



2019 Wholesale Agreement

November 30th, 2018

Ross Marrington
BC Golf Guide
#204 – 3731 Casorso Road
Kelowna, BC V1W 5E9

Re: **BC Golf Guide, 2019 Agreement**

We are delighted that **BC Golf Guide** is considering Manteo Resort Waterfront Hotel and Villas & Hotel Eldorado as the location for your clients visiting Kelowna.

Enclosed, you will find our 2019 room rates and policies for all Tour and FIT bookings.

GUESTROOMS AND RATES:

Manteo Resort:

Accommodation Types	Jan 01 to Apr 25	Apr 26 to Jun 27 Sun-Wed	Apr 26 to Jun 27 Thurs-Sat	June 28 to Sept 1
Deluxe Guestroom	\$145	\$195	\$225	\$259
Deluxe Guestroom, Lakeside	\$165	\$235	\$265	\$319
One Bedroom Suite	\$165	\$235	\$265	\$319
One Bedroom Suite, Lakeside	\$185	\$275	\$305	\$379
Two Bedroom Villa, Gardenside	\$215	\$325	\$355	\$629
Two Bedroom Villa, Beachfront	\$255	\$375	\$405	\$689
Three Bedroom Villa, Gardenside	\$265	\$395	\$425	\$689
Three Bedroom Villa, Beachfront	\$305	\$445	\$475	\$749

Accommodation Types	Sept 2 to Oct 5 Sun-Wed	Sept 2 to Oct 5 Thurs-Sat	Oct 6 to Dec 31
Deluxe Guestroom	\$195	\$225	\$145
Deluxe Guestroom, Lakeside	\$235	\$265	\$165
One Bedroom Suite	\$235	\$265	\$165
One Bedroom Suite, Lakeside	\$275	\$305	\$185
Two Bedroom Villa, Gardenside	\$325	\$355	\$215
Two Bedroom Villa, Beachfront	\$375	\$405	\$255
Three Bedroom Villa, Gardenside	\$395	\$425	\$265
Three Bedroom Villa, Beachfront	\$445	\$475	\$305

GUESTROOMS AND RATES (CONTINUED...)

Hotel Eldorado:

Accommodation Types	Jan 01 to Apr 25	Apr 26 to Jun 27 Sun-Wed	Apr 26 to Jun 27 Thurs-Sat	June 28 to Sept 1
Heritage Standard	\$125	\$155	\$185	\$239
Arms Standard	\$155	\$185	\$215	\$269
Heritage Superior	\$165	\$215	\$245	\$319
Arms Deluxe	\$175	\$225	\$255	\$329
Arms Luxury Suite	\$205	\$275	\$305	\$439

Accommodation Types	Sept 2 to Oct 5 Sun-Wed	Sept 2 to Oct 5 Thurs-Sat	Oct 6 to Dec 31
Heritage Standard	\$155	\$185	\$125
Arms Standard	\$185	\$215	\$155
Heritage Superior	\$215	\$245	\$165
Arms Deluxe	\$225	\$255	\$175
Arms Luxury Suite	\$275	\$305	\$205

Room rates are based on single/double occupancy, excluding Villas. Each additional adult in the room is \$20.00, plus applicable taxes per night. Children aged 17 years and under stay free when accompanied by an adult. Two Bedroom Villas are based on occupancy for up to six (6) people and Three Bedroom Villas are based on occupancy for up to ten (10) people.

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, two fitness centers, lobby coffee service, and all resort amenity access including indoor & outdoor swimming pools, hot tubs, tennis courts, putting green, rooftop sun patio and private beach. *Some resort amenities are seasonal.

Manteo Resort & Hotel Eldorado are pleased to be 100% non-smoking. Please ensure that guests are aware that smoking is not permitted in guestrooms or on guest balconies.

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 2019.

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.

BREAKFAST BUFFET:

The Resort offers a full breakfast buffet in Smack DAB, located at Manteo Resort. The breakfast buffet includes a selection of hotel and continental items, and a choice of coffee and tea for \$15.95, per person, plus applicable gratuities and taxes.

Would you like breakfast vouchers provided to your FIT guests?

☐ Yes ☐ No

DEPOSIT / BILLING - FIT (4 or less rooms):

Full prepayment is required 30 days prior to the guest arrival date.

CANCELLATION POLICY – FIT (4 or less rooms):

Individual cancellations and no-show reservations will result in a one-night room and tax charge (per room) unless cancellation notice is received prior to the following timelines

January 1 st to June 27 th , 2019 and September 2 nd to December 31 st , 2019	48 hours prior to any night within the reservation dates
June 28 th to September 1 st , 2019	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:

	Manteo Resort	Hotel Eldorado
Hotel Phone Number:	(800) 445-5255	(866) 608-7500
Hotel E-mail:	reservations@manteo.com	reservations@manteo.com
Hotel Website:	www.manteo.com	www.eldoradokelowna.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:	Chantelle Hofferd
Direct Line:	(250) 860-1031 ext 7165
Fax:	(250) 860-5852
E-mail:	chofferd@argusproperties.ca

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.

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/Hotel Eldorado and supersedes any prior agreements, policies, and discussions made between the parties heretofore.
- C) Manteo Resort and Hotel Eldorado 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 and Hotel Eldorado to cancel any present and future arrangements of space booked by the tour company and forfeiture of deposits.

Thank you, Ross, for choosing Manteo Resort and Hotel Eldorado. We request that you return the signed booking agreement to us by **December 15th, 2018.**

We look forward to welcoming BC Golf Guide guests to our hotel.

Kind Regards,



ChantelleHoffer, Sales Manager
Argus Properties, Hospitality

On behalf of **BC Golf Guide:**

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: _____

GST # (if applicable) _____

Credit Card number: _____ Expiry: _____

Name on Card: _____

Emergency Contact number for after office hours: _____

Thank you. Should you have any questions, please do not hesitate to contact us directly.

Chantelle Hofferd, Sales Manager
Argus Properties, Hospitality



2019 Statutory Holidays

Monday, February 18^h – Family Day
Friday, April 18th – Good Friday *
Monday, May 20th – Victoria Day
Monday, July 1st – Canada Day
Monday, August 5th – BC Day
Monday, September 2nd – Labour Day
Monday, October 14th – 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 28 – September 1st 2019)

Arrival on Sunday, Monday or Tuesday – 3-night Minimum Stay
Arrival on Wednesday, Thursday, Friday or Saturday – 4-night Minimum Stay