



Chateau Victoria

HOTEL & SUITES

740 Burdett Ave. Victoria BC Canada V8W 1B2
Telephone: 1.250.382.4221 Toll Free: 1.800.663.5891 Fax: 1.250.380.1950
www.chateauvictoria.com

FIT & GROUP TOUR ACCOMMODATION AGREEMENT 2020

Date Initiated: Wednesday, November 27, 2019 Sales Person: Mark Paul

Company Name: BC Golf Guide.com Inc

Contact Name: Danny Leitch, 519-800-3701, danny@bcgolfguide.com

Address: 1524 Woodridge Road, Kelowna, V1W 3B4

DATE 2020	DAY	Allotment for FIT			FIT Rate Traditional	FIT Rate One Bedrm Suite	B to B Group Tour One Bedroom Suite
		Traditional	Suite	Total	Sgl/DbI	Sgl/DbI	Sgl/DbI
January & February	Daily	See note*	See note*	0	105	139	\$109
March	Daily	See note*	See note*	0	126	159	\$126
April	Daily	See note*	See note*	0	126	159	\$132
May	Daily	See note*	See note*	0	155	195	\$171
June	Daily	See note*	See note*	0	209	295	\$210
July & August	Daily	See note*	See note*	0	209	295	\$215
September	Daily	See note*	See note*	0	175	239	\$182
October	Daily	See note*	See note*	0	135	185	See below
November & December	Daily	See note*	See note*	0	113	149	See below
Oct 1 – 15 group							\$125
Oct 16 – Dec 31 group							\$110
maximum of 4 per room							
Additional person	Daily					\$15	\$15

FIT Release: 21 day FIT release Time frame: All year (based on availability)

All room rates are pre-tax & based on single or double occupancy.
Victoria, BC, Fees & taxes: Destination Marketing Fees (DMF = 1% of room rate) Provincial Sales Tax & Municipal tax (PST = 11% of room rate & DMF) Goods & Service Tax (GST = 5% of room rate plus DMF) Total fees & taxes = 17.16% TAXES & FEES ARE SUBJECT TO CHANGE.

FIT Room Allotment*: Historical and anticipated volume does not warrant an allotment. Please inquire directly with hotel reservations for availability.

FIT Groups under 10 rooms: On occasion the hotel will receive a request for a group that does not meet criteria of 10 rooms to be considered a group. The hotel will book these small groups; based on availability as “above allocation FIT rooms” to avoid confusion with any established allocation. The hotel will still will handle this as a group, subject to contractual obligations for groups such as a separate confirmation agreement with, rooming lists cut off, baggage charges, meal arrangements and payment terms. Small groups are subject to FIT rates.

Complimentary Rooms: Group Only: 1 complimentary room after 20 paid rooms per day, not cumulative.



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Baggage Charge:

Groups of less than 10 rooms have an option to include or exclude our luggage charge of **\$7.00** per bag, inclusive of tax. It is mandatory for groups of more than 10 rooms to use our baggage service.

Meals:

We currently have no meal arrangements for this agreement. We would be pleased to work with you on the necessary arrangements.

Group Blocks:

Group blocks not confirmed with a rooming list will be released at 30 days prior to arrival. The hotel reserves the right to only accept rooming lists with full guest names. No TBAs will be accepted.

New group blocks will receive their own separate agreements if they are requested after this master agreement is confirmed but they will be subject to the same terms and conditions.

Group Room Cancellation:

Any group may be canceled, in writing, up to 40 days prior to arrival with no penalty. Cancellation charges, up to 72 hours prior to arrival, is 50% of room only revenue. Cancellation or no-show of a group within 72 hours is 100% of all room and meal costs.

Group Tour Meal Cancellations:

72 hours' notice must be given for tour meal cancellations if applicable. For cancellations within 72 hours, the cancellation policy will be the full cost of the meal.

NET Rate Parity Policy:

Rates provided are NET rates and are not to be posted to public sites. **Violations will terminate this agreement.**

Blackout Dates:

Please note the dates sent with this document, represent high demand dates that the hotel does not have the above rates or inventory available. The hotel reserves the right to update these blackout dates as they develop up until December 31, 2020.

Room Assignment:

Single, Double, and Triple occupancy are subject to availability. We appreciate your submission of bed-type requests. Every effort will be made to accommodate these requests, based on availability.

FIT Cancellation:

Individual rooms can cancel up until 72 hours prior to arrival with no penalty. For individual cancellations within 72 hours of arrival, the penalty is the cost of the first night. Check in time is 3pm and check out time is 11am.

Additional Accommodation:

Any rooms over and above the original confirmed allotment are to be arranged directly with the Hotel and will be confirmed on availability. The names of the passengers in question must be indicated at the time of request.

Parking:

Individuals requiring parking will be charged \$15.00 per night plus GST. Unless stated otherwise on the reservation, the hotel will charge and collect payment from the customer directly at check-in for parking. On-site bus parking is not available.

Reservation Communication:

All reservation requests should be sent by email to:

FIT Reservations: (nine rooms or less)

Chateau Victoria

Kristyna Szybel

T: 250-361-5656

F: 250-380-1950

E: reservations@chateauvictoria.com

Group Tour Reservations

Chateau Victoria

Joan Zimmer

T: 250-361-5663

F: 250-380-1950

E: jjzimmer@chateauvictoria.com

As FIT rates are based on a written business agreement, they are not quoted at the time of reserving, and will not be applied by the hotel on confirmation communication. FIT agreements are renewed on a yearly basis. There is no allotment or rates confirmed beyond the dates stated in this agreement.



