

## SPARKLING HILL WELLNESS HOTEL LTD.

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## Receptive Tour Operator Contract between BC Golf Guide and Sparkling Hill Resort

August 28, 2020

### Sparkling Hill Resort

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Valid Contract Dates: January 2<sup>nd</sup>, 2021 – December 28<sup>th</sup>, 2021

## Welcome to Sparkling Hill Resort

Award winning and internationally acclaimed for its \$122million architectural magnificence, **Sparkling Hill Resort** is a **Swarovski crystal-infused and European-inspired, health and wellness resort**. Sparkling Hill Resort – the only resort in the world to infuse over 3.5 million crystals into every aspect of its design – is a world-class health and wellness resort offering the ideal setting atop the granite ridge of **Mount Royce** overlooking **Okanagan Lake**, to renew and relax, nestled in the naturally breathtaking **Okanagan Valley**.

All **149 luxurious guest rooms and penthouse suites**, are open concept with sliding glass window walls opening to unforgettable panoramic views of the vast **Okanagan Lake** or **Monashee Mountains**, with beautiful Swarovski crystal elements throughout the room. Each guestroom has either **1 king bed or 2 queen beds**, featuring specifically designed Sparkling Hill Resort memory foam mattresses for a most comfortable sleep. A free standing **two-person crystal-shaped bathtub** is situated in each guestroom next to the floor-to-ceiling window wall to enjoy the view, and relax in the evening with a starry sky view outside and crystal starry sky lights inside as well. An open-concept bathroom includes a **glass shower and double vanity**, with environmentally friendly bathroom amenity products. A **mini-fridge, crystal faux-fireplace, desk**, large screen **TV**, seating area, and complimentary **wireless internet** can all be found in our guestrooms as well.

Sparkling Hill Resort offers over **10,000sq.ft. of function space** characterized by plenty of natural light and fresh air. The resort's crowning jewel is the **40,000sq.ft. KurSpa** featuring over 100 unique treatments and services, with 48 treatment rooms, 3 pools, and 2 relaxation rooms.

## Value Added Benefits Included in Guestroom Rates

Complimentary with all stays are the following inclusions **valued over \$100** per person, per day:

- Daily à la carte **Breakfast** in PeakFine Restaurant (\$30 per person value).
- Valet **Parking** – one vehicle per room (\$20 value).
- High speed Telus **Wi-Fi** – plus use of public computers in the library (\$20 value).
- Access to **KurSpa** (\$75 per person value) including:
  - 7 uniquely themed **Steam rooms & Saunas** and 4 nature themed **Experience Showers (currently closed until further notice, please check with hotel at the time of booking);**
  - Indoor Pool, Hot Pool and Heated Outdoor Infinity **Pool (maximum of 50 guests at a time);**
  - Kneipp Waterway Pool;
  - Exquisite Tea and Serenity **Relaxation Rooms;**
  - Keiser-equipped **Fitness Studio.**
- All guests receive plush robes, spa towels and slippers for their use during their stay.

## Location & Setting

Mountain setting with lake views in Vernon, Okanagan Valley, British Columbia, Canada.

Getting to Sparkling Hill Resort from:	Kelowna International Airport (YLW)	30-minutes' drive, Hwy 97
Getting to Sparkling Hill Resort from:	Vancouver International Airport (YVR)	5-hours' drive, Hwys 1/5/97 and 1-hours' flight to YLW.
Getting to Sparkling Hill Resort from:	The city of Vernon	20-minutes' drive, Hwy 97
Getting to Sparkling Hill Resort from:	The city of Kelowna	45-minutes' drive, Hwy 97

## Property Information

<b>Number of Buildings:</b>	1
<b>Number of Elevators:</b>	4
<b>Number of rooms:</b>	146 Guestrooms and 3 Penthouse Suites

Total number of rooms per category:

