



5225 Fairmont Resort Road, Fairmont Hot Springs, BC V0B 1L1



November 20, 2019

Danny Leitch  
Director of Business Development  
BC Golf Guide  
1524 Woodridge Rd  
Kelowna, BC, V1W 3B4

Phone: 1-877-223-7226  
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Dear Danny:

**Re: 2020 Group Tour & FIT Rate Agreement**

Thank you for considering Fairmont Hot Springs Resort. Located on the slopes of the BC Rocky Mountains and overlooking the spectacular Columbia Valley, Fairmont Hot Springs Resort (FHSR) is renowned for Canada's largest natural mineral hot springs. Distinguished for being on the "warm side of the Rockies" our destination Resort provides endless year-round opportunities for everyone. FHSR offers 113 guestrooms in the main lodge, a variety of dining options, two championship golf courses plus a 9-hole Executive course, Golf & Ski learning centers, a full service Natural Springs Spa, a fully serviced airport and a host of other recreational opportunities including skiing, tubing, rafting, kayaking, fishing, guided hiking tours, horseback riding, mountain biking and more.

We are delighted to provide **BC Golf Guide** with our 2020 Group Tour & FIT rates.

Group Tour & FIT Rates 2020						
ROOM TYPE**	Value*		Regular*		Peak*	
	Jan. 1 – May 14, 2020 Sept. 27 – Dec 17, 2020		May 15 – June 25, 2020 Sept. 8 – Sept. 26, 2020		June 26 – Sept 7, 2020	
	Sun-Thur	Fri&Sat	Sun-Thur	Fri&Sat	Sun-Thur	Fri&Sat
Classic Room – 2 Queen beds	\$ 105.00	\$ 135.00	\$ 125.00	\$ 155.00	\$195.00	\$225.00
King Room	\$ 145.00	\$ 175.00	\$155.00	\$185.00	\$205.00	\$265.00

\*Blackout dates apply – please see page 2.

Larger rooms available including kitchenettes, rate and room types provided on request

Please note that the above rates are based on single/double occupancy and subject to 5% GST + 8% Hotel Room Tax & \$15.00 (Value&Regular Season) and \$ 25.00 (Peak Season) Resort Fee are net-non commissionable and



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subject to availability at the time of request. **Additional Guests:** \$15.00 per person, plus tax **Children:** 12 and under stay free in a room with the adults.

**Description of Guestrooms: Classic Queen** - These guestrooms offer the perfect blend of style and comfort with (2) Queen Beds with private patio or balcony overlooking the hot spring pools or majestic mountain views, a full bath & shower, hairdryer, flat-screen television with cable and pay-per-view movies, bar fridge, coffee & tea maker, iron & ironing board, pool towels, luxurious bathrobes, telephone, alarm clock radio, work desk, individual climate control and free wireless Internet. **Please note that the client should advise FHSR of any specific room requirements for persons with disabilities.**

**No smoking is permitted in any guestroom or within 10 meters of any FHSR facility.** Dogs are only permitted in the designated dog friendly rooms. A minimum cleaning fee of \$250 per room will be applied for disregard of these policies or for any destruction of FHSR property.

**Hotel check-in time is from 4:00pm:** Guests arriving prior to 4:00pm will be accommodated as rooms become available. In the meantime, our Front Desk staff will be happy to store their luggage.

**Hotel checkout time is 11:00am:** Arrangements may be made with our Front Desk Agents for a late checkout. A late check-out cannot be guaranteed and some charges may apply.

**Black-Out Dates:** black-out dates apply to the May, July, August, September & October Canadian long weekends (Friday –Sunday inclusive):

**Insurance & Indemnification:** FHSR and Company each agrees to carry adequate personal property, liability and other insurance protecting it against any claims arising from any activities conducted on the Resort during the guests stay. Each party hereby indemnifies and holds the other harmless from any loss, liability, costs or damages arising from actual or threatened claims or causes of action resulting from the gross negligence or intentional misconduct of such party or its respective officers, directors, employees, agents, contractors, members or participants (as applicable).

**Security:** Your organization acknowledges that FHSR cannot be responsible for the safe keeping of equipment, supplies, written material or other valuable items left in the guest rooms or public areas. Accordingly, your group acknowledges that it will be responsible to provide security of any such aforementioned items and hereby assumes the responsibility for loss thereof.



