



## 2020 Wholesale Agreement

November 25, 2019<sup>th</sup>

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

Re: **BC Golf Guide, 2020 Agreement**

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

Enclosed, you will find our 2020 Net room rates and policies for all packaged 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	\$152	\$205	\$236	\$272
Deluxe Guestroom, Lakeside	\$173	\$247	\$278	\$335
One Bedroom Suite	\$173	\$247	\$278	\$335
One Bedroom Suite, Lakeside	\$194	\$275	\$320	\$398
Two Bedroom Villa, Gardenside	\$226	\$289	\$373	\$660
Two Bedroom Villa, Beachfront	\$268	\$394	\$425	\$723
Three Bedroom Villa, Gardenside	\$278	\$415	\$446	\$723
Three Bedroom Villa, Beachfront	\$320	\$467	\$499	\$786

Accommodation Types	Sept 2 to Oct 5 Sun-Wed	Sept 2 to Oct 5 Thurs-Sat	Oct 6 to Dec 31
Deluxe Guestroom	\$205	\$236	\$152
Deluxe Guestroom, Lakeside	\$247	\$278	\$173
One Bedroom Suite	\$247	\$278	\$173
One Bedroom Suite, Lakeside	\$289	\$320	\$194
Two Bedroom Villa, Gardenside	\$341	\$373	\$226
Two Bedroom Villa, Beachfront	\$394	\$425	\$268
Three Bedroom Villa, Gardenside	\$415	\$446	\$278
Three Bedroom Villa, Beachfront	\$467	\$499	\$320

## 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	\$131	\$163	\$194	\$251
Arms Standard	\$163	\$194	\$226	\$282
Heritage Superior	\$173	\$226	\$257	\$335
Arms Deluxe	\$184	\$236	\$268	\$345
Arms Luxury Suite	\$215	\$289	\$320	\$461

Accommodation Types	Sept 2 to Oct 5 Sun-Wed	Sept 2 to Oct 5 Thurs-Sat	Oct 6 to Dec 31
Heritage Standard	\$163	\$194	\$131
Arms Standard	\$194	\$226	\$163
Heritage Superior	\$226	\$257	\$173
Arms Deluxe	\$236	\$268	\$184
Arms Luxury Suite	\$289	\$320	\$215

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 \$19.00 per day, plus GST. Resort fees includes property wide high-speed Internet, 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. Parking will be an additional \$15.00 per night plus tax.

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 2020.

### 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.

**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 <sup>st</sup> to June 27 <sup>th</sup> , 2020 and September 2 <sup>nd</sup> to December 31 <sup>st</sup> , 2020	48 hours prior to any night within the reservation dates
June 28 <sup>th</sup> to September 1 <sup>st</sup> , 2020	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:

**Eldorado Resort - Manteo & Hotel Eldorado**  
Hotel Phone Number: (800) 445-5255  
Hotel E-mail: [Reservations@eldoradoresort.ca](mailto:Reservations@eldoradoresort.ca)  
Hotel Website: [www.eldoradoresort.ca](http://www.eldoradoresort.ca)

**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: Kristopher Belleperche  
Direct Line: 250.808 1659  
Fax: (250) 860-5852  
E-mail: [Kbelleperche@argusproperties.ca](mailto:Kbelleperche@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 . We request that you return the signed booking agreement to us by **December 15<sup>th</sup>, 2019.**

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

Kind Regards,

On behalf of **BC Golf Guide:**

Name: \_\_\_\_\_

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

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

Kristopher Belleperche, Travel & Tour Sales Manager  
Argus Properties, Hospitality



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.

Kristopher Belleprce, Travel & Tour Sales Manager  
Argus Properties, Hospitality