



1-8056 Nesters Rd, Whistler, BC V8E 0G4
604-938-9711 | info@whistlerconnectiontravel.com

BC Golf Guide
#204-3731 Casorso Road
Kelowna, BC
V1W 5E9

23rd October, 2020

Dear Danny,

Thank you for your interest in using Whistler Connection for your transportation needs. Despite the unpredictable nature of business due to COVID-19 we are optimistic in the future of our business and our growing involvement within the Whistler community.

I'm pleased to provide you with rates for the upcoming year. I have included a few different options for you and hope that I have covered any needs that may arise. This agreement covers travel taking place from now until 30th November 2021.

Golf Shuttle Service

Net rates are one-way between Whistler Hotels and Whistler, Pemberton and Squamish Golf Courses, per vehicle in Canadian Dollars and the rate includes driver gratuity. GST at 5% is not included.

<u>Sprinter</u> <u>10 Passenger</u>	Golf Course in Whistler	Golf Course in Pemberton	Golf Course in Squamish
Whistler Hotel	\$120.00	\$220.00	\$320.00
<u>Minibus</u> <u>24 Passenger</u>	Golf Course in Whistler	Golf Course in Pemberton	Golf Course in Squamish
Whistler Hotel	\$180.00	\$280.00	\$380.00

Our Minibus capacity will be limited if travelling with open and ready to play Golf Clubs. Whilst transferring we would have a maximum capacity of 16 sets of Golf Clubs that can be transferred in a Minibus. The Sprinter will be able to carry up to 10 sets of Golf Clubs as per its passenger capacity.

In the event that a Cargo Vehicle is required to transport luggage and/or golf clubs separately from passengers we would be able to provide a vehicle with costs associated with length of travel.

Cargo Van	Golf Course in Whistler	Golf Course in Pemberton	Golf Course in Squamish
Whistler Hotel	\$120.00	\$220.00	\$320.00

Lead Passenger Contact Information

Please provide direct contact information for the lead passenger in each booking, including cell phone number and email address, where available. The information is used strictly for customer service purposes (e.g. to manage changes) and not for marketing or promotion.

Private Charter Service

Net rates are one-way, non-stop between YVR Airport or Downtown Vancouver and Whistler, per vehicle in Canadian Dollars. GST at 5% is not included.

Vehicle	Max Capacity	Rate	Gratuity	Airport Fee*
Luxury SUV**	5	450.00	40.00	15.00
Sprinter Van	10	450.00	40.00	15.00
Minibus	18	590.00	60.00	25.00
Motor Coach	35	1,200.00	80.00	35.00
Cargo Van	Luggage Only	420.00	40.00	15.00

* Applicable only on northbound trips departing Vancouver Airport.

** Please inform us if passengers in an SUV will be traveling with ski equipment to ensure your guests' needs are met.

Vehicle Capacity

Maximum vehicle capacity is based on guest comfort and typical winter luggage space requirements. For private charter service needing bike transport, please contact us to discuss your guests' requests.

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Terms & Conditions

Definitions

In the following terms and conditions, The 'Customer' refers to the organisation making the booking. 'Whistler Connection' or the 'Company' refers to Whistler Connection Travel & Tours Ltd, a company based in Whistler, British Columbia at the following address:

Unit 1
8056 Nesters Road
Whistler, BC
V8E 0G4

These terms and conditions shall be governed by the law of British Columbia.

Service Agreement

Private Charter Service

For private transfers the vehicle is dedicated to that Customer's group and will be at the airport to meet the flight and time provided, departing immediately when the group is ready.

If there are changes to the flight information provided (not delays) the Customer is responsible for advising Whistler Connection well in advance or surcharges may apply. If any group members are changed to different flights and cannot travel on the private charter, they will be responsible for making and paying for alternate arrangements.

Whistler Connection reserves the right to upgrade a vehicle to one of a greater capacity subject to resource availability.

Booking Policy

Private Charter Service

Booking requests for private charters should be made by email to info@whistlerconnectiontravel.com or by phone on 604-938-9711.

Payment Policy

Whistler Connection will invoice the Customer monthly. Payment in full is required by the 21st of the following month. Payment is accepted by cash, card, electronic transfer or cheque.

Additional Fees

The Customer agrees that Whistler Connection may charge additional fees for private charter services used but not covered by the initial booking.

These costs may include but are not limited to:

- Airport reps, charged at \$50.00 per vehicle, in the absence of a designated group leader to organise group travel.



- Additional stops for private charters, charged at \$50.00 per stop, plus \$100.00 per hour of wait time.
- Unusual cleaning, charged at \$150.00 per incident.

Bikes

During our spring, summer and fall schedules, boxed or bagged bikes may be transported for an additional charge of \$10.00 per bike.

Cancellation Policy

Full or partial cancellations must be sent by email to info@whistlerconnectiontravel.com, clearly stating the booking details.

More than 72 hours prior to the first date/time of travel in the booking, no penalty is applied to full or partial cancellations.

Full or partial cancellations made within 72 hours of the first date/time of travel in the booking will incur a cancellation charge of 100% of the invoiced amount.

Change Policy

Changes made to bookings by the Customer within 72 hours of the first date/time of travel in the booking shall be accommodated subject to the availability of required resources.

Where changes involving additional service cannot be accommodated by Whistler Connection, the original booking will be unaffected.

Changes made to bookings by the Customer that reduce the scope of work will be considered as partial cancellations and be subject to the cancellation policy.

Limitation Of Liability

Whistler Connection liability is limited to the value of the services under contract.

The Company is not liable for personal property of passengers but will make every effort to assist in cases of lost items.

Whistler Connection is not liable for conditions such as delays or cancellations arising from unforeseen circumstances, including but not limited to inclement weather, avalanche risk, road closures, vehicle incidents, mechanical failures, traffic or other circumstances beyond the control of the Company.

Passenger Behaviour

Whistler Connection reserves the right to terminate private charter service at the Customer's cost due to illegal passenger behaviour or other behaviour that may affect the safety of the driver and passengers.

This includes, but is not limited to consumption of alcohol or drugs on the vehicle, distracting the driver and smoking (including vaping) on the vehicle.



Baggage Policy

Whistler Connection follows the guidelines laid out by Worksafe BC for safe manual handling procedures. For the safety of our team members, the weight limit for individual items is limited to a maximum of 32 kg and size is limited to a maximum of 158cm linear dimensions.

For abnormally heavy or large items, please discuss your needs with our team prior to making a booking. Where possible, we will accommodate your requirements.

I hope that this proposal meets your needs for the upcoming year and that we can work together to provide your guests exceptional service on their trips to Whistler and Vancouver.

For our records and to signify your acceptance of this proposal and the terms and conditions included, please sign and return a copy.

Yours Sincerely,

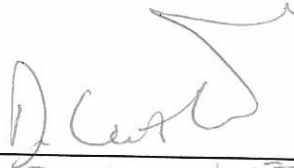


Dan Harmon

Whistler Connection

23rd October 2020

Signed:



Name:

Danny Leitch

Company:

BC Golf Guide.com

Date:

OCTOBER 27, 2020

THANK YOU!