Room Type	Number of Rooms				
	Approx. Area	King	Double Queen	Double King	Total Rooms
<b>Standard (-2, -1, or 1<sup>st</sup> Floors)</b>	450sq.ft. per room	41	15		<b>56</b>
<b>Superior (2<sup>nd</sup> Floor)</b>		25	20		<b>45</b>
<b>Deluxe (3<sup>rd</sup> Floor)</b>		24	21		<b>45</b>
<b>Penthouse Suites</b>	1,200sq.ft. per suite	1	1	1	<b>3</b>
<b>Total Rooms</b>		<b>91</b>	<b>57</b>	<b>1</b>	<b>149</b>

<b>Maximum room occupancy:</b>	4 Persons (when occupying a room with 2 queen beds)
<b>Handicapped accessible rooms:</b>	4 (with 1 king bed)
<b>Wheelchair access to all public areas:</b>	Yes
<b>Connecting rooms:</b>	0
<b>Non-smoking rooms:</b>	All rooms are non-smoking

### IN-ROOM FACILITIES

- Window wall that opens	- Flat Screen Color TV	- Bath Amenities:
- Room Climate Control	- Swarovski Crystal Faux-fireplace	→ Towels
- Mini fridge	- Seating Area	→ Bathrobes and Slippers
- Telephone	- High speed Telus Wi-Fi	→ Hair Dryer
- In-room Safe Box		

### DINING OUTLETS

Dining Outlet	Outlet Type	Seating	Features	Opening Hours
PeakFine	Restaurant	180	Complimentary à la carte breakfast À la carte Lunch & Dinner (local, fresh, in-season food)	06:30 – 10:00 12:00 – 14:00 17:30 – 21:00
Barrique & Java	Coffee & Wine Bar	50	Light Fare, Wine & Board, Shared Plates & Drinks	09:30 – 00:00 (Food 11:00-23:00)
Gernot's	Private Dining Room	30	Plated dining packages available	On request only (additional rental fee)

### **PEAKFINE RESTAURANT RESERVATION POLICY**

It is recommended that dinner reservations are booked in advance if guests would like to dine in PeakFine Restaurant during their stay. Please note that guest reservations of a maximum of 6 people may be booked by guests directly with the hostess. However, any group lunch or dinner reservations of 7 or more people are required to be booked in advance via Group Sales Agreement, subject to availability at the time of request.

*Please note that due to COVID-19 health and safety protocols, as of June 2020 group reservations will be seated at a table with a maximum of 6 people per table, with applicable social distancing measures in place. These measures may change by the time of your group arrival, and all current applicable standards will be adhered to accordingly at that time.*

### **BANQUET & FUNTION ROOMS**

Function Room	Dimensions W x L (m)	Ceiling Height (m)	Area (m <sup>2</sup> )	Banquet Rounds	Reception (no chairs)	Boardroom (Family Style)
Austria Ballroom	12.5 x 20	5	250	90 guests	100 guests	-
- Wattens*	14.4 x 7.6	5	101	24 guests	30 guests	20 guests
- Salzburg*	14 x 8.1	5	114	24 guests	30 guests	20 guests
- Vienna*	8.2 x 6.7	5	55	16 guests	20 guests	14 guests
Gernot's	10 x 7.5	2.1	23	15 guests	25 guests	16 guests
Cleanse Studio	9.5 x 8.5	2.4	81	15 guests	25 guests	12 guests
Biberwier Boardroom	4 x 8.5	2.4	36	N/A	N/A	6 guests
Biberwier Lounge	8 x 4.5	2.4	36	10 guests	12 guests	6 guests
Fireside Lounge	9.5 x 20.5	5	194	30 guests	50 guests	38 guests

*\*Wattens, Salzburg and Vienna are the three sections of Austria Ballroom when divided.*

**Additional room rental fees will be applied for any banquet/function room listed above.**

### **KURSPA**

Your personal journey to whole body health and wellness begins here, at Sparkling Hill Resort's KurSpa. We invite you to rejuvenate, renew and relax in our 40,000sq.ft. KurSpa.

