



Northstar Mountain Village Resort (NSMV)

2018 Supplier Agreement

NORTHSTAR MOUNTAIN VILLAGE RESORT

- NSMV is a family orientated resort – please consider this when making group reservations (ie no bachelor parties, etc)
- NSMV has a **strict** noise policy, and reserves the right to evict any guest in violation of this policy. A copy of the noise policy can be found in Appendix 1.
- NSMV has a **strict** no pet policy, charges will be applied if guests are found bringing a pet on-site
- All guests MUST check-in at the NSMV front desk upon arrival, and sign the required check-in forms. If they fail to check-in, this then becomes a liability for the wholesaler. The terms & conditions on this form can be found in Appendix 2.
- Office hours are seasonal at NSMV. Please ensure that if you guest is arriving after hours, they are aware of the after hours procedure.
- Check in time is 4:00pm. Check out time is 10:00am.

BOOKING TERMS

- Reservations are subject to availability at NSMV at the time of booking
- Availability must be verified by a NSMV staff member prior to a reservation being confirmed
- NSMV will do their best to accommodate any condo requests, however NSMV makes **no guarantee** of condo configuration or condo allotment. There are some 3 bedroom condos at NSMV that have a hide-a-bed in the 3rd bedroom – please ensure that your guests are aware of this. Please DO NOT guarantee unit configuration on behalf of NSMV
- Supplier to provide all guests with confirmation terms & conditions as used by NSMV. A copy of these can be found in Appendix 3
- Peak season wholesale bookings will only be accepted until NSMV hits 70% occupancy. After this, NSMV will accept bookings at Rack Rate only

CANCELLATION POLICY

- For pre-paid bookings: All cancellations must be made 30 days prior to arrival for a full refund. If cancellation notice is received within 30 days of arrival, 1night deposit will not be refunded.
- For invoiced bookings: All cancellations must be made 30 days prior to arrival. If cancellation notice is received within 30 days of arrival, 1night deposit will be billed.



SUPPLIER POLICY

- NSMV will provide a net rate of 20% off NSMV Rack Rate as per the rate schedule on page 4 of this agreement, with the exception of bookings in peak season when NSMV occupancy is over 70%
- NSMV will email a reservation confirmation for all confirmed bookings to the wholesaler
- It is NSMV policy to have a credit card on file for incidentals for all guests. This will be requested of the guest when they check in at NSMV

RATES

- The rates as listed on the rate schedule on page 4 are in Canadian currency, and are subject to 5% GST, 8% PST & 2% MRDT
- NSMV reserves the right to amend the rack rates at any time
- Wholesalers may not sell or advertise at rates lower than the Rack Rate unless written confirmation is given

PAYMENT TERMS

Pre-payment is the preferred form of payment for Northstar Mountain Village Resort. Please choose from the following 2 options:

- ☐ Invoice to be sent upon each guest departure. Invoices are due and payable upon receipt. Invoices must be paid in full within 15 day from the date of invoicing, via cheque, electronic funds transfer or email transfer. Interest will be charged on all invoices not paid within 15 days of the invoice date at a rate of 2% per month.
- ☐ Pre-pay the full amount of each reservation via cheque, electronic funds transfer or email transfer. Pre-payment is due 30 days before guest arrival.

I have read and agree to the above terms and conditions:

Company Name

Authorized Representative

Date

Appendix 1 – NSMV Noise Policy

Appendix 2 – Check-in Terms & Conditions

Appendix 3 – Confirmation Terms & Conditions



2018 Rates

Northstar Mountain Village

NSMV 2018 Rack Rates													
		Value Season *		Mid Season *		High Season *		Peak Season * **					
Unit	Day of the week	Apr 16 - May 31		Jan 03 - Feb 7		July 1 - July 19		Day of the week		* Dec 20 - 29/17		Holiday Long Weekends:	
		Sept 10 - Dec 19		Feb 26 - April 15		July 22 - Aug 31				** Dec 30/17 - Jan 02/18		Sunday, April 1st	
		June 01 - June 30								*Feb 8 - Feb 25/18		Sunday, May 20th	
		Sept 1 - 9								* July 20 -21/18		Sunday, July 1st	
2 Bedroom	Sun-Wed	\$ 260.00	\$ 304.00	\$ 339.00	Sun-Sat	* dates	\$ 399.00	Sunday, August 5th					
	Thurs-Sat	\$ 305.00	\$ 358.00	\$ 377.00		** dates	\$ 489.00	Sunday, September 2nd					
	6+ nights	\$ 261.25	\$ 305.90	\$ 334.08				Sunday, November 11th					
3 Bedroom	Sun-Wed	\$ 280.00	\$ 335.00	\$ 374.00	Sun-Sat	*dates	\$ 489.00						
	Thurs-Sat	\$ 330.00	\$ 395.00	\$ 415.00		**dates	\$ 585.00						
	6+ nights	\$ 281.83	\$ 337.25	\$ 368.28									
* Minimum 2 night stay													
* Weekend rates apply to all Sunday nights over a holiday long weekend													
** Minimum 3 night stay													



Appendix 1 – Northstar Mountain Village Resort Noise Policy

Our goal at Northstar Mountain Village Resort is to offer an unparalleled mountain experience. As Kimberley's premier mountain retreat, we expect that all of our guests including homeowners and renters enjoy all of the adventure, fun and relaxation that they deserve.

