



Agreement between Accent Inns Inc.

and

Ross Marrington, Golf Travel Specialist

BC Golf Guide

#304 - 1967 Underhill Street, Kelowna BC V1X 8C9

ross@bcgolfguide.com, 877.223.7226

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 Zed Tofino ("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.

Rates are net, non-commissionable and are based on single/double occupancy, per room, per night plus taxes in Standard Room category in Canadian dollars at Accent Inns (Victoria, Vancouver Airport, Burnaby, Kelowna, Kamloops).

Rates are net, non-commissionable and are based on single/double occupancy, per room, per night plus taxes in Rebel Room category in Canadian dollars at Hotel Zed (Victoria, Kelowna).

Rates are net, non-commissionable and are based on single/double occupancy, per room, per night plus taxes in Zed King Bed category in Canadian dollars at Hotel Zed (Tofino).

A surcharge is applicable for triple and quad occupancy (see page 6, section Family Plan). A surcharge is applicable for room upgrade categories. Bed type is based on availability at time of reservation and is not guaranteed. Net rates are subject to the following applicable taxes: Goods & Services Tax (GST), Provincial Sales Tax (PST) and Municipal Regional District Tax (MRDT). Hotel Zed Tofino is also subject to Tribal Park Allies Contribution Tax (TPA). All applicable taxes are subject to change.

PROHIBITED SALE OF UNPACKAGED RATES AND RESALE TO ONLINE TRAVEL AGENCIES:

To maintain rate integrity with our direct online travel partners, sale of unpackaged room rates and resale to Online Travel Agencies (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 for up to 120 days and/or termination of this Agreement. Any fees incurred from reservation testing of net room rates sold as unpackaged or to OTAs will be billed back to "Customer". 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.

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**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 at all Accent Inns (Victoria, Vancouver Airport, Burnaby, Kelowna, Kamloops) and Hotel Zed (Victoria, Kelowna, Tofino):

Contact: Happiness Hub (Reservations)

Toll-Free within North America: 1.800.663.0298 | Fax: 604.273.9522

Email: accent@accentinns.com

FIT ROOM(S) ON SELL & REPORT (FREE SELL) :

All FIT reservations are on sell & report (free sell) status and accepted based on open availability (without a set limit to the number of rooms) and are subject to blackout dates. Guest name(s) will be required at time of reservation to receive confirmation number(s).

Auto-Release (Year-Round) is 7 days prior to the arrival date.

FIT CANCELLATION:

No charge will be applied to FIT cancellation(s) received at 7 or more days prior to the arrival date.

First night room and tax charge will be applied to FIT cancellation(s) received at less than 7 days prior to the arrival date.

FIT NO-SHOW:

Full 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, Vancouver Airport, Burnaby, Kelowna, Kamloops) and Hotel Zed (Victoria, Kelowna, Tofino):

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

Email: schan@accentinns.com

Direct: 250.888.7552 | Fax: 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 30 days prior to arrival date.

For preliminary rooming list(s), changes to rooming list(s) and final rooming list(s) to Accent Inns (Victoria, Vancouver Airport, Burnaby, Kelowna, Kamloops) and Hotel Zed (Victoria, Kelowna, Tofino):

Contact: Happiness Hub (Group Reservations)

Toll-Free within North America: 1.800.663.0298 | Fax: 604.273.9522

Email: group@accentinns.com

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GROUP RESERVATION CUT-OFF DATE:

Value Season (October-April): 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.

Summer Season (May-September): The "Hotel" will be provided with a monthly Sales-To-Date Report and if both parties agree, group blocks will be adjusted accordingly. 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 10% (rounded to the nearest figure) within 2-30 days prior to the arrival date.

GROUP CANCELLATION:

Value Season (October-April):

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

- ❖ First night room and tax charge will be applied to group cancellation(s) received 4-29 days prior to the arrival date.
- ❖ Full room and tax charge will be applied to group cancellation(s) received 0-3 days prior to the arrival date.

Summer Season (May-September):

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

- ❖ First night room and tax charge will be applied to group cancellation(s) received 8-29 days prior to the arrival date.
- ❖ Full room and tax charge will be applied to group cancellation(s) received 0-7 days prior to the arrival date.

GROUP NO-SHOW:

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

PREPAYMENT TERMS:

Unless direct billing is established:

- ❖ all FIT reservations are subject to full prepayment prior to check in
- ❖ all group reservations are subject to full prepayment 30 days prior to arrival date. For group reservations booked less than 30 days prior to arrival date, prepayment is due immediately.

Guest room keys will not be issued if full prepayment is not received.

