

**Agreement between**



**and**



Ross Marrington, President

**BCgolfguide.com**

1524 Woodridge Road, Kelowna BC V1W 3B4

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2020 NET RATES	FIT & GROUP	FIT	FIT	GROUP	FIT & GROUP	% TAX
	09.22.19-	05.01.20-	06.01.20-	05.01.20-	10.01.20-	
	04.30.20	05.31.20	09.30.20	09.30.20	04.30.21	
Accent Inns Victoria	\$89	\$159	\$189	BAR - %	\$92	15%
Accent Inns Vancouver Airport	\$89	\$169	\$199	BAR - %	\$99	16%
Accent Inns Burnaby	\$129	\$199	\$219	BAR - %	\$129	15%
Accent Inns Kelowna	\$89	\$159	\$189	BAR - %	\$92	16%
Accent Inns Kamloops	\$89	\$129	\$139	BAR - %	\$92	16%
Hotel Zed Victoria	\$89	\$169	\$199	BAR - %	\$92	16%
Hotel Zed Kelowna	\$89	\$169	\$199	BAR - %	\$92	16%

**Sally Chan | Director of Sales – Tour & Travel | Accent Inns | Hotel Zed**

Corporate Office: 200 – 3271 Maple Street, Victoria, BC V8X 4Y9

Direct Telephone: 250.940.0845 | Cellular: 250.888.7552 | Facsimile: 250.361.9820

Email: [schan@accentinns.com](mailto:schan@accentinns.com) | Website: [www.accentinns.com](http://www.accentinns.com) | Website: [www.hotelzed.com](http://www.hotelzed.com)

Initials: \_\_\_\_\_ |



## TERMS & CONDITIONS

This Agreement between BC Golf Guide (“Customer”) and Accent Inns Inc. d/b/a Accent Inns Victoria, Accent Inns Vancouver Airport, Accent Inns Burnaby, Accent Inns Kelowna, Accent Inns Kamloops, Hotel Zed Victoria, Hotel Zed Kelowna (“Hotel”) is effective as of the date it is signed by Hotel (“Agreement Date”).

### **NET RATE AGREEMENT:**

Net rate agreements are provided to receptive tour operators, wholesalers and licensed travel companies operating inbound tour business. All net rates are confidential and reservation confirmations indicating net rates in writing are only disclosed to the signing party of this agreement and/or designate(s) of the company.

Net rates are for standard room category in Canadian dollars and are based on single/double occupancy, per room, per night plus taxes and are net, non-commissionable. Bed type is based on availability at time of reservation. Additional person(s) in room are \$10 per person, per room, per night plus taxes. Net rates are subject to applicable taxes: Goods & Services Tax (GST), Provincial Sales Tax (PST) and Municipal Regional District Tax (MRDT). All applicable taxes are subject to change.

### **PROHIBITED SALE OF UNPACKAGED RATES AND RESALE TO ONLINE TRAVEL AGENCIES (OTAs):**

To maintain rate integrity with our direct online travel partners, sale of unpackaged room rates and resale to OTAs and metasearch engines are strictly prohibited. We reserve the right to decline guest reservation(s) resulting from the sale of unpackaged rates and resale of net room rates to OTAs and metasearch engines. Breach of this clause can result in suspension up to 120 days and/or termination of this agreement. Any fees associated with test booking of net room rates being sold unpackaged or to OTAs will be billed back to BC Golf Guide. Please ensure that your client partners do not engage in the sale of net unpackaged room rates or resale of net unpackaged room rates to OTAs and metasearch engines.

### **DISCOUNTED BEST AVAILABLE RATES (DISCOUNTED BAR):**

On dates where room and/or bed type inventory are limited, discounted best available rates (discounted BAR) may be quoted and applied to FIT reservation request(s) when net rates are not available. Group reservation request(s) are subject to availability at discounted best available rates (discounted BAR).

