



Summer 2020 Freesell Contract

Contact:

Director of Sales & Marketing
Jasmine Ashworth
P: 604-938-2309 | Fax: 604-932-1886
Toll-Free: 1-800-667-3363
jashworth@crystal-lodge.com

Contact:

Sales Coordinator
Charlene Lucjan
P: 604-938-2303 | Fax: 604-932-1886
Toll-Free: 1-800-667-3363
clucjan@crystal-lodge.com

Issued To **BC Golf Guide**

Issue Date **May 13, 2019**

Contact **Danny Leitch**

Email **danny@bcgolfguide.com**

Phone **519-800-3701**

Room Category	Release Date	Apr 19- Jun 18	Apr 19- Jun 18	Jun 19- Sept 12	Jun 19- Sept 12	Sept 13- Nov 25	Sept 13 - Nov 25
		(Sun—Thurs)	(Fri & Sat)	(Sun—Thurs)	(Fri & Sat)	(Sun—Thurs)	(Fri & Sat)
Crystal Double	7	\$97	\$143	\$175	\$321	\$97	\$143
Crystal King	7	\$105	\$155	\$187	\$345	\$105	\$155
Deluxe King Studio	7	\$134	\$196	\$218	\$397	\$134	\$196
Deluxe Queen Studio	7	\$145	\$211	\$245	\$425	\$145	\$211
Below Rooms by request only							
Loft Suite	-	\$153	\$242	\$244	\$454	\$153	\$242
1 Bedroom Suite	-	\$174	\$265	\$270	\$496	\$174	\$265
1 Bedroom with Loft	-	\$230	\$339	\$379	\$783	\$230	\$339
2 Bedroom Suite	-	\$250	\$339	\$400	\$794	\$250	\$339
3 Bedroom Suite	-	\$348	\$539	\$568	\$1226	\$348	\$539



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



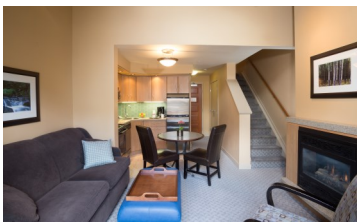
Either two queen beds, or one king bed and a pull out sofa bed, hospitality centre with microwave, fridge and sink, flat screen HD TV and full bathroom. Sleeps 2-6

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.

FREESSELL

- 2 night minimum stay on Friday and Saturday night arrivals between May 15—27, 2020 and June 19—September 12, 2020 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 portage 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 16% applicable government taxes: 10% 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.



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

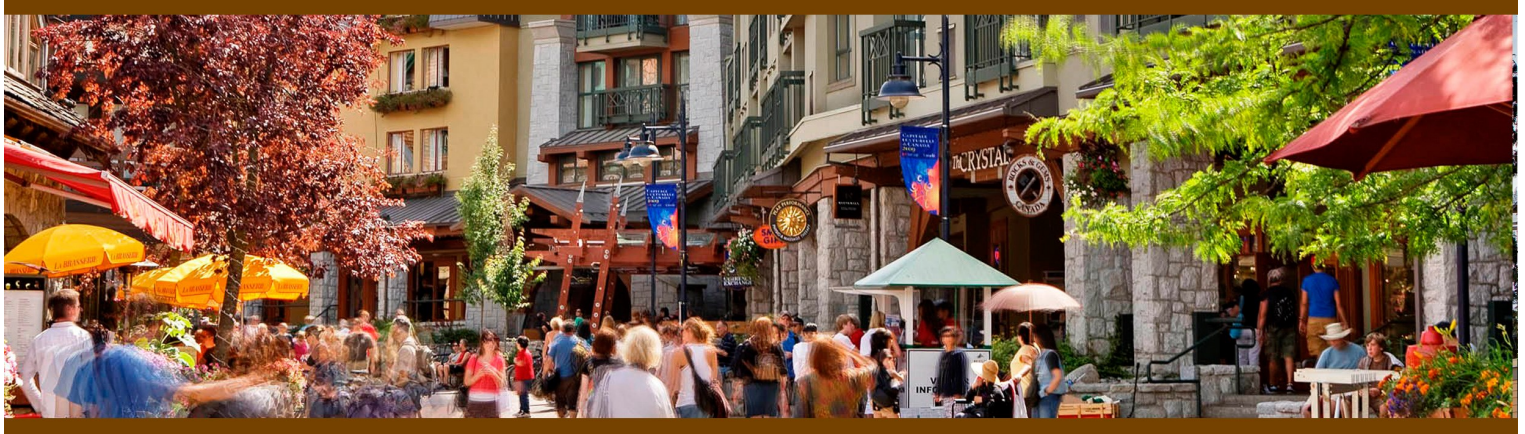
- Heated outdoor pool
- Outdoor hot tub
- Sauna
- Fitness centre
- Complimentary ski/bike valet
- 6 onsite Restaurant/Lounges
- 16 onsite retail shops
- Onsite Salon & Spa
- High Definition flat screen television
- Dog Friendly rooms available (additional cost)
- No Resort Fees
- Complimentary toll free 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, 2020** 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: _____