For this reason, we would like to advise you of our **Noise Policy**.

QUIET HOURS ARE FROM 11 PM – 7 AM

This means:

- Music must not be heard from outside your unit
- No music on the deck at anytime
- No unnecessary noise while in the hot tub after 11 pm
- No shouting, door slamming, or running inside your unit

Disturbances to other guests will not be tolerated

THIS POLICY IS HELD WITH ZERO TOLERANCE

If we are required to remind you about the noise or receive a complaint from another guest, you will be presented with your first warning in the form of a letter. At this point, you are expected to bring the noise to an acceptable level.

If security/police have to visit your unit a second time, management will be contacted. Whether you will be allowed to continue with the remainder of your stay is the sole discretion of NSMV management. No refund will be given to you on your rental and any other cost you may incur.

In turn, if you need to place a noise complaint during your stay, please contact:

NSMV GUEST SERVICES... 250-427-7979

Between 8 am – 10:00 pm

IMPALLA SECURITY... 250-427-0662

Between 9:00 pm – 5:00 am

Thank you for your attention to this important matter.



Appendix 2 – Check-in Terms & Conditions

All guests are required to check-in at the Northstar Mountain Village Resort front desk, and sign off on the following terms and conditions of their stay.

I, *FirstName LastName*, agree to the following regulations:

1. **Departure time is 10:00 am.** Any extension **MUST** be confirmed with the front desk the evening before departure.
2. I will read the rules and regulations of the property provided. I agree that should I or any of my guests not observe these rules and regulations that Northstar Mountain Village and/or the building management do have the right to evict us.
3. Should any additional services be provided for the duration of my stay, I agree that my credit card will be used to pay for those services.
4. Should I or any other member of my party cause any damages to the suite and its furnishing or fixtures through willful neglect or abuse in the judgment of Northstar Mountain Village or its representative, I agree that payment in full will be charged to my credit card.
5. Should I or any other member of my party pollute the water in the Hot Tub to the point that it requires dumping, I agree to have a charge of **\$150.00** billed to my credit card. Chlorine dispenser **MUST** remain in the hot tub at all times.
6. Should all keys not be returned at the end of my stay, I agree to have a charge of **\$75.00** to my credit card. This charge is necessary to cover the cost of replacing the locks for security reasons.
7. I agree to have a **\$300.00** charge for cleaning the unit charged to my credit card should there be any use of tobacco products in the unit by either myself or my guests.
8. I agree to have a **\$300.00** charge for cleaning the unit, charged to my credit card, should there be a violation of the pet policy.
9. Please contact our Front Desk if you do not wish to receive promotional material via your email.
10. No person shall discharge, explode, set-off, detonate, or be in possession of any fireworks.
11. **Please do not place items close to the fireplace** for fire prevention and safety reasons. Guests will be charged for any damages resulting from placing items in close proximity.
12. **Air conditioning thermostats MUST remain at or above 20 degrees.** Lowering temperature will cause the unit to freeze and become inoperable for a minimum of 24 hours.
13. **Quiet hours MUST be observed between 11:00 PM and 7:00 AM**



Appendix 3 – Confirmation Terms & Conditions

The following is emailed to guests with their booking confirmations for Northstar Mountain Village Resort.

- **Check in time is 4pm. Check out time is 10am.** While we try our best to accommodate all requests, suite allocation **cannot** be guaranteed. All units are **non-smoking** and **pets are not allowed**.
- **Please bring any coupons, vouchers or gift certificates with you to present at time of check in.**
- **Notification Required:** In order for us to accommodate your arrival, please phone us with your estimated time of arrival - 250-427-7979 or email us at info@northstarmountainvillage.com, at least 24 hours prior to check-in.
- Our outdoor pool is seasonal. For dates, please contact our Front Desk team.
- Noise Policy **strictly enforced** from 11 pm – 7 am.
- 2 Bedroom units have 1 queen size bed, 2 twin beds, 2 bathrooms, private deck with BBQ & Hot Tub
- 3 Bedroom units may have a queen size bed, or a hide-a-bed in the 3rd bedroom depending on unit availability, most also include a set of bunk beds along with 3 bathrooms, private deck with BBQ & Hot Tub.
- NSMV can make **NO** guarantee on bedding configurations