Our European-inspired KurSpa includes the following facilities complimentary with each stay:

- ✦ Outdoor heated infinity pool, indoor salt water pool, and indoor hot pool
- ✦ 7 uniquely themed saunas and steam rooms (**currently closed until further notice, please check with hotel at the time of booking**)
- ✦ 4 nature themed experience showers (**currently closed until further notice, please check with hotel at the time of booking**)
- ✦ Serenity Relaxation and Tea Relaxation Rooms
- ✦ Kneipp Water Therapy Pool
- ✦ Fitness studio with state-of-the-art Keiser equipment
- ✦ Movement Studio

The following KurSpa facilities and services are available subject to availability for an additional cost:

- ✦ Over 100 unique treatments & services by appointment\*
- ✦ Cryo Cold Chamber (-110°C / -166°F) by appointment\*
- ✦ 48 treatment rooms; 8 Fango rooms, 6 specialty bathing rooms, 10 massage rooms, 3 specialty couples treatment rooms, beauty rooms, and other treatment rooms.
- ✦ Beauty area and hair salon\*
- ✦ The Clinic at KurSpa\*; our integrative health clinic offers programs designed by our Naturopathic, Psychiatrist, and Kinesiologist health care professionals.

***\*It is recommended that guests book treatments and services a minimum of 4 – 6 weeks prior to their arrival date to avoid disappointment.***

Learn more about our KurSpa amenities and available treatments [on our website](#).

**Guests under the age of 16 are not permitted in the KurSpa Facilities (including steam rooms, saunas & pools).**

**\*\*\*For your peace and privacy, smartphones and other electronic communication devices are not permitted in KurSpa.\*\*\***

KurSpa hours of operation are:

KurSpa is accessible by all overnight guests (over the age of 16) at Sparkling Hill Resort.

- ✦ KurSpa Reception: 8:00am – 7:00pm.
- ✦ KurSpa Treatments: 9:00am – 8:00pm.
- ✦ KurSpa Pools\*: 7:00am – 10:00pm.
- ✦ KurSpa Relaxation rooms and Studios: 7:00am – 10:00pm.
- ✦ Complimentary Steams & Saunas: 9:00am – 11:00am and also 4:00pm – 10:00pm daily. **(Temporarily Closed)**

## Area Activities

- Hiking: 25 kilometers of guided nature hikes including pole walking at the Resort (inquire in KurSpa), and mountain hiking is close by
- Golf: 1 minute from the Resort is neighbouring prestigious Predator Ridge Golf Resort with 2 courses and driving range, and over 80 other courses are in the area
- Wine Touring: A variety of award winning wineries in the Okanagan Valley (approximately 195) with the closest one to the Resort a 20-minute drive away
- Wildlife Viewing & Bird Watching: Over 120 species of birds in the region
- Cross-country & Alpine Skiing: Silver Star Mountain Resort 50-minutes' away and Big White Ski Resort 90-minutes' away
- Water Sports: There are 6 lakes in the area, many offering water sports such as motor boat, canoeing, kayaking, water skiing, and stand-up paddle boarding
- Many local farms and orchards in the area with "u-pick" possibilities (seasonal)
- City tours of Vernon and Kelowna close by
- Heli-skiing & Heli-snow shoeing: Kingfisher Heliskiing
- Heli-scenic tours & Heli-wine tours: Valhalla Helicopters

## Terms & Conditions

### **FIT GUESTROOM RATES**

All room rates are **NET, non-commissionable, in Canadian dollars** and per room, per night, single or double occupancy and subject to applicable taxes (currently **GST 5%, PST 8% and MRDT 3%**). See **APPENDIX "A"**. All room rates are guaranteed to be at least 20% below the applicable rack rates. These rates apply to all FIT bookings made by Receptive Tour Operators. All confirmed rooms are guaranteed for late arrival by Receptive Tour Operators. No rooms are to be released or relocated without prior written approval from Receptive Tour Operators.

