



Summer 2019 Freesell Contract

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Phone 519-800-3701

Room Category	Release Date	Apr 22- Jun 13	Apr 22- Jun 13	Jun 14- Sept 14	Jun 14- Sept 14	Sept 15- Nov 20	Sept 15 - Nov 20
		(Sun—Thurs)	(Fri & Sat)	(Sun—Thurs)	(Fri & Sat)	(Sun—Thurs)	(Fri & Sat)
Crystal Double	7	\$95	\$139	\$168	\$306	\$95	\$139
Crystal King	7	\$103	\$150	\$180	\$329	\$103	\$150
Deluxe King Studio	7	\$130	\$192	\$211	\$382	\$130	\$192
Deluxe Queen Studio	7	\$141	\$205	\$234	\$404	\$141	\$205
Below Rooms by request only							
Loft Suite	-	\$150	\$235	\$237	\$437	\$150	\$235
1 Bedroom Suite	-	\$171	\$258	\$260	\$473	\$171	\$258
1 Bedroom with Loft	Available upon request*						
2 Bedroom Suite	Available upon request*						
3 Bedroom Suite	Available upon request*						

*Large Suites are available upon request at a maximum net rate of 15% off the Crystal Lodge Best Available Stay Longer Save More Rate Plan. Net rate margins are not applicable to Advance Purchase rate plans or other internal promotions.



Rooms & Suites Descriptions

Crystal Room



Newly renovated for 2017, these rooms are infused with natural light and feature either two double beds or one king bed, table & chairs, coffee maker, small fridge, flat screen HD TV and full bathroom. Sleeps 2-4

Deluxe Studio



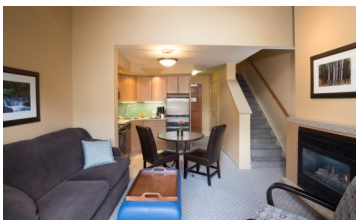
Either two queen beds, or one king bed and a pull out sofa bed, hospitality centre with microwave, fridge and sink, flat screen HD TV and full bathroom. Sleeps 2-6

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, two full bathroom and flat screen HD TVs. Sleeps 4-8.

Policies & Procedures:

ROOMS

- Crystal 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 Friday and Saturday night arrivals between June 14th—Sept 14th 2019, for Crystal 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.
- Additional person charge is \$30.00 per person per night.
- Room rates provided in this agreement are for Opaque Packaged Travel only.
- **Room rates provided in this agreement are not for distribution through any internet booking or electronic distribution systems which offer these rates as room-only or unbundled bookings in any manner.** (including and not limited to Online Travel Agent channels, Opaque websites, MetaSearch sites, Group buying, Flash Sales, Social Commerce, and mobile domains) This term applies to your company and your B2B partners. If it is discovered that the Crystal Lodge guestrooms are being made available to the end user as 'unpacked room only product', through your company or a B2B partner of your company, the Crystal Lodge may use their sole discretion to terminate this agreement immediately. Furthermore you agree to indemnify the Crystal Lodge for any loss or damage arising from your breach of this section.
- Package components (such as air or transfers) must be booked concurrently with the room booking and all components of the package shall not be itemized or disclosed to the guest at any time, including billing statements.

BLACKOUT DATES

- To be advised throughout the year via email.
- The Hotel will send regular notification of any closed out dates in advance and will give the Wholesaler up to 48 hours to advise their agents and to report any bookings sold for closeout periods to the Hotel.

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 portorage per person available (round trip plus 5% GST). 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 \$24.00 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: clucjan@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: 11% Provincial Hotel Tax (8% PST & 3% MRDT) and 5% GST. Taxes subject to change without notice.
- All bookings must be made with a credit card unless Direct Billing has been approved.
- 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.
- If the company has been approved for Direct Billing, full payment is required within 30 days of being invoiced.

Accountant name: _____

Email: _____

Phone: _____

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 \$22 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 \$22 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.



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 Crystal 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

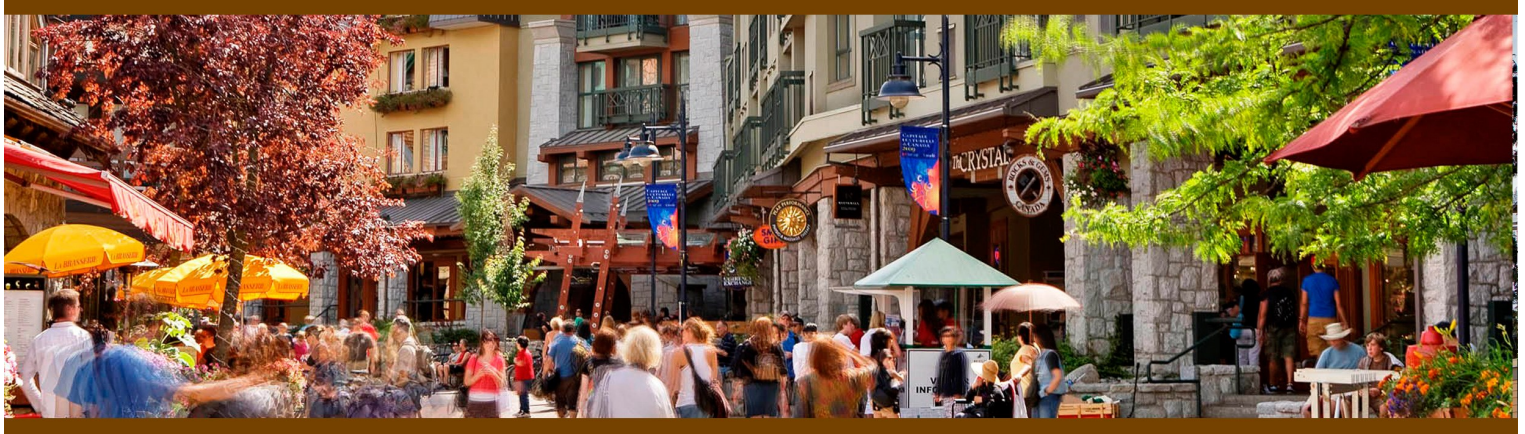
- Heated outdoor pool
- Outdoor hot tub
- Sauna
- Fitness centre
- Complimentary ski/bike valet
- 6 onsite Restaurant/Lounges
- 16 onsite retail shops
- Onsite Salon & Spa
- High Definition flat screen television
- Dog Friendly rooms available (additional cost)
- No Resort Fees
- Complimentary toll free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

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:

- To be advised throughout the year via email.

Special Offers:

Room Type	1—2 night stay	3—4 night stay	5 or more nights stay
All Room Types	10% off	20% off	30% off

- Special offers available for bookings made by **May 31st, 2019** only.
- In order to receive these offers you must note this at time of booking
- Not available for group bookings of 6 or more rooms per night.

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 _____

Contact Name _____

Contact Signature _____ Date: _____

APPENDIX A

Wild Wood Pacific Bistro Breakfast Voucher Menu and Terms

Wild Wood Pacific Bistro Breakfast vouchers can be provided for \$22 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

\$22 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 \$22 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.