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Family Plan:

Children 18 years old and under may stay at no extra charge in their parents' room (excluding meals) in room categories accommodating more than 2 persons. Where two rooms are required to accommodate a family, the contracted rate will be charged for each room (plus meals and service charges where applicable).

Meal Prices:

Breakfast: A full hot breakfast buffet can be added to the rates above for a set, all inclusive price of **\$29.00/ person**.

Dinner: A plated full 3-course dinner may be added for a set, all inclusive price of **\$63.00/ person**.

Child prices at 50% for 11 years and under.

Vouchers are required when booking FIT rooms with meals. Please provide samples at the start of the season.

Meal prices and menu selections are subject to change up to six months prior to arrival.

FIT Incidental Charges:

A credit card imprint shall be requested at time of check-in, in order for the guest to charge incidentals to a room account. Without a credit card imprint, the Chateau Victoria will not extend billing privileges to the guest.

Prepayment:

1. Pre-payment: Prepayment is required in full 14 days prior to arrival date. In the event that prepayment is not received, full payment will be requested from the guest/escort at the time of arrival. Electronic transfer of funds is the preferred method of payment using the following bank information for Angel Star Holdings Ltd:
RBC Royal Bank, Main Branch, 1079 Douglas St. Victoria, V8W 2C5
Transit number: 08000
Bank Code: 003
Account Number: 1085257
Swift Code: ROYCCAT2
Routing/ABA: 0210 000 21
Please email accounting@chateauvictoria.com to communicate completion of any e-transfers.
2. Credit Card Payment: The hotel has a \$10,000 limit on all charges to credit cards. Electronic transfer of funds or written cheque for pre-paid fees over the \$10,000 limit will be required.

Check-In/ Check-Out Time:

Check-in: 3:00 pm; Check-out: 11:00am. Should a guest/group plan to arrive at the hotel prior to 3:00 pm, please include this information on any communication with the hotel. Every effort will be made to accommodate early arrivals based on availability however room type cannot be guaranteed.

No Smoking:

Chateau Victoria is proudly 100% non-smoking. Guests found smoking in the hotel, public areas or guestrooms and balconies will be subject to a \$250 room recovery fee.

Photo Identification Required:

Upon check in at the Chateau Victoria, all guests will be asked to present photo identification if no Credit Card is left for incidentals. This is now standard hotel industry practice that helps increase security for all. Please ensure your guests are aware of this policy.

Tariff/Brochure Publication:

In compliance with laws on packaged travel, the Chateau Victoria has a responsibility to consumers to ensure that images and descriptions of our product and service are accurate in all material respects. In order to comply, please provide us with all relevant links and printed matter.



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Pledge Relocate Policy:

In the event the Hotel does not honour all guaranteed reservations to the Tour Operator, the Hotel shall secure comparable accommodations and provide transportation to/from such accommodation, if needed. This shall apply to each day (two nights maximum) during which rooms are not provided and guests must be housed elsewhere. The Tour Operator will only be responsible to the Chateau Victoria for the rooms and services noted in this agreement.

Force Majeure:

If the Agreement becomes impossible to perform by either party due to acts of God, war, government regulations, disaster, strikes, civil disorder, curtailment of transportation facilities, or other emergencies making it illegal or impossible to provide the rooms, the Party affected shall notify the other Party immediately and the non-performing Party shall be excused from any further performance of its obligations (other than non-payment of monies) for the duration of such event provided that the reason for said termination is in effect in Victoria or the immediate surrounding area.

Termination:

If either party materially breaches the Contract, the other party may terminate the Contract on 30 days written notice, provided that the party at fault will have had 15 days to cure such breach, after having received written notice to do so.

Indemnity:

The Tour Operator shall indemnify and hold the The Chateau Victoria and any of its parents, subsidiaries, affiliates, officers, directors, employees, agents and representatives forever harmless from, and against, any and all personal injury, property damage, loss, liability or claim of liability, expenses, fines and penalties including reasonable legal fees caused by: a) a material breach of this Agreement by Travel Company, its agents, employees or representatives, or b) any negligent act, error or omission by Travel Company, its agents, employees or representatives.

The Chateau Victoria shall indemnify and hold The Tour Operator and any of its parents, subsidiaries, affiliates, officers, directors, employees, agents and representatives forever harmless from, and against, any and all personal injury, property damage, loss, liability or claim of liability including reasonable legal fees caused by: a) any material breach of the Agreement by Hotel, its agents, employees or representatives, or b) any negligent act, error or omission by Hotel, its agents, employees or representatives. This indemnification provision shall survive the termination or expiration of the Agreement.

Acceptance:

To confirm the arrangements on a definite basis, we require a signed copy of this agreement to be received by us no later than **10 WORKING DAYS FROM THE DATE INITIATED**, in order to guarantee your space and/or rate. After you have had an opportunity to review and approve this agreement, please sign and return the additional enclosed copy directly to the hotel. We look forward to working with you and welcoming your guests to the Chateau Victoria.

CONFIRMATION:

Chateau Victoria Hotel & Suites
740 Burdett Avenue, Victoria, BC, Canada, V8W 1B2

Client Acceptance

Signature: _____

Signature: _____

Title: _____

Title: _____

Date: _____

Date: _____

Authentically Local