



## 2015/2016 WHOLESALE NET ROOM RATES AGREEMENT

BC Golf Guide / Golf the World Vacations

1524 Woodridge Road

Kelowna BC

V1W 3B4

Danny Leitch

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519-802-2077 - cell

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November 21, 2014

To all parties concerned,

The St. Eugene Golf Resort & Casino welcomes your clients and offers the following Wholesale room rates.

### Tour Rates Eligibility

Net tour rates are extended to those licensed, wholesale tour operators who feature the specific hotel(s) in a published brochure or catalogue.

All room rates are net, non-commissionable and will be based on the European Plan (no meals) unless otherwise specified.

### Room Only Rates:

2015/2016	Mid-week	Weekend
Dates	Sun-Wed	Thurs-Sat & long weekend Sundays
Jan 1, 2015 – April 30, 2015	99	99
May 1, 2015 – Sept 30, 2015	104	124
Oct 1, 2015- April 30 2016	99	99
May 1, 2016 - July 31 2016	109	129
Aug 1-Sept 30 2016	109	129 ** 2 Night Minimum
Oct 1, 2016 – April 30, 2017	99	99

Room rates are based on double occupancy in a Standard Lodge room with 1 king bed or 2 double/queen beds.  
Upgrade to a Premier Garden-view room for \$16 or a Mission Deluxe room for \$40

*Rates are quoted in Canadian funds and are net, non-commissionable and EXCLUSIVE of 5% GST + 8% PST.  
Taxes and all rates are subject to change without notice.*

### Room Allotments

Rooms are based on single or double occupancy; additional occupants up to a maximum of 4 people can be accommodated at an additional cost of \$20 per person. All rooms are non-smoking. We appreciate your submission of bed-type request and every effort will be made to accommodate these requests, based on availability.

• St. Eugene Golf Resort & Casino •

7777 Mission Road, Cranbrook, British Columbia, Canada V1C 7E5

St. Eugene Sales Manager 250.420.2005 | Sales Office Fax 250.420.2026 | Central Reservations 1.866.292.2020

Golf Operations | Phone: 250.420.2060 | Golf Pro Shop Fax: 250.489.3011 | [www.steugene.ca](http://www.steugene.ca)

Initial: \_\_\_\_\_

WLS Net Rates Contract

**Tariff/Brochure Publication**

In compliance with laws on packaged travel, St. Eugene Golf Resort & Casino has a responsibility to consumers to ensure that the description of our product and service is accurate in all material respects. In order to comply with this directive, we request that you submit all printed descriptive and/or advertising copy pertaining to St. Eugene Golf Resort & Casino to us for review, no later than 30 days prior to publication. We request that the hotel be featured with a hotel photograph whenever possible, with the name featured with our corporate identification, e.g. St. Eugene Golf Resort & Casino.

**Check-In/Check-Out Time**

Check -In: 4:00 pm (MST); Check-Out: 11:00 am (MST). 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.

**WHOLESALE / GROUP POLICIES/PROCEDURES****Wholesale Agreements**

Wholesale agreements are renewed on a yearly basis. Should you wish to maintain an agreement with St. Eugene Golf Resort & Casino, we require a signed copy of this agreement prior to the commencement of the program, a copy of your current brochure or catalogue, and a sample copy of the voucher that your customers will present.

**Room Reservation Requests/Changes**

For all Wholesale group inquiries, please contact:

*Ashley Wyatt | Sales Manager | (250) 420-2005, Fax: (250) 420-2026, Email: [awyatt@steugene.ca](mailto:awyatt@steugene.ca) or [sales@steugene.ca](mailto:sales@steugene.ca)*

For individual Wholesale room reservations, golf reservations or changes to an individual booking please contact:

*St. Eugene Reservations team | 1-866-292-2020, Fax (250) 420-2001, Email: [reservations@steugene.ca](mailto:reservations@steugene.ca)*

*Kerri Edmunds | Front Office Manager | Toll-free 1-866-292-2020, Phone: (250) 420-2015, Fax: (250) 420-2001, Email: [kedmunds@steugene.ca](mailto:kedmunds@steugene.ca)*

**Taxes**

Currently room rates are subject to the following taxes:

- 1) 5% GST + 8% PST = 13.0%

**Additional Accommodation**

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

**Escort or Driver Accommodation**

For bus tours, a complimentary room will be provided for the bus driver with a minimum of 20 paid guest rooms per night.

**Luggage Handling**

The St. Eugene Mission Resort standard policy for luggage handling is \$3.25 plus applicable taxes, per bag, round trip.

**Family Plan**

Children 16 years of age and under may stay at no extra charge in their parent's room (excluding meals).

**Incidental Charges**

As we do not have the addresses of the tour patrons, it is the policy of St. Eugene Golf Resort & Casino that the tour escort assists 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 group reservations. Tour operators will be responsible for the payment of gratuities and should include all charges when costing their packages.

**Motor Coach Parking**

Motor coach parking is located on site and is complimentary.

**Pledge Relocate Policy**

In the event the hotel does not honor all guaranteed reservations to your tour group, then the hotel shall, at its own expense, secure comparable accommodations and provide, at its own expense, transportation to and from such accommodation. This shall apply to each day (two nights maximum) during which rooms are not provided and guests must be housed elsewhere.

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**Payment Procedure**

**BC Golf Guide / Golf the World Vacations** is responsible for payment of bedroom accommodation, meals, gratuities and/or baggage (where applicable) and taxes. A major credit card is required to secure any group booking. See cancellations policy below.

For questions regarding billing please contact our Financial Services Department at 250-420-2042 or [ssims@steugene.ca](mailto:ssims@steugene.ca)

**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**

In the event of a group and/or tour cancellation or room block reduction, the hotel is to be notified in writing 31 days prior to arrival or the following charges will apply:

- a) For rooms cancelled 30-15 days prior to arrival, 50% of the value of the contracted rooms
- b) For rooms cancelled 14-0 days prior to arrival, 100% of the value of the contracted rooms

**Attrition**

Right up until 48 hours prior to arrival, **BC Golf Guide / Golf the World Vacations** may reduce their room block by up to 20% without penalty, by providing written notice to the Hotel. Anything over that amount will be subject to a cancellation charge of 1 nights' room and tax per cancelled room. Under no circumstances shall the Hotel unilaterally reduce the room block without prior written consent.

**No Shows for hotel rooms**

For no show, that is guests who without prior cancellation fail to arrive at the hotel, tour operators must reimburse the hotel's loss, up to a maximum of one night's accommodation.

**Final Acceptance**

To confirm the above arrangements on a definite basis, we require a signed copy of this agreement to be received by us no later than **December 20, 2014** in order to guarantee your space and/or rate. After you have had an opportunity to review and approve this agreement, please sign and date the following page and return a copy directly to me. We look forward to working with you and welcoming your guests to the St. Eugene Golf Resort & Casino.

**On behalf of St. Eugene Golf Resort & Casino:**

Authorized Signature:

*Ashley Wyatt*

Sales Manager

St. Eugene Golf Resort & Casino

Phone: [250] 420-2005

Cell : [250] 919-5247

Fax: [250] 420-2026

[awyatt@steugene.ca](mailto:awyatt@steugene.ca)

Date:

**BC Golf Guide / Golf the World Vacations :**

Authorized Signature:

Name:

Title:

Date:

Written acceptance constitutes a binding agreement between **BC Golf Guide / Golf the World Vacations** and the St. Eugene Golf Resort & Casino, therefore, this document must be signed by a representative authorized to commit such arrangements on behalf of **BC Golf Guide / Golf the World Vacations**.