:

Reservations:	Mercedes Wright
Direct Line:	(250) 979-4533
Fax:	(250) 860-1041
E-mail:	<a href="mailto:sales@manteo.com">sales@manteo.com</a>
Website:	<a href="http://www.manteo.com">www.manteo.com</a>

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

### **Groups (5 or more rooms):**

A separate agreement will be issued for any groups with 5 or more guestrooms and/or 10 or more room nights.

### **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.

### **Booking agreement Conditions:**

- A) Any changes to this booking agreement 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 booking agreement 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.

**Option Date:**

To confirm arrangements for this meeting, please sign and return a copy of this booking agreement prior to **July 31, 2016**. If we have not received your confirmation by this date we reserve the right to release all space for resale.

Thank you Ross, for choosing Manteo Resort - Waterfront Hotel and Villas. We look forward to welcoming BCGolfGuide.com guests to our hotel.

Kind Regards,

On behalf of BCGolfGuide.com:

Name:\_\_\_\_\_

Signature:\_\_\_\_\_

Date:\_\_\_\_\_

Mercedes Wright, Sales Manager  
Manteo Resort Waterfront Hotel & Villas



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 booking agreement. (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 Manager  
Manteo Resort – Waterfront Hotel & Villas  
3762 Lakeshore Road  
Kelowna, BC, V1W 3L4  
Email: sales@manteo.com  
Tel: (250) 979-4533  
Fax: (250) 860- 1041



### 201 Statutory Holidays

Monday, February 13<sup>th</sup> – Family Day  
Friday, April 14<sup>th</sup> – Good Friday\*  
Monday, May 22<sup>nd</sup> – Victoria Day  
Saturday, July 1<sup>st</sup> – Canada Day  
Monday, August 7<sup>th</sup> – BC Day  
Monday, September 4<sup>th</sup> – Labour Day  
Monday, October 9<sup>th</sup> – Thanksgiving Day

All reservations occurring over a long weekend require a 3 night minimum for any stay that arrives on the Friday night.

Reservations will not be accepted for Saturday arrivals over these holidays.

\* 3 night minimum in effect for Thursday arrivals.

### Minimum Night Stays for Villa Reservations

(June 30<sup>th</sup> – September 3<sup>rd</sup> 2017)

Arrival on Sunday, Monday or Tuesday – 3 night Minimum Stay

Arrival on Wednesday, Thursday, Friday or Saturday – 4 night Minimum Stay