**FIT RESERVATIONS:**

For new FIT reservations, changes to existing FIT reservations and FIT cancellations:

FIT RESERVATIONS	TOLL-FREE	EMAIL	FAX	FIT ROOMING LIST
(1-4 Rooms)	(North America)			
Accent Inns Victoria	1.800.663.0298	<a href="mailto:accent@accentinns.com">accent@accentinns.com</a>	604.273.9522	<a href="mailto:accent@accentinns.com">accent@accentinns.com</a>
Accent Inns Vancouver Airport	1.800.663.0298	<a href="mailto:accent@accentinns.com">accent@accentinns.com</a>	604.273.9522	<a href="mailto:accent@accentinns.com">accent@accentinns.com</a>
Accent Inns Burnaby	1.800.663.0298	<a href="mailto:accent@accentinns.com">accent@accentinns.com</a>	604.273.9522	<a href="mailto:accent@accentinns.com">accent@accentinns.com</a>
Accent Inns Kelowna	1.800.663.0298	<a href="mailto:accent@accentinns.com">accent@accentinns.com</a>	604.273.9522	<a href="mailto:accent@accentinns.com">accent@accentinns.com</a>
Accent Inns Kamloops	1.800.663.0298	<a href="mailto:accent@accentinns.com">accent@accentinns.com</a>	604.273.9522	<a href="mailto:accent@accentinns.com">accent@accentinns.com</a>
Hotel Zed Victoria	1.800.663.0298	<a href="mailto:accent@accentinns.com">accent@accentinns.com</a>	604.273.9522	<a href="mailto:accent@accentinns.com">accent@accentinns.com</a>
Hotel Zed Kelowna	1.800.663.0298	<a href="mailto:accent@accentinns.com">accent@accentinns.com</a>	604.273.9522	<a href="mailto:accent@accentinns.com">accent@accentinns.com</a>

**FIT ROOMING LIST:**

FIT rooming lists are due as follows:

Value Season (September 22, 2019-May 31, 2020): 2 days prior to the arrival date

Summer Season (June 1–September 30, 2020): 7 days prior to the arrival date

Value Season (October 1, 2020-April 30, 2021): 2 days prior to the arrival date

**FIT ROOM(S) ON REQUEST BASIS:**

All FIT reservations without room allotment are accepted based on availability and subject to black-out dates.

**FIT CANCELLATION:**

No charge will be applied to FIT cancellation(s) received at minimum 2 days prior to the arrival date.

First night room and tax charge will be applied to FIT cancellation(s) received at less than 2 days prior to the arrival date.

**FIT NO-SHOW:**

First night room and tax charge will be applied to FIT no-show reservations.

**GROUP RESERVATIONS:**

Group reservation request(s) are accepted based on availability at discounted best available rates (discounted BAR).

For group reservation(s) and group status change including group block reduction(s), group block increase(s) and group cancellation(s) at ***Accent Inns Victoria, Accent Inns Vancouver Airport, Accent Inns Burnaby, Accent Inns Kelowna, Accent Inns Kamloops and Hotel Zed Victoria, Hotel Zed Kelowna*** :

Contact: Sally Chan, Director of Sales – Tour & Travel

Email: [schan@accentinns.com](mailto:schan@accentinns.com)

Direct Office: 250.940.0845 | Cellular: 250.888.7552 | Facsimile: 250.361.9820

**GROUP ROOMING LIST:**

Please indicate the Hotel(s) along with your company name, tour code, arrival/departure dates and guest names at minimum 30 days prior to arrival date:

***Accent Inns Victoria***

Email: [victoria@accentinns.com](mailto:victoria@accentinns.com)

Telephone: 250.475.7500 | Facsimile: 250.475.7599

***Accent Inns Vancouver Airport***

Email: [accent@accentinns.com](mailto:accent@accentinns.com)

Toll-Free within North America: 1.800.663.0298 | Telephone: 604.273.3311 | Facsimile: 604.273.9522

***Accent Inns Burnaby***

Email: [burnaby@accentinns.com](mailto:burnaby@accentinns.com)

Telephone: 604.473.5000 | Facsimile: 604.473.5095

***Accent Inns Kelowna***

Email: [kelowna@accentinns.com](mailto:kelowna@accentinns.com)

Telephone: 250.862.8888 | Facsimile: 250.862.8884

***Accent Inns Kamloops***

Email: [kamloops@accentinns.com](mailto:kamloops@accentinns.com)

Telephone: 250.374.8877 | Facsimile: 250.372.0507

***Hotel Zed Victoria***

Email: [victoria@hotelzed.com](mailto:victoria@hotelzed.com)

Toll-Free: 1.800.997.6797 within North America | Telephone: 250.388.4345 | Facsimile: 250.388.7613

***Hotel Zed Kelowna***

Email: [kelowna@hotelzed.com](mailto:kelowna@hotelzed.com)

Toll-Free: 1.855.763.7771 within North America | Telephone: 250.763.7771 | Facsimile: 250.980.2608

**GROUP RESERVATION CUT-OFF DATE:**

**Summer Season (June-September):** At 45 days prior to the group arrival date with receipt of preliminary rooming list, all remaining group block will be released back to the Hotel. The Hotel will continue to accept additional reservations on the final rooming list on a space and best available rate basis only.