- Rates are confidential and should not be published at any time or disclosed to a third party for any reason or purpose, including on-line agents.
- Rates must be packaged and are extended on the understanding that the Hotel will be featured in promotional brochures both pictorially and editorially.
- Rates are not applicable for Incentive, Corporate Meetings, Trade Delegations and Convention Groups.
- Late check-out and early check-in is subject to availability and must be confirmed with the hotel prior to arrival.

### **GROUP GUESTROOM RATES**

Receptive Tour Operators must request Group and Tour Series rooms as they are required, and will be subject to availability at the time the request is received by the Sales & Marketing Assistant. Group requests are considered to be for 10 or more guestrooms, or for groups requiring group lunch and/or dinner reservations for more than 12 people.

Please send all Group and Tour Series requests directly to: [salesassistant@sparklinghill.com](mailto:salesassistant@sparklinghill.com)

All Group and Tour Series requests are required to be for a **minimum of 2-night stays on weekends (Friday & Saturday)** for each guest per group.

### **FIT GUESTROOM ALLOCATIONS**

FIT guestrooms are based on availability at time of booking.

Check-in time: 4:00pm

Check-out time: 11:00am

### **MEALS RATES**

Receptive Tour Operator meal rates include the following specifications:

- |                              |  |
|------------------------------|--|
| • Daily à la carte breakfast | Included in guestroom rate for single and double occupancy only. |
| • Half Board 1-course Lunch  | \$20 per guest. All rates in Canadian dollars, exclusive of tax. |
| • Half Board 3-course Dinner | \$79 per guest. All rates in Canadian dollars, exclusive of tax. |
| • Full Board Lunch & Dinner  | \$95 per guest. All rates in Canadian dollars, exclusive of tax. |
| • Add on Dinner Wine pairing | \$35 per guest. All rates in Canadian dollars, exclusive of tax. |

Please note that these meal options do not include beverages.

**Receptive Tour Operators are responsible for all stated taxes and service charges** unless otherwise arranged:  
Applicable tax for food **GST 5%** and **18% service charge**.

### **GUESTROOM RESERVATIONS**

All **FIT reservations** need to be made by email: [reservations@sparklinghill.com](mailto:reservations@sparklinghill.com) or fax: 1.250.275.1610.

Please use the provided Receptive Tour Operator reservation request form supplied by Sparkling Hill Resort.

Please send all **Group and Tour Series** requests directly to: [salesassistant@sparklinghill.com](mailto:salesassistant@sparklinghill.com) (please see "**Group Guestroom Rates**" section above).

### **DEPOSITS & PAYMENTS**

No deposits will be required by the hotel or forwarded to Receptive Tour Operators for any pre-blocked FIT inventory. Receptive Tour Operator agrees to remit payment as specified in **APPENDIX "A"**. Individuals are responsible for their own incidental charges. Receptive Tour Operators will not be responsible for payment of incidental charges incurred by any guests.

Pre-payment for the FIT reservations booked is required 14-days prior to arrival of the guests. To guarantee reservations, payment in full of room + tax and any other agreed on services (including meals if added to the reservation by the Receptive Tour Operator) must be made with a valid company credit card or company cheque (*Sparkling Hill Resort also requires a credit card to be provided to guarantee reservations, and to which charges will be billed if payment by cheque is not received 14-days prior to each reservation's arrival date as specified in this contract*). Individuals will be asked to provide a credit card at time of arrival for incidentals.

### **FIT CANCELLATION POLICY**

Cancellations received **prior to 72-hours** prior to 4pm on the guests' day of arrival for all accommodation bookings will not incur penalty charges.

Cancellations received **within 72-hours** prior to 4pm on the guests' day of arrival for all accommodation bookings including no-shows are subject to a cancellation penalty of one (1) night's room and tax (no penalty on meals).

