



CRYSTAL LODGE

4154 Village Green
Whistler, BC V8E 1H1

T-Free 1 800 667 3363

crystal-lodge.com

SUMMER 2023 FREESELL CONTRACT

ISSUED TO: BC GOLF GUIDE

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EMAIL: ross@bcgolfguide.com

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CONTACT
Jasmine Ashworth
Director of Sales & Marketing
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ISSUE DATE: October 20, 2022

ROOM TYPE	RELEASE DATE	APRIL 23 – JUNE 22	APRIL 23 – JUNE 22	JUNE 23 – SEPTEMBER 16	JUNE 23 – SEPTEMBER 16	SEPTEMBER 17 – NOVEMBER 24	SEPTEMBER 17 – NOVEMBER 24
		(SUN–THURS)	(FRI & SAT)	(SUN–THURS)	(FRI & SAT)	(SUN–THURS)	(FRI & SAT)
CRYSTAL DOUBLE ROOM	7	\$102	\$153	\$180	\$325	\$98	\$146
CRYSTAL KING ROOM	7	\$110	\$166	\$193	\$349	\$106	\$158
DELUXE KING STUDIO	7	\$140	\$215	\$224	\$405	\$132	\$205
DELUXE QUEEN STUDIO	7	\$152	\$232	\$253	\$433	\$146	\$221

BELOW ROOMS BY REQUEST ONLY

LOFT SUITE	-	\$171	\$272	\$268	\$500	\$164	\$255
1 BEDROOM SUITE	-	\$193	\$298	\$297	\$547	\$186	\$283
1 BEDROOM WITH LOFT	-	\$255	\$380	\$416	\$798	\$245	\$362
2 BEDROOM SUITE	-	\$265	\$380	\$440	\$826	\$254	\$362
3 BEDROOM SUITE	-	\$369	\$605	\$625	\$1276	\$354	\$575

**Above nightly net rates are in Canadian Dollars and do not include applicable 16% tax. Net rate margins are not applicable to Pre-Pay & Save rate plans or other internal promotions.*

ROOM TO STAY

Individual rooms or spacious suites for your business event or retreat

ROOM	NUMBER OF UNITS	SIZE (SQ. FT.)	BEDS	BATHROOMS	KITCHENS	VIEWS
CRYSTAL DOUBLE ROOM	43	220	2 double size beds	1 full bathroom	Mini fridge	Village stroll or surrounding area
CRYSTAL KING ROOM	32	220	1 king size bed	1 full bathroom	Mini fridge	Village stroll or surrounding area
DELUXE KING STUDIO	25	460	1 king size bed, 1 sofa bed	1 full bathroom	Mini fridge, microwave, sink	Village stroll or surrounding area
DELUXE QUEEN STUDIO	17	480	2 queen size beds, 1 sofa bed	1 full bathroom	Mini fridge, microwave, sink	Village stroll or surrounding area
LOFT SUITE—SLEEP 6	6	750	1 king size bed, 1 queen size wall bed 1 sofa bed	1 full bathroom, 1 half bathroom	Kitchenette	Village Stroll
ONE BEDROOM SUITE	6	675	1 queen size bed, 1 sofa bed	1 full bathroom	Full kitchen	Surrounding area
TWO BEDROOM SUITE	3	1140	1 king size bed, 1 queen size bed, 1 sofa bed	2 full bathrooms	Full kitchen	Village stroll
THREE BEDROOM SUITE	2	1235	2 king size beds, 2 twin beds, 1 sofa bed	2 full bathrooms	Full kitchen	Village Stroll
THREE BEDROOM PENTHOUSE SUITE	1	1506	2 king beds, 2 twin beds	2 full bathrooms	Full kitchen Washer / Dryer	Village stroll or surrounding area



TERMS & CONDITIONS

ROOMS

- Crystal Rooms, Deluxe Studios, Loft Suites and 1-Bedroom Suites rates are based on single & double occupancy.
- The 2-Bedroom Suites and 1 Bedroom plus Loft Suites are based on 4 persons sharing.
- The 3-Bedroom suites are based on 6 persons sharing.
- Additional person charge is \$30.00 per person per night.