**Value Season (October-May):** At 30 days prior to the group arrival date with receipt of preliminary rooming list, all remaining group block will be released back to the Hotel. The Hotel will continue to accept additional reservations on the final rooming list on a space and best available rate basis only.

**GROUP ATTRITION:**

Room and tax charge will be applied to group block reductions with the exception of:

- ❖ No charge if group block is reduced by up to 25% (rounded to the nearest figure) within 8-30 days prior to the arrival date
- ❖ No charge if group block is reduced by up to 10% (rounded to the nearest figure) within 0-7 days prior to the arrival date

**GROUP CANCELLATION:**

No charge will be applied to group cancellation(s) received at minimum 30 days prior to the arrival date.

First night room and tax charge will be applied to group cancellation(s) received at less than 30 days prior to the arrival date.

**GROUP NO-SHOW:**

First night room and tax charge will be applied to group no-show reservations.

**DIRECT BILL:**

A direct bill/invoice account is established and account balances are to be paid in full no later than 30 days from submission of the invoice(s).

**OVERDUE INVOICES:**

A late fee of 2% interest per month will be applied to any outstanding balances on accounts not paid within 60 days of the invoice date. Interest is calculated the day after 60 days of the invoice date and will be charged until payment is received.

**CHECK IN:**

3pm

**CHECK OUT:**

11am

**REGISTRATION POLICY:**

Children age 18 and under must be accompanied by an adult upon check in for guest registration and issuance of room keys.

**UPGRADE OPTIONS:**

UPGRADE OPTIONS		VALUE			SUMMER	
Accent Inns - British Columbia		SEASON			SEASON	
Add to standard room rate	Kitchenette	Junior Suite	Suite		Kitchenette	Junior Suite Suite
Accent Inns Victoria	\$10	\$15	\$30		\$20	\$30 \$50
Accent Inns Vancouver Airport	\$10	\$15	\$30		\$20	\$30 \$50
Accent Inns Burnaby	\$10	\$15	\$30		\$20	\$30 \$50
Accent Inns Kelowna	\$10		\$30		\$20	\$50
Accent Inns Kamloops	\$10		\$30		\$20	\$50

UPGRADE OPTIONS		VALUE			SUMMER	
Hotel Zed - Victoria		SEASON			SEASON	
Add to standard room rate	Kitchenette	Junior Suite	Suite		Kitchenette	Junior Suite Suite
Hotel Zed Victoria			\$30			\$50

UPGRADE OPTIONS		VALUE			SUMMER	
Hotel Zed - Kelowna		SEASON			SEASON	
Add to standard room rate						
Kitchy King (+ Kitchenette)		\$10			\$30	
The Zed Two Bed (+ Kitchenette)		\$10			\$30	
Queen Lake View (+ Kitchenette)		\$20			\$40	
Two Queens Lake View		\$30			\$50	
King of Bunks		\$20			\$40	
The Sixer		\$30			\$100	
The Rad Pad (+ Kitchenette)		\$30			\$50	
Sweet Suite (+ Kitchenette)		\$40			\$80	
Sweetest Suite (+ Kitchenette)		\$40			\$80	

### **VALUE SAVINGS:**

- ❖ **Bachelor Pads at Hotel Zed Victoria, Hotel Zed Kelowna:** Savings of \$10 off the standard net room rate, per room, per night plus applicable taxes

### **FAMILY PLAN:**

- ❖ Children age 16 and under stay complimentary when accompanied by an adult
- ❖ Additional adult(s) in guest room at \$10 per person, per room, per night plus applicable taxes
- ❖ Rollaway bed request available at \$10 per rollaway bed, per room, per night plus applicable taxes