*Group and Tour Series Cancellation policy: this will be stated on each Group and Tour Series contract as they are required. They do not have the same cancellation policy as FIT reservations.*

### **LIABILITY & CONDITIONS OF SERVICE**

In accepting the booking, the Hotel guarantees its contractual services for the entire duration of the contract period. In particular, the Hotel assumes responsibility for the operation of accommodations, meals, service, and general facilities. Should any construction work take place at or near the property or should any of the amenities or services offered at the hotel become temporarily or permanently unavailable and this proves likely to affect the enjoyment of the client's stay, the supplier is to inform the Receptive Tour Operator immediately in writing via e-mail or fax. The Hotel also guarantees that it has and will at all times maintain all appropriate insurance policies, including public liability insurance, with a reputable insurance company and/or companies to cover any liabilities of the Hotel arising out of the provision of service and/or products.

The Hotel agrees to indemnify and keep fully and effectively indemnified Receptive Tour Operators from and against any actions, proceedings, losses, claims, charges, damages, or liabilities incurred by or assessed against Receptive Tour Operators arising out of or as a consequence of or in connection with the provision of services by the Hotel or Receptive Tour Operator's customers regardless of the jurisdiction in which such actions, proceedings, losses, costs, claims, charges, damages, or liabilities arise.

### **CONFIDENTIALITY**

All terms and conditions of this contract and Group Sales Agreements are confidential between Receptive Tour Operator and Hotel; and details cannot be revealed to guests, clients, or any third party.

**Note:** *This is a general agreement between a supplier and receptive tour operator, subject to an annual renewal.*



### **GOVERNING LAW**

This Group Sales Agreement shall be governed, construed and enforced in accordance with the laws of the Province of British Columbia, which shall be deemed to be the proper law and the Courts of British Columbia shall have exclusive jurisdiction of this Agreement.

### **LOSS OR DAMAGES**

Sparkling Hill Resort assumes no responsibility for any loss or damage to goods, property and/or equipment brought into the hotel by the Group or his/her guest(s). Any security requirements will be the responsibility of the client.

### **DRONES**

As per the Transport Canada website drones are not permitted to be flown closer than 150 meters from people, animals, buildings, structures or vehicles. Sparkling Hill is also a private property and flying over private property or taking photos or videos without permission is not allowed. Anyone not following the Transport Canada guidelines can be fined up to \$25,000. Group organizers are responsible in ensuring their group members do not fly drones around Sparkling Hill as it is a privacy invasion. If anyone is found flying a drone, Sparkling Hill reserves the right to keep the drone until the individual is set to depart Sparkling Hill, a fine can also be applied depending on the invasion of privacy.

### **PHOTOGRAPHY & FILMING**

No photography or filming is permitted in common spaces where it would be disruptive to other guest's and their privacy within the Resort (**including KurSpa**). Proper **authorization must be approved and arranged** with our Sales and Marketing Manager in advance. For inquiries you may contact: [marketing@sparklinghill.com](mailto:marketing@sparklinghill.com)

### **\*\*RESORT ACCESS\*\***

As of **January 1<sup>st</sup>, 2019** Sparkling Hill Resort became an **adult-only resort, for those aged 16 years and older**. This age access requirement will be applicable to all areas of the resort including public areas, PeakFine Restaurant, Barrique & Java, all functions rooms, KurSpa, and guest rooms.



## Acceptance Signature

To confirm this arrangement of contract, please sign and return a copy of this contract agreement to Sparkling Hill Resort at [salesassistant@sparklinghill.com](mailto:salesassistant@sparklinghill.com) no later than **Thursday, September 17, 2020**. With the copy of this signed contract agreement please also send the completed Third Party Credit Card Authorization Form and copies of the credit card and credit card holder's driving license (explained on the form).

