



## 2024/2025 Wholesale Agreement

November 27, 2023

### BC Golf Guide

Re: Golf Canada's West, **2024/2025 Agreement**

We are delighted that **BC Golf Guide** is considering Eldorado Resort as the location for your clients visiting Kelowna, British Columbia.

Enclosed, you will find our 2024/2025 Net room rates and policies for all packaged Tour and FIT bookings.

### GUESTROOMS AND RATES:

2024/2025 Rates		MID	HIGH	MID	LOW
		Apr 1 - May 30	May 31st - Sep 03	Sep 04 - Oct 14	Oct 15 - March 31st
Manteo	Deluxe	\$164	\$279	\$169	\$129
	Deluxe Lakeside	\$194	\$359	\$199	\$149
	1-Bedroom	\$229	\$379	\$234	\$169
	1-Bedroom Lakeside	\$239	\$404	\$244	\$179
	2-Bedroom Villa	\$374	\$559	\$379	\$329
Hotel Eldorado	Heritage	\$164	\$279	\$164	\$129
	Arms Standard	\$164	\$279	\$164	\$129
	Arms Deluxe	\$204	\$339	\$204	\$149
	Heritage Lakeview	\$234	\$379	\$234	\$179
	Arms Luxury Suite	\$284	\$479	\$284	\$229

Room rates are based on single/double occupancy, excluding Villas. Each additional adult in the room is \$20.00, plus applicable taxes per night. Children aged 17 years and under stay free when accompanied by an adult. Two Bedroom Villas are based on occupancy for up to four (4) people.

The Canadian dollar rates quoted above are net non-commissionable and are subject to taxes and resort fee. The current taxes are 8% Provincial Sales Tax (PST), 3% Municipal Regional District Tax (MRDT) and 5% Goods & Services Tax (GST).

Resort Fees are reduced to \$10.00 per room per day, plus GST (regular resort fee is \$30 per day, plus GST). Resort fees includes <https://www.hoteleldoradokelowna.com/resortexperience> property wide high-speed Internet, local calls, business center, fitness center, and all resort amenity access including indoor & outdoor swimming pools, hot tubs, tennis courts, rooftop sun patio and private beach. \*Some resort amenities are seasonal.

Eldorado Resort has Parking Lot Enforcement Program that runs May to October. Parking is included with your stay, but we cannot guarantee parking is available as it is on a first come first served basis. There is an option of Public Parking in the Kelowna Public Parking beside the resort payable at your own expense.

Eldorado Resort is pleased to be 100% non-smoking. Please ensure that guests are aware that smoking is not permitted in guestrooms or on guest balconies.

#### **RESTRICTIONS:**

Please note reservation restrictions may apply throughout the year as all reservations need to be requested as we are not holding any rooms as it is free sale for **BC Golf Guide**. Our reservations team will advise availability accordingly upon request. Black out dates are the long weekends in 2024:

May 17, 18, 19

June 28, 29, 30

Jul 01

Aug 2, 3, 4, 5, 30, 31

Sep 1, 2

#### **PORTERAGE:**

Eldorado Resort provides mandatory porterage service for all groups (10 or more rooms) at a charge of \$7.00 per person round trip, inclusive of taxes and gratuities.

#### **RATE REQUIREMENTS:**

**BC Golