



## Summer 2017 Net Contract

### Contact:

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*ATTN: Jasmine*

### Contact:

Sales Coordinator  
Melissa Sutherland  
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Contact **Danny Leitch**

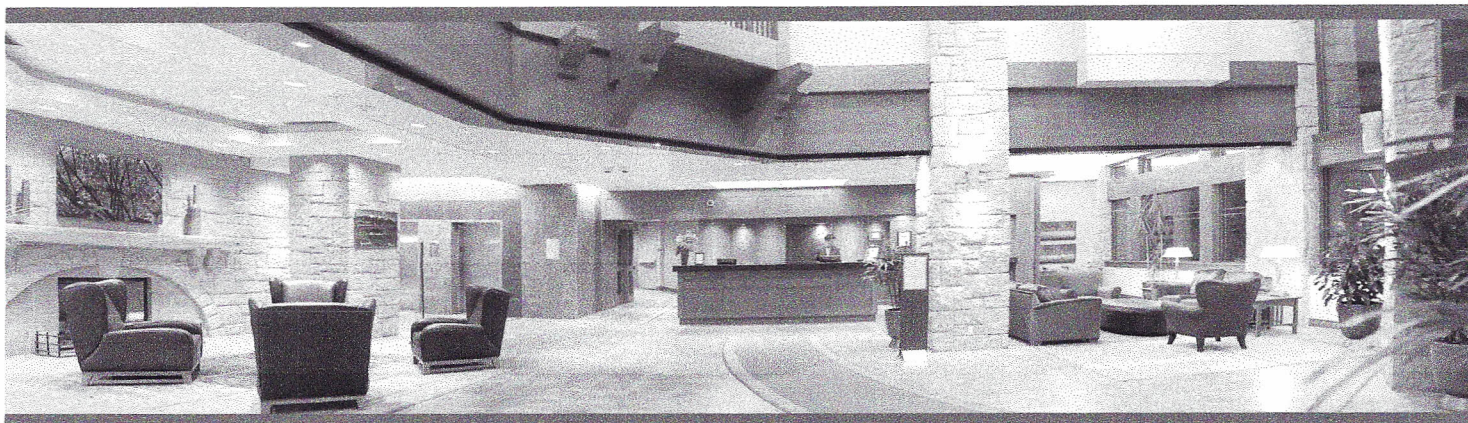
Email **[danny@bcgolfguide.com](mailto:danny@bcgolfguide.com)**

Phone **519-800-3701**

Room Category	Apr 16 - Jun 15	Apr 16 - Jun 15	Jun 16 - Sept 9	Jun 16 - Sept 9	Sept 10 - Nov 22	Sept 10 - Nov 22
	(Sun—Thurs)	(Fri & Sat)	(Sun—Thurs)	(Fri & Sat)	(Sun—Thurs)	(Fri & Sat)
Traditional Double	\$88	\$95	\$107	\$118	\$88	\$95
Traditional King	\$94	\$102	\$114	\$125	\$94	\$102
Deluxe King Studio	\$124	\$134	\$130	\$140	\$124	\$134
Deluxe Queen Studio	\$129	\$139	\$136	\$145	\$129	\$139
Below Rooms by request only						
Loft Suite	\$136	\$150	\$171	\$181	\$136	\$150
1 Bedroom Suite	\$147	\$160	\$182	\$191	\$147	\$160
1 Bedroom with Loft	\$179	\$192	\$245	\$284	\$179	\$192
2 Bedroom Suite	\$204	\$256	\$280	\$379	\$204	\$256
3 Bedroom Suite	\$285	\$406	\$397	\$598	\$285	\$406

*(D)*





## Rooms & Suites Descriptions

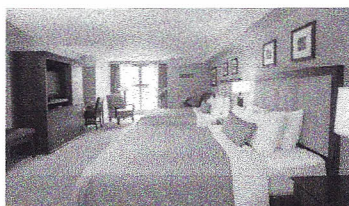
### Traditional Room



Either two double beds or one king bed, table & chairs, coffee maker, small fridge, flat screen HD TV and full bathroom. Sleeps 2-4

*\*These rooms were newly renovated in Spring 2015. Renovations include modern new bathrooms with Deep Soaker Tubs, new heat and cooling units, new drapery and soft furnishing, new electrical upgrades and paint.*

### Deluxe Studio



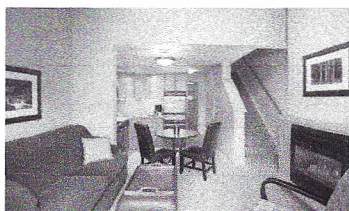
Either two queen beds, or one king bed and a pull out sofa bed, hospitality centre with microwave, fridge and sink, flat screen HD TV and full bathroom. Sleeps 2-6

### Loft or 1 Bedroom



Either a king or queen bed in the loft or bedroom and a pull out sofa bed in the living area. Kitchenette with cook-top and convection microwave oven, table & chairs, full bathroom and flat screen HD TVs. Sleeps 2-4

### One Bedroom plus Loft



This suite offers a one bedroom with loft suite featuring a king bed in the loft and a king bed in the private bedroom. King split available. (This is not an adjoining unit). Queen sofa bed in the living room, full kitchen, 2 full bathrooms, balcony, fireplace and 2 HD flat screen TV's. Sleeps 4-6.