PREPAYMENT OPTIONS:

- ❖ **Credit Card:** Visa, MasterCard, American Express, Diners Club, Discover, JCB are accepted with a completed one-time use or standing credit card authorization form through our digital authorization partner
- ❖ **Virtual Credit Card:** valid PIN required
- ❖ **Electronic Fund Transfer (EFT):** banking details available upon request
- ❖ **Cheque:** Payment by cheque require 5 business days for Canadian cheques to clear and 15 business days for United States cheques to clear and will only be accepted for future reservation arrival date(s) that meet FIT and/or group prepayment terms

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DIRECT BILL:

If a direct bill/invoice account is established, account balances are to be paid in full no later than 30 days from date 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:


4pm

CHECK OUT:

11am

REGISTRATION POLICY:

Children age 18 and under must be accompanied by an adult upon check in.

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**UPGRADE OPTIONS:**

Value Season: October-April

Summer Season: May-September

UPGRADE OPTIONS		VALUE			SUMMER	
Accent Inns		SEASON			SEASON	
Surcharge to standard room rate	Kitchenette	Junior Suite	Suite		Kitchenette	Junior Suite Suite
Accent Inns Victoria	\$20	\$15	\$30		\$30	\$30 \$50
Accent Inns Vancouver Airport	\$20	\$15	\$30		\$20	\$30 \$50
Accent Inns Burnaby	\$20	\$15	\$40		\$30	\$30 \$60
Accent Inns Kelowna	\$20		\$30		\$30	\$50
Accent Inns Kamloops	\$30		\$30		\$30	\$50

UPGRADE OPTIONS		VALUE			SUMMER	
Hotel Zed - Victoria		SEASON			SEASON	
Surcharge to rebel room rate	Zed King Bed	Zed 2 Bed	Suite		Zed King Bed	Zed 2 Bed Suite
Hotel Zed Victoria	\$10	\$20	\$30		\$20	\$40 \$60

UPGRADE OPTIONS		VALUE			SUMMER	
Hotel Zed - Kelowna		SEASON			SEASON	
Surcharge to rebel room rate	Zed King Bed	Kitchenette (1 bed)	Zed 2 Bed		Zed King Bed	Kitchenette (1 bed) Zed 2 Bed
Hotel Zed Kelowna	\$10	\$20	\$20		\$30	\$50 \$70

UPGRADE OPTIONS		VALUE			SUMMER	
Hotel Zed - Tofino		SEASON			SEASON	
Surcharge to standard room rate	Zed 2 Bed	Kitchenette (1 bed)	Kitchenette (2 bed)		Zed 2 Bed	Kitchenette (1 bed) Kitchenette (2 bed)
Hotel Zed Tofino	\$30	\$30	\$50		\$60	\$60 \$100

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FAMILY PLAN:

Children age 16 and under stay complimentary when accompanied by an adult. Additional adult(s) surcharge is per person, per room, per night plus taxes.

Additional Adult(s) Surcharge	Value Season	Summer Season
Accent Inns Victoria	\$20	\$20
Accent Inns Vancouver Airport	\$10	\$10
Accent Inns Burnaby	\$10	\$10
Accent Inns Kamloops	\$10	\$20
Accent Inns Kelowna	\$10	\$20
Hotel Zed Victoria	\$20	\$20
Hotel Zed Kelowna	\$10	\$20
Hotel Zed Tofino	\$20	\$30

ROOM TYPE / BED TYPE OPTIONS:

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

ROOM TYPE & BED TYPE								
Hotel Zed	Rebel Room	Zed King Bed	Zed 2 Bed	Bunk Room (sleeps 4)	Bunk Room (sleeps 6)	Kitchenette (1 Bed)	Kitchenette (2 Bed)	Suite + Kitchenette
Hotel Zed Victoria	Q	K	QQ					QQ + SFB
Hotel Zed Kelowna	Q	K	QQ	K + SS	Q + SS + SFB	Q	QQ	
Hotel Zed Tofino		K	QQ	Q + Q		K	DD	

Q = 1 Queen K = 1 King DD = 2 Double QQ = 2 Queen Q + SFB = 1 Queen + Sofabed

K+SS = King + Single Over Single Bunks

QQ + SFB = 2 Queen + Sofabed

K + SFB = 1 King + Sofabed

Q+Q = Queen Over Queen Bunks

Q + SS + SFB = Queen + Single Over Single Bunks + Sofabed

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TAXES:

All room rates, upgrade options, family plan and pet friendly rooms at Accent Inns (Victoria, Vancouver Airport, Burnaby, Kelowna, Kamloops) and Hotel Zed (Victoria, Kelowna, Tofino) are subject to the applicable Goods & Services Tax (GST), Provincial Sales Tax (PST) and Municipal & Regional District Tax (MRDT). Hotel Zed Tofino is also subject to the Tribal Park Allies Contribution Tax (TPA). All applicable taxes are subject to change.

Menus and meal plans at Hotel Zed Tofino are subject to 18% service gratuity, 5% Goods & Services Tax (GST) and 1% Tribal Park Allies Contribution Tax (TPA).