ACCEPTED AND AGREED BY:

**BC GOLF GUIDE**

**SPARKLING HILL WELLNESS HOTEL LTD.**

\_\_\_\_\_  
**RTO AUTHORIZED SIGNATURE**

\_\_\_\_\_  
**RESORT AUTHORIZED REPRESENTATIVE**

\_\_\_\_\_  
**PRINT FULL NAME**

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## Appendix "A"

### Confidential Receptive Tour Operator Rates 2021

#### **LOW SEASON**

January 2<sup>nd</sup> – April 30<sup>th</sup>, 2021 and November 1<sup>st</sup> – December 28<sup>th</sup>, 2021

Room Category	2021 RACK Rate (Standard Rate – subject to change)		2021 RTO Rate (33% discount from RACK)
<u>Mountain View</u>	<u>Sun - Thu</u>	<u>Fri - Sat</u>	<u>All Days</u>
<b>Standard</b> (On floors -2, -1 and 1)	355	385	<b>238</b>
<b>Superior</b> (On floor 2)	375	405	<b>251</b>
<b>Deluxe</b> (On floor 3)	395	425	<b>265</b>
<u>Lake View</u>			
<b>Standard</b> (On floor 1)	375	405	<b>251</b>
<b>Superior</b> (On floor 2)	395	425	<b>265</b>
<b>Deluxe</b> (On floor 3)	415	445	<b>278</b>
<b>Penthouse Suites</b>	1,000	1,000	<b>On Request</b>

#### **MID SEASON**

May 1<sup>st</sup> – June 30<sup>th</sup>, 2021 and September 1<sup>st</sup> – October 31<sup>st</sup>, 2021

Room Category	2021 RACK Rate (Standard Rate – subject to change)		2021 RTO Rate (33% discount from RACK)
<u>Mountain View</u>	<u>Sun - Thu</u>	<u>Fri - Sat</u>	<u>All Days</u>
<b>Standard</b> (On floors -2, -1 and 1)	430	460	<b>288</b>
<b>Superior</b> (On floor 2)	450	480	<b>302</b>
<b>Deluxe</b> (On floor 3)	470	500	<b>315</b>
<u>Lake View</u>			
<b>Standard</b> (On floor 1)	450	480	<b>302</b>
<b>Superior</b> (On floor 2)	470	500	<b>315</b>
<b>Deluxe</b> (On floor 3)	490	520	<b>328</b>
<b>Penthouse Suites</b>	1,100	1,100	<b>On Request</b>

#### **HIGH SEASON**

July 1<sup>st</sup> – August 31<sup>st</sup>, 2020

Room Category	2021 RACK Rate (Standard Rate – subject to change)		2021 RTO Rate (33% discount from RACK)
<u>Mountain View</u>	<u>Sun - Thu</u>	<u>Fri - Sat</u>	<u>All Days</u>
<b>Standard</b> (On floors -2, -1 and 1)	510	540	<b>342</b>
<b>Superior</b> (On floor 2)	530	560	<b>355</b>
<b>Deluxe</b> (On floor 3)	550	580	<b>369</b>
<u>Lake View</u>			
<b>Standard</b> (On floor 1)	530	560	<b>355</b>
<b>Superior</b> (On floor 2)	550	580	<b>369</b>
<b>Deluxe</b> (On floor 3)	570	600	<b>382</b>
<b>Penthouse Suites</b>	1,200	1,200	<b>On Request</b>

Current blackout dates for 2019 are:

- January 10<sup>th</sup> – 24<sup>th</sup>, 2021
- December 28<sup>th</sup> – 31<sup>st</sup>, 2021

Receptive Tour Operator rates are NET, non-commissionable, for single or double occupancy in Canadian dollars; taxes are extra. Accommodation Taxes:

**GST 5%, PST 8% and MRDT 3%**



Additional Guest Rates: 3<sup>rd</sup> guest \$70 + taxes per night, and for a 4<sup>th</sup> guest + \$70 + taxes per night. The additional guest rates include all "value added inclusions" for guestroom rates, including complimentary à la carte breakfast and access to KurSpa.

Guestrooms limited to: 2 guests in a room with 1 King Bed, and 4 guests in a room with 2 Queen Beds.