### Two Bedroom Suite



With large patios, fireplaces, full kitchens, and some of the most breathtaking views of both Whistler and Blackcomb mountains. King in the master bedroom, twins in second bedroom, and a pull out sofa bed in the living area, two full bathroom and flat screen HD TVs. Sleeps 4-6.

### Three Bedroom Suite



With large patios, fireplaces, full kitchens, and breathtaking views of both Whistler and Blackcomb mountains. King in the master bedroom, twins in second bedroom, Split King in third bedroom, and a pull out sofa bed in the living area, two full bathroom and flat screen HD TVs. Sleeps 4-8.





## Policies & Procedures:

### ROOMS

- ▣ Traditional Rooms, Deluxe Studios, Loft Suites and 1-Bedroom Suites rates are based on single & double occupancy.
- ▣ The 2-Bedroom Suites and 1-Bedroom plus Loft Suites are based on 4 persons sharing.
- ▣ The 3-Bedroom suites are based on 6 persons sharing.
- ▣ Please note that our 3 Bedroom Penthouse can be made into a 4 Bedroom Penthouse, please phone for rates.
- ▣ Additional person charge is \$30.00 per person per night.

### NET

- ▣ 2 night minimum stay on Saturday night arrivals between June 16th—Sept 19th 2017, for Traditional Rooms, Deluxe Studios and 1 Bedroom or Loft Suite.
- ▣ 2 night minimum all season for 2 Bedroom and 3 Bedroom Suites.
- ▣ Due to unforeseen circumstances and periods of high occupancy the Hotel reserves the right to close out net wholesale rates for certain room types or the entire hotel.
- ▣ Availability over closed out dates will not be considered at net wholesale rates.
- ▣ Wholesale rates are subject to availability. The Hotel reserves the right to offer a discount off our Best Available Rate, to provide a net, non-commissionable rate for reservation requests where wholesale rates are not available.
- ▣ All Reservations are subject to net inventory availability which can only be confirmed directly through the Crystal Lodge Sales Coordinator, Melissa Sutherland.

### BREAKFAST

- ▣ Breakfast is not included in the rate, but available upon request (prices and conditions apply).
- ▣ If the guest arrives with breakfast voucher and breakfast has not been arranged prior, the tour operator will be charged the price of the breakfast. The net wholesale rate for group breakfast may not apply.

### PORTERAGE

- ▣ Optional \$7.00 portage per person available (round trip plus 5% HST). This not mandatory.

### HOTEL POLICIES

- ▣ Roll away beds are not available at the hotel.
- ▣ Check in time 4:00pm and Check out time 11:00am
- ▣ All guests are responsible for their own incidental charges.
- ▣ The Crystal Lodge is a non-smoking property.
- ▣ Parking is an additional \$22.00 per vehicle per night plus applicable taxes and is subject to change. Hybrid vehicles are free!
- ▣ All rooms have complimentary high speed internet.

### AGE POLICY

- ▣ Age Policy: Occupants must be 21 years of age or older, guests under 21 must be accompanied by an adult in existing room. Children under 17 stay free, when accompanied by an adult(s) in the existing room, over 21 years of age.







## Policies & Procedures:

### BOOKING PROCEDURE

- ☐ All availability and reservation requests are to be emailed or faxed to the attention of:  
Sales Coordinator  
Email: [msutherland@crystal-lodge.com](mailto:msutherland@crystal-lodge.com)  
Facsimile: 1-604-932-1886
- ☐ All reservation requests must clearly identify guest name, number of guests (adults and children), dates of booking and room type.
- ☐ Any 'special offer' must be referred to at the time of the reservation request to be applicable.
- ☐ All reservations will be confirmed via a return email or fax with a hotel confirmation number within 24 hours, within a standard working week.
- ☐ Reservations will not be considered confirmed unless you have received the hotel confirmation number.

### CANCELLATION POLICY

- ☐ A 48-hour FIT cancellation policy will apply. Reservations cancelled or shortened within 48 hours of arrival are non-refundable.
- ☐ There is no refund for early checkouts, late check-ins, and no shows.

### PAYMENT POLICY

- ☐ Hotel rates are quoted in Canadian dollars and are subject to 15% applicable government taxes: 10% Provincial Hotel Tax (8% PST & 2% MRDT) and 5% GST. Taxes subject to change.
- ☐ All bookings must be made with a credit card
- ☐ Full payment is required 48 hours prior to arrival of guest. In the event that payment is not received, the hotel reserves the right to release the space for general sale.
- ☐ Please indicate below your company accounting details for invoicing:

Accountant name: Ross MARRINGTON  
 Email: Ross@Beauregard.com  
 Phone: 877 223 7226

### BREAKFAST

Breakfast is not included in the rate, but available upon request (prices and conditions to apply).