### **ROOM TYPE / BED TYPE OPTIONS:**

ROOM TYPE & BED TYPE									
Accent Inns - British Columbia	Standard	Standard	Standard	Kitchenette	Kitchenette	Kitchenette	Junior Suite	Suite +	Suite +
								Kitchenette	Kitchen
Accent Inns Victoria	QQ	K		QQ	Q + SFB	K	Q + SFB	Q + SFB	
Accent Inns Vancouver Airport	QQ	K		QQ	Q + SFB	Q	Q + SFB	Q + SFB	
Accent Inns Burnaby	QQ	K		QQ	Q + SFB		Q + SFB		Q + SFB
Accent Inns Kelowna	QQ	K + SFB	Q + SFB	QQ	Q + SFB			Q + SFB	
Accent Inns Kamloops	QQ	K	Q	QQ	Q + SFB			Q + SFB	

ROOM TYPE & BED TYPE	
Hotel Zed - Victoria	
Hotel Zed Victoria	Bed Type
Bachelor Pad	Q
King For A Night	K
The Zed Two Bed	QQ
Sweet Suite	QQ + SFB
Rad Pad Apartment	Q + SFB
Cottage	Q + Q
Airstream	Q + SFB

ROOM TYPE & BED TYPE	
Hotel Zed - Kelowna	
Hotel Zed Kelowna	Bed Type
Bachelor Pad	Q
Queen For A Night	Q
King For A Night	K
The Zed Two Bed	QQ
Kitchy King (+ Kitchenette)	K
The Zed Two Bed (+ Kitchenette)	QQ
Queen Lake View (+ Kitchenette)	Q
Two Queens Lake View	QQ
King Of Bunks	K + BB
The Sixer	Q + SFB + BB
The Rad Pad (+ Kitchenette)	K + SFB
Sweet Suite (+ Kitchenette)	K + SFB
Sweetest Suite (+ Kitchenette)	K + SFB

Q = 2 queen beds

K = 1 king bed

Q = 1 queen bed

QQ + SFB = 2 queen beds + sofabed

K + SFB = 1 king bed + sofabed

Q + SFB = 1 queen bed + sofabed

K + BB = 1 king bed + twin bunks

Q + SFB + BB = 1 queen bed + sofabed + twin bunks

## **TAXES:**

All room rates, upgrade options, family plan and pet friendly rooms are subject to the applicable Goods & Services Tax (GST), Provincial Sales Tax (PST) and Municipal & Regional District Tax (MRDT). All applicable taxes are subject to change.

Unless otherwise specified on the Tour Menus, meal plans are subject to 15% Service Gratuity and 5% Goods & Services Tax (GST).

Meeting room rental fee (without beds) are subject to 5% Goods & Services Tax (GST).

Meeting room rental fee (with beds) are subject to the applicable 5% Goods & Services Tax (GST), 8% Provincial Sales Tax (PST) and applicable % Municipal & Regional District Tax (MRDT).

## **COMPLIMENTARY VALUE-ADD INCLUSIONS AT ACCENT INNS:**

- ❖ Continental buffet breakfast at Accent Inns Victoria, Accent Inns Kelowna, Accent Inns Kamloops
- ❖ Parking including oversized vehicles (**Note:** long term or extended parking are subject to an additional charge)
- ❖ Motorcoach parking with tour group staying at Accent Inns
- ❖ WiFi
- ❖ Local telephone calls
- ❖ Coffee/tea in guest rooms
- ❖ Signature Accent Inns duck
- ❖ Newspaper in hotel lobby
- ❖ Bike rentals
- ❖ Shuttle service to/from YVR Vancouver Airport / Accent Inns Vancouver Airport
- ❖ Shuttle service provided at Accent Inns Burnaby to/from within 10 minutes driving distance of Burnaby area (excluding Metropolis at Metrotown)
- ❖ Fitness room