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

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

COMPLIMENTARY VALUE-ADD INCLUSIONS AT ACCENT INNS PROPERTIES:

- ❖ Parking includes oversized vehicles. Long term or extended parking is subject to an additional charge.
- ❖ Motorcoach parking with tour group staying at "Hotel"
- ❖ WiFi
- ❖ Local telephone calls
- ❖ Coffee/tea in guest rooms
- ❖ Bike rentals
- ❖ Accent Inns rubber duck
- ❖ Shuttle service to/from YVR Vancouver Airport/Accent Inns Vancouver Airport. If the shuttle service is not operational, a taxi fare reimbursement will be provided up to \$20 each way with valid receipt(s)
- ❖ Fitness room
- ❖ Seasonal outdoor swimming pool exclusive to Accent Inns Kelowna and Accent Inns Kamloops

COMPLIMENTARY VALUE-ADD INCLUSIONS AT HOTEL ZED PROPERTIES:

- ❖ Parking includes oversized vehicles. Long term or extended parking is subject to an additional charge. Oversized vehicle parking must be confirmed with the "Hotel" at time of booking
- ❖ WiFi
- ❖ Local telephone calls
- ❖ Coffee/tea 24/7 in the lobby at Hotel Zed Victoria and Hotel Zed Kelowna
- ❖ Coffee/tea in guest rooms at Hotel Zed Tofino
- ❖ Bike rentals exclusive to Hotel Zed Victoria and Hotel Zed Kelowna
- ❖ Longboard rentals exclusive to Hotel Zed Victoria and Hotel Zed Kelowna
- ❖ Disco roller skate rentals exclusive to Hotel Zed Kelowna
- ❖ Comic book and yo-yo
- ❖ Vinyl listening station and board games in hotel lobby exclusive to Hotel Zed Victoria and Hotel Zed Kelowna
- ❖ Activity entertainment lounge (ping pong table, Wii, 50" TVs) exclusive to Hotel Zed Victoria and Hotel Zed Kelowna
- ❖ Disco lounge exclusive Hotel Zed Tofino
- ❖ Sunken living room, arcade, psychic den, poker room, outdoor ping pong, outdoor playground, outdoor shuffleboard, Stillwater Nature Spa and private rainforest lookout exclusive to Hotel Zed Tofino
- ❖ Swimming pool at Hotel Zed Victoria year-round with annual maintenance closure only and seasonal swimming pool at Hotel Zed Kelowna
- ❖ Waterslide exclusive to Hotel Zed Victoria
- ❖ Jacuzzi and sauna

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OPTIONAL BAGGAGE HANDLING SERVICES:

Optional baggage handling services are available at \$15 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. Maximum 2 pets per room. Our Pet Policy for review and signature will be provided upon check-in and is subject to change.

BIKE FRIENDLY:

Free bike rentals include bike locks. Washing and tuning stations are 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 Accent Inns (Victoria, Vancouver Airport, Burnaby, Kelowna, Kamloops) and Hotel Zed Victoria. Individual packets of laundry detergent and dryer sheets are available for purchase at the front desk. Prices may vary at each location. Complimentary guest use of washer and dryer available 24 hours at Hotel Zed Tofino including free packets of laundry detergent and dryer sheets at the front desk.

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 (where applicable) 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 charge 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.

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**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:

"Customer" 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.


BLACKOUT DATES:

- ❖ Blackout 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 blackout notice is issued: "Customer" has 2 business days from the date and time of the blackout date email notification to report any FIT reservations sold on blackout dates to Happiness Hub at accent@accentinns.com. FIT reservations sold will be accepted within this reporting time frame only.
- ❖ Subject to availability, reservation(s) requested on blackout date(s) will be offered a discounted best available rate.

Please indicate the company contact name(s), title(s), telephone number(s) and email address(es) to receive blackout date notifications:

Name:	Ross Marrington	Telephone:	250-764-0700
Title:	owner	Email:	teetimes@bcgolfguide.com
Company:	BC Golf Guide		

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

Initials: 

**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, "Customer" agrees to the Agreement and Terms & Conditions.

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

ACCEPTED AND AGREED TO BY:

Date Format is DD/MM/YYYY

Name:	Ross Marrington	Signature:	<small>DocuSigned by:</small> <i>Ross Marrington</i>
Title:	boss	Date Signed:	<small>EF309951EC4C406...</small> 6/7/2023
Company:	BC Golf Guide		

Name:	Sally Chan	Signature:	<small>DocuSigned by:</small> <i>Sally Chan</i>
Title:	Director of Sales – Tour & Travel	Date Issued:	<small>B914595A789F54E7...</small> 6/7/2023
Company:	Accent Inns & Hotel Zed	Date Signed:	7/7/2023

Please read and initial each page, sign, and submit through our digital contracting partner. If you are having issues completing digitally, please scan and return to Sally Chan, Director of Sales – Tour & Travel by email at 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 | Roar

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

Direct: 250.888.7552 | Fax: 250.361.9820 | Email: schan@accentinns.com

Website & Image Gallery: www.accentinns.com | Website & Image Gallery: www.hotelzed.com

Website & Image Gallery: www.roartofino.com

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