- ☐ If the guest arrives with breakfast voucher and breakfast has not been arranged prior, the tour operator will be charged the price of the breakfast. The net wholesale rate for group breakfast may not apply.
- ☐ Breakfast Vouchers for Wild Wood Pacific Bistro can be provided for \$18 per person per day including tax and tip. This breakfast voucher will be valid for the items outlined in Appendix A.
- ☐ Should a guest wish to order off the Wild Wood's a la cart menu the voucher can be used as a \$18 credit towards the bill. Please note that if the voucher is used as a credit none of the items in Appendix A will be included for free. The voucher cannot be redeemed for cash and will not be replaced if lost or stolen.

*(Handwritten signature)*





## Marketing

### GENERAL DESCRIPTION OF HOTEL (50 words)

The Crystal Lodge offers an unbeatable location in Whistler Village. Featuring rooms to suit everyone from newly renovated traditional hotel rooms to stunning mountain view three bedroom suites. Just steps away from Whistler and Blackcomb gondolas, with 20 onsite retail shops and restaurants and complimentary ski valet. Your perfect Whistler experience.

### HOTEL AMENITIES

 Heated outdoor pool	 Complimentary toll free and local phone calls
 Outdoor hot tub	 Complimentary wireless Internet access in all guest rooms
 Sauna	 Complimentary baby cribs available upon request
 Fitness centre	 Underground Parking (additional cost)
 Complimentary ski/bike valet	 Valet Parking (additional cost)
 6 onsite Restaurant/Lounges	 Guest laundry facilities (additional cost)
 16 onsite retail shops	 Business Centre
 Onsite Salon & Spa	 24-hour Front Desk & Concierge
 High Definition flat screen television	 Daily Housekeeping
 Dog Friendly rooms available (additional cost)	
 No Resort Fees	

### IMAGES

To download our most recent images, please go to our ftp site as follows:

Website: <ftp://ftp.golfbc.com/>  
 User Name: crystalteam  
 Password: Crystal0081

In the each of the folders (Rooms, exteriors, amenities) you will find all of our current images of the Hotel. These can be used to promote the Crystal Lodge & Suites. Please ensure that you are using these current images of the Hotel in all marketing materials.





## Black out Dates:

- June 2, 3 and 16 & 17
- July 17-23 & 27—30
- August 4-6 & 11-12 & 18-19
- September 9

## Special Offers:

Room Type	1 night stay Sunday—Thursday nights (excluding June 16—Sept. 9)	2 or 3 nights stay	4 or more nights stay
Traditional Room	10%	10% off	15% off
Deluxe Studio's & Suites	-	10% off	15% off

- ☐ Special offers available for bookings made by **March 31st, 2017** only.
- ☐ In order to receive these offers you must note this at time of booking
- ☐ Not available for group bookings.
- ☐ 1 night stay discount promotion is not applicable to June 16—September 9, 2017 nights

## Contract Agreement

I agree to the terms and conditions set forth in this agreement. I also understand the cancellation policy and late-cancellation payment terms.

Company/ Group

BC Golf Guide

Contact Name

Danny Leifer

Contact Signature

D. Leifer

Date:

Oct 28 / 16



## **APPENDIX A**

### **Wild Wood Pacific Bistro Breakfast Voucher Menu and Terms**

Wild Wood Pacific Bistro Breakfast vouchers can be provided for \$18 per person per day including tax and tip. This breakfast voucher is valid for a choice of one of the following:

#### **The Classic**

Two eggs any style with choice of sausage, bacon, ham, or fried tomatoes. Served with pan fried Pemberton potatoes and choice of toast

#### **The Original Benedict**

Smoked ham, 2 poached eggs over English muffins with fresh in house homemade hollandaise sauce, served with pan fried Pemberton potatoes

#### **Wild Wood Omelet**

Three eggs filled with cheddar, served with pan fried Pemberton potatoes and choice of toast

#### **French Toast**

Three pieces of texas toast dipped in egg and griddled golden, served with syrup

#### **Oatmeal and Wildberries**

Bowl of hearty oatmeal served with a side of warm wild berries, brown sugar, and milk

*This breakfast includes a coffee or red rose tea*

*\*\$18 including tax and 18% gratuity\**

Should a guest wish to order off the Wild Wood a la cart menu the voucher can be used as a \$18 credit towards the bill. Please note that if the voucher is used as a credit none of the above items will be included for free. The voucher cannot be redeemed for cash and will not be replaced if lost or stolen.

All Breakfast Vouchers must be organized prior to guest arrival and the operator is responsible for payment of the breakfast vouchers as part of the reservation.