NET

- 2 night minimum stay on Friday and Saturday night arrivals between May 19–22, 2023 and June 23–September 16, 2023 for Crystal Rooms, Deluxe Studios and 1 Bedroom or Loft Suite.
- 2 night minimum all season for 2 Bedroom and 3 Bedroom Suites, except June 23–September 16, 2023 which is a 4 night minimum stay.
- Due to unforeseen circumstances and periods of high occupancy the Hotel reserves the right to close out net wholesale rates for certain room types or the entire hotel.
- Availability over closed out dates will not be considered at net wholesale rates.
- Wholesale rates are subject to availability. The Hotel reserves the right to offer a discount off our Best Available Rate, to provide a net, non-commissionable rate for reservation requests where wholesale rates are not available.
- Additional person charge is \$30.00 per person per night.
- Room rates provided in this agreement are for Opaque Packaged Travel only.
- **Room rates provided in this agreement are not for distribution through any internet booking or electronic distribution systems which offer these rates as room-only or unbundled bookings in any manner.**
(including and not limited to Online Travel Agent channels, Opaque websites, MetaSearch sites, Group buying, Flash Sales, Social Commerce, and mobile domains) This term applies to your company and your B2B partners. If it is discovered that the Crystal Lodge guestrooms are being made available to the end user as 'unpackaged room only product', through your company or a B2B partner of your company, the Crystal Lodge may use their sole discretion to terminate this agreement immediately. Furthermore you agree to indemnify the Crystal Lodge for any loss or damage arising from your breach of this section.
- Package components (such as air or transfers) must be booked concurrently with the room booking and all components of the package shall not be itemized or disclosed to the guest at any time, including billing statements.

BLACKOUT DATES

- To be advised throughout the year via email.
- The Hotel will send regular notification of any closed out dates in advance and will give the Wholesaler up to 48 hours to advise their agents and to report any bookings sold for closeout periods to the Hotel.

PORTERAGE

- Optional \$10.00 portage per person available (round trip plus 5% GST). This not mandatory.

BREAKFAST ADD-ONS

Breakfast Add-ons must be organized a minimum 30 days in advance of arrival.

HOT PLATED BREAKFAST: \$32 per person, per day, including tax and tip. Includes a specialty coffee/tea/juice, menu item (such as Eggs Benedict), and a side of hashbrowns. Pangea Café opens at 8am, located next door to the Crystal Lodge. Stair access only.

GROUP CONTINENTAL BOXED BREAKFAST: \$28 per person per day including tax and tip. Includes croissants, muffin, natural yoghurt, granola, and fresh fruit. Minimum order 15 people. Delivery after 7:30am.

TERMS & CONDITIONS (CONTINUED)

AGE POLICY

- Age Policy: Occupants must be 21 years of age or older, guests under 21 must be accompanied by an adult in existing room. Children under 17 stay free, when accompanied by an adult(s) in the existing room, over 21 years of age.

HOTEL POLICIES

- Roll away beds are not available at the hotel.
- Check in time 4:00pm and Check out time 11:00am
- All guests are responsible for their own incidental charges.
- The Crystal Lodge is a non-smoking property.
- Parking is an additional \$25.00 per vehicle per night plus applicable taxes and is subject to change.
- All rooms have complimentary high speed internet.

BOOKING PROCEDURE

- All availability and reservation requests are to be emailed or faxed to the attention of:
Sales Associate
Email: sokeil@crystal-lodge.com
Facsimile: 1 604 932 1886
- All reservation requests must clearly identify guest name, number of guests (adults and children), dates of booking and room type.
- Any 'special offer' must be referred to at the time of the reservation request to be applicable.
- All reservations will be confirmed via a return email or fax with a hotel confirmation number within 24 hours, within a standard working week.
- Reservations will not be considered confirmed unless you have received the hotel confirmation number.