## **COMPLIMENTARY VALUE-ADD INCLUSIONS AT HOTEL ZED:**

- ❖ Parking including oversized vehicles
- ❖ Motorcoach parking with tour group staying at Hotel Zed
- ❖ WiFi
- ❖ Local telephone calls
- ❖ Coffee/tea in hotel lobby
- ❖ Comic book
- ❖ Yo-yo
- ❖ Newspaper in hotel lobby
- ❖ Bike rentals
- ❖ Longboard rentals
- ❖ Disco roller skate rentals (exclusive to Hotel Zed Kelowna)
- ❖ Classic Volkswagen shuttle service (exclusive to Hotel Zed Victoria)
- ❖ Vinyl listening station in hotel lobby
- ❖ Board games, books, magazines in hotel lobby
- ❖ Activity entertainment lounge (ping pong tables, Wii, 50" TVs)
- ❖ Disco lounge (exclusive to Hotel Zed Kelowna)
- ❖ Waterslide (exclusive to Hotel Zed Victoria)
- ❖ Swimming pool, jacuzzi, sauna



**BREAKFAST PLAN:*****Accent Inns Victoria, Accent Inns Kelowna, Accent Inns Kamloops:***

A complimentary selection of cold cereal, oatmeal, yogurt, boiled eggs, pancakes, assorted freshly baked goods, bagels, toast, fresh whole fruit and beverage station (juice, coffee, tea) is available in the Breakfast Room. Dining is at leisure. Breakfast selection and hours of operation are subject to change.

**OPTIONAL MEAL PLAN:**

Please refer to our Tour Menus for optional meal plan service (breakfast, lunch, dinner) at applicable on-site Hotel restaurants.

**OPTIONAL PRIVATE CATERING PLAN:**

Catering menus are available upon request in private meeting room facilities at Accent Inns Burnaby.

**OPTIONAL BAGGAGE HANDLING SERVICES:**

Optional baggage handling services are available at \$7 per bag, in/out (round trip) + 5% GST upon request and subject to scheduling services.

**PET FRIENDLY:**

Designated pet friendly guest rooms are available upon request and the pet fee is \$20 per room, per night plus applicable taxes, up to \$80 maximum charge per week plus applicable taxes and includes our pet friendly welcome package of special towels, dog treats and small plastic bags. We welcome up to 2 pets per room. Our Pet Policy for review and signature will be provided upon check-in.

**BIKE FRIENDLY:**

Free bike rentals including bike locks. Washing and tuning stations available at all locations of Accent Inns and Hotel Zed including advanced tool kit and rags for cleaning your bike. Hotel Zed also offers bike friendly designated guest rooms on the ground floor to store your bike in your own room.

**LAUNDRY SERVICES:**

Coin operated washers and dryers available 24 hours at \$2 per wash or dry cycle at all locations of Accent Inns and Hotel Zed.

Individual packets of laundry detergent and dryer sheets are available for purchase at the front desk of all locations. Prices vary at each location.

**SUNDRY:**

Bottle/can beverages, snacks and merchandise are available for purchase at select locations.

**INCIDENTAL CHARGES:**

A credit card imprint is required for charging privileges at Accent Inns and Hotel Zed. Long distance access and room account charges at on-site restaurants are only unlocked with a credit card on file or cash deposit requirement.

**RELOCATION:**

Hotel agrees not to walk any confirmed guest(s). In the unlikely event Hotel is not able to accommodate all guests with a confirmed guest room, Hotel will provide:

- ❖ Accommodations at a comparable hotel reasonably nearby at no charge for the first night
- ❖ One complimentary round-trip ground transportation between Hotel and the alternate hotel for each day the guest is displaced
- ❖ One 5-minute telephone call and necessary arrangements for forwarding of the displaced guest's telephone messages
- ❖ An offer to relocate the displaced guest back to the first available guest room
- ❖ Upgraded accommodations at Hotel upon return (if available)

**LAWS AND POLICIES:**

FIT and group(s) will comply with all applicable federal, provincial and local laws and Hotel rules and policies.

**SMOKE FREE POLICY:**

To protect our smoke free environment, Hotel will post a \$300 cleaning fee to the account of any guest who smoke in their guest room. To ensure the cooperation and comfort of all guests, please ensure you advise all FIT and group guests of the smoke free policy in writing.

**INSURANCE:**

Each party will maintain insurance sufficient to cover any claims or liabilities which may reasonably arise out of or relate to its obligations under this Agreement and will provide evidence of such insurance upon request.

