



2018 Wholesale Agreement

August 11, 2017

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

Re: BCGolfGuide.com

Dear Ross,

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

Please find enclosed, our wholesale booking agreement for your review and approval. Please return the signed booking agreement by August 31, 2017. 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 2018:

Accommodation Types	Jan 01 To Apr 30	May 01 To June 14 Sun-Thu	May 01 To Jun 14 Fri-Sat	Jun 15 To Sep 02	Sep 03 To Sep 29 Sun-Thu	Sep 03 To Sep 29 Fri-Sat	Sep 30 To Dec 31
Deluxe Guestroom	\$139.00	\$189.00	\$219.00	\$249.00	\$189.00	\$219.00	\$139.00
Deluxe Guestroom, Lakeside	\$159.00	\$229.00	\$259.00	\$309.00	\$229.00	\$259.00	\$159.00
One Bedroom Suite	\$159.00	\$229.00	\$259.00	\$309.00	\$229.00	\$259.00	\$159.00
One Bedroom Suite, Lakeside	\$179.00	\$269.00	\$299.00	\$369.00	\$269.00	\$299.00	\$179.00
Two Bedroom Villa, Gardenside	\$209.00	\$319.00	\$349.00	\$590.00	\$319.00	\$349.00	\$209.00
Two Bedroom Villa, Beachfront	\$249.00	\$379.00	\$409.00	\$650.00	\$379.00	\$409.00	\$249.00
Three Bedroom Villa, Gardenside	\$259.00	\$389.00	\$419.00	\$635.00	\$389.00	\$419.00	\$259.00
Three Bedroom Villa, Beachfront	\$299.00	\$449.00	\$479.00	\$695.00	\$449.00	\$479.00	\$299.00

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 subject to taxes and resort fees. The current taxes include: 11% Hotel Sales Tax (HST) and 5% Goods & Services Tax (GST).

Resort Fees are \$15.00 per day, plus GST. Resort fees includes property wide high-speed Internet, parking, local calls, business center, fitness center, in-room bottled water, lobby coffee service, and all resort amenity access including indoor & outdoor swimming pools, hot tubs, tennis courts, putting green and private beach.

*Some resort amenities are seasonal.

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

Deluxe Guestrooms have either one king bed or two queen beds. 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, 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. 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. 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.

Restrictions:

Please note reservation restrictions apply throughout the year. Please reference the last page of this document for long weekends and minimum night stay restrictions for bookings in 2018.

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.

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: \$15.95, 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 2017. 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 14, 2018 and September 3 to December 31, 2018	48 hours prior to any night within the reservation dates.
--	---

June 15 to September 2, 2018	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:	reservations@manteo.com
Website:	www.manteo.com

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:	sales@manteo.com
Website:	www.manteo.com

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 August 31, 2017. 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,



Mercedes Wright, Sales Manager
Manteo Resort Waterfront Hotel & Villas

On behalf of BCGolfGuide.com:

Name: _____

Signature: _____

Date: _____



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



2018 Statutory Holidays

Monday, February 12th – Family Day
Friday, March 30th – Good Friday*
Monday, May 21st – Victoria Day
Sunday, July 1st – Canada Day
Monday, August 6th – BC Day
Monday, September 3rd – Labour Day
Monday, October 8th – 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 15th – September 2nd 2018)

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

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