CANCELLATION POLICY

- A 48-hour FIT cancellation policy will apply. Reservations cancelled or shortened within 48 hours of arrival are non-refundable.
- There is no refund for early checkouts, late check-ins, and no shows.

PAYMENT POLICY

- Hotel rates are quoted in Canadian dollars and are subject to 16% applicable government taxes: 10% Provincial Hotel Tax (8% PST & 3% MRDT) and 5% GST. Taxes subject to change without notice.
- All bookings must be made with a credit card unless Direct Billing has been approved.
- Full payment is required 48 hours prior to arrival of guest. In the event that payment is not received, the hotel reserves the right to release the space for general sale.
- If the company has been approved for Direct Billing, full payment is required within 30 days of being invoiced.












ACCOUNTANT NAME: _____
EMAIL: _____
PHONE: _____

MARKETING

GENERAL DESCRIPTION

Steps to the ski hill and seconds to shops, pubs, and restaurants, Crystal Lodge is a modern tribute to a rich history in the very center of Whistler Village. From single guest rooms to spacious loft suites, to a three-bedroom penthouse with sweeping panoramic views, the perfect room for every Whistler stay. After a day spent on the slopes or the trails, in the shops or the pub, the heated outdoor pool, hot tub, and ski/bike valet services at The Crystal are exactly what you want to come home to.

AMENITIES

 HEATED OUTDOOR POOL & HOT TUB	 DRY SAUNA	 FITNESS CENTRE
 24-HOUR FRONT DESK & CONCIERGE	 6 ONSITE RESTAURANTS/LOUNGES	 16 ONSITE RETAIL SHOPS
 HD FLAT SCREEN TELEVISION	 DOG FRIENDLY ROOMS	 NO RESORT FEES
 HEATED UNDERGROUND & VALET PARKING (ADDITIONAL COST)	 FILTERED WATER STATION ON EACH FLOOR	 GUEST LAUNDRY FACILITIES (ADDITIONAL COST)
 ONSITE SALON		

FREE SEASONAL PERKS

 BIKE VALET SERVICE	 WIRELESS INTERNET ACCESS	 APRÈS TREATS IN LOBBY DAILY
 BIKE CLEANING & TUNING STATION	 COMPLIMENTARY TOLL FREE AND LOCAL PHONE CALLS	 BABY CRIBS AVAILABLE UPON REQUEST

IMAGES

To download our most recent images, please use the following link and enter the below password to gain access to our Google Drive folder.

Website: <https://forms.gle/sJwATMNsgwQTyjCN6>

Password: Crystal2020

In each of the folders you will find all of our current images of the hotel. These can be used to promote Crystal Lodge. Please ensure that you are using these images of the Hotel in all marketing materials.

SOCIAL MEDIA

Stay up to date on all things Crystal Lodge by following us on social media
#CrystalLodgeWhistler

Instagram: @crystallodgewhistler

Facebook: /crystallodgewhistler



BLACK OUT DATES

To be advised throughout the year via email.

EXCLUSIVE OFFER

BOOK BY DATE	ARRIVAL DATE RANGE	2 NIGHT STAY	3-4 NIGHT STAY	5+ NIGHT STAY
MARCH 31, 2023	APRIL 23–NOVEMBER 24, 2023	10% OFF	20% OFF	25% OFF
AUGUST 31, 2023	SEPTEMBER 17–NOVEMBER 24, 2023	10% OFF	20% OFF	25% OFF

- Special offers available on all room types.
- In order to receive these offers you must note this at the time of booking.
- Not available for group bookings of 6 or more rooms per night.

CONTRACT AGREEMENT

I agree to the terms and conditions set forth in this agreement. I also understand the cancellation policy and late cancellation payment terms.

BC GOLF GUIDE

PRINTED NAME: _____

SIGNATURE: _____

DATE: _____

CRYSTAL LODGE

PRINTED NAME: Jasmine Ashworth _____

SIGNATURE: _____

DATE: _____