**INDEMNIFICATION:**

Each party will indemnify, defend and hold the other harmless of any loss, liability, costs or damages arising from actual or threatened claims resulting from its breach of this Agreement or the negligence, gross negligence or intentional misconduct of such party or its officers, directors, employees, agents, contractors, members, or participants. Neither party will be liable for punitive damages.

**FORCE MAJEURE:**

If acts of God or government authorities, natural disasters, or other emergencies beyond a party's reasonable control make it illegal or impossible for such party to perform its obligations under this Agreement, such party may terminate this Agreement upon written notice to the other party without liability.

**ASSIGNMENT:**

BC Golf Guide may not assign or delegate its rights or duties under this Agreement without the prior approval of the Accent Inns & Hotel Zed representative.

**SEVERABILITY:**

If any provision of this Agreement is held to be invalid or unenforceable, that provision will be eliminated or limited to the minimum extent possible, and the remainder of the Agreement will have full force and effect.

**WAIVER:**

If either party agrees to waive its right to enforce any term of this Agreement, it does not waive its right to enforce any other terms of this Agreement.

### **BLACK-OUT DATES:**

Black-out dates via email notifications are issued when a date(s) is sold out and/or when room/bed type inventory have limited availability.

When a black-out notice is issued:

- ❖ FIT reservation(s) on request basis become unavailable on the black-out dates issued
- ❖ FIT above block allotment request(s) become unavailable on the black-out dates issued
- ❖ Agreements with free sell status have 2 business days from the date and time the black-out date email notification is sent to report any FIT reservations sold on black-out dates to Central Reservations at [accent@accentinns.com](mailto:accent@accentinns.com). FIT reservations sold will be accepted within this reporting time frame only.

Please indicate company contact name, title, telephone and email address for us to provide any black-out date notifications:

Name:		Telephone:	
Title:		Email:	
Company:	BC Golf Guide		

### **HARD CLOSE-OUT DATES:**

Hard close-out dates via email notifications are issued to rescind daily FIT room allotment when a date(s) is sold out and/or when standard rooms are no longer available.

When a hard close-out notice is issued:

- ❖ FIT block allotment is rescinded and become unavailable on hard close-out date(s). Agreements with FIT block allotment have 2 business days from the date and time the hard close-out email notification is sent to report any FIT reservations sold on hard close-out dates to Central Reservations at [accent@accentinns.com](mailto:accent@accentinns.com). FIT reservations sold will be accepted within this reporting time frame only.

Please indicate company contact name, title, telephone and email address for us to provide any hard close-out date notifications:

Name:		Telephone:	
Title:		Email:	
Company:	BC Golf Guide		

### **ENTIRETY:**

This Agreement, upon signature by both parties below constitutes the entire Agreement between the parties and may not be amended or changed unless done so in writing and signed by the Accent Inns & Hotel Zed representative. This agreement shall supersede all previous proposals, both verbal and written, communication and negotiation. For the avoidance of doubt, emails, including emails that bear an electronic "signature block", identifying the sender, do not constitute signed writings for purposes of this Agreement.

**ACCEPTANCE:**

By signing, BC Golf Guide agrees to the Agreement and Terms & Conditions.

This Agreement will become a binding commitment once it has been signed by both BC Golf Guide representative and Accent Inns & Hotel Zed representative.

**ACCEPTED AND AGREED TO BY:**

Name:		Signature:	
Title:		Date Signed:	
Company:	BC Golf Guide		

Name:	Sally Chan	Signature:	
Title:	Director of Sales – Tour & Travel	Date Issued:	December 15, 2019
Company:	Accent Inns & Hotel Zed	Date Signed:	

**Please read and initial each page, sign, scan and return to Sally Chan, Director of Sales – Tour & Travel by email at [schan@accentinns.com](mailto:schan@accentinns.com) or by fax at 250.361.9820 within 30 days of the date issued on this Agreement.**

**Sally Chan | Director of Sales – Tour & Travel | Accent Inns | Hotel Zed**

Corporate Office: 200 – 3271 Maple Street, Victoria, BC V8X 4Y9

Direct Telephone: 250.940.0845 | Cellular: 250.888.7552 | Facsimile: 250.361.9820

Email: [schan@accentinns.com](mailto:schan@accentinns.com) | Website: [www.accentinns.com](http://www.accentinns.com) | Website: [www.hotelzed.com](http://www.hotelzed.com)