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## TOUR GROUP POLICIES

**Group Definition:** A group is defined as ten (10) or more rooms for one or more nights.

**Group Booking Procedure:** For dates and availability please contact our Sales Department - **Phone:** 250-345-6010 – **Fax:** 250-345-6616 – **Email:** [uelwakeel@fhsr.com](mailto:uelwakeel@fhsr.com)

**Group Deposit & Payment Policy:** A GROUP agreement does not guarantee credit. **All GROUP bookings must be confirmed with a signed contract and an initial deposit of 20% of guest rooms blocked upon confirmation.** Full payment is required upon departure unless direct billing has been established with FHSR. A credit application will be provided upon request.

**Group Cancellation Policy:** In the event of an entire Group cancellation 45 days prior to the scheduled arrival date the initial deposit of 20% will be returned. **When the cancellation of the entire group booking is received less than 30 days prior to the scheduled arrival date the initial 20% deposit will be non-refundable. If cancelled within 72 hours one night room rate & tax will be charged to the Tour Operator for every individual room booked.**

In the event of a group tour cancellation FHSR is to be notified in writing. This policy encompasses all group bookings made at FHSR including: guest bedrooms, function rooms, group meals and group recreational activities.

Cancellation of individual rooms within the group block received less than 72 hours prior to the scheduled arrival date will result in one night room rate & tax being charged to the Tour Operator for every individual cancellation. Refund requests for medical conditions must be accompanied by a certificate.

**Guest Incidental Charges:** FHSR requires the Tour Director to assist FHSR in the collection and payment of the incidental charges prior to departure. **Payment for all incidental charges not collected will be the responsibility of the Tour Director and must be paid prior to departure.**

**Complimentary Rooms:** One complimentary room is offered to each Group Tour with a minimum of 20 rooms booked..

**Final Itinerary & Rooming List:** A final itinerary and rooming list must be provided to the FHSR Sales Office a minimum of 21 days prior to arrival. Guestroom assignments will be made upon receipt of rooming list and whereas FHSR shall make every attempt to accommodate any special requests this cannot be guaranteed. Any requests for additional accommodation will be based on availability at the time of request. **Please ensure that the rooming list clearly notes who is sharing with whom and that an estimated time of arrival and departure are provided.**

Rooming lists & final itineraries may be sent directly to the FHSR Sales Office using one of the following methods.

**Facsimile** – 250-345-6616

**Email** – [uelwakeel@fhsr.com](mailto:uelwakeel@fhsr.com)

**Baggage Handling:** Available upon request at a charge of \$8.00 per person (in and out) subject to 5% GST. (Subject to change)



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## FIT POLICIES

**FIT Reservation Procedure:** Reservations may be made directly with the FHSR as outlined below once a signed agreement has been received.

**Resort Direct:** 250-345-6000 - **Toll Free:** 1-800-663-4979 - **Fax:** 250-345-6616 - **Email:** info@fhsr.com

**When making FIT reservations please state the full name of your company so that FHSR can assign your guaranteed rate.** Additional information on FHSR may be viewed on our website [www.fairmonthotsprings.com](http://www.fairmonthotsprings.com)

**FIT Cancellation Policy:** FIT reservations must be cancelled 72 hours prior to arrival. Cancellations received less than 72 hours prior to arrival will be subject to one night's room rate plus tax.

**FIT No-Show Policy:** For no shows, (guests who without prior cancellation fail to arrive at FHSR), the Tour Operator must reimburse FHSR one night's accommodation plus tax for each no-show.

**Method of Payment:** All payments must be made by a valid major credit card or certified cheque drawn on a Canadian Bank or by International Bank Draft. All payments MUST be in Canadian funds. FHSR will not accept payment made in foreign currencies.

**Guest Room Guarantee:** All reservations must be guaranteed. A guarantee must take the form of a valid credit card number and expiry date or advance deposit for the first night's stay. 3rd party credit card billing authorization form and Credit Application for invoice billing are available on request and are subject to approval.

**Guest incidentals Charges:** Guest credit card information is required upon check-in. **Payment for all incidental charges not paid by the guest will be the responsibility of the Tour Operator.**

**Acceptance:** This agreement is subject to the all terms and conditions outlined within. The person signing for the Company acknowledges that she/he has read and accepts these terms and conditions. Please sign the signature page and return via fax to the undersigned or scan and return via email; a countersigned copy will be returned to you for your records.

**Name:** Danny Leitch  
**Title:** Director of Business Development

**Company:** BC Golf Guide

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Name:** Ursula El Wakeel  
**Title:** Group Sales Coordinator

**Hotel:** Fairmont Hot Springs Resort

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

BC GOLF GUIDE – FHSR 2020 GT&FIT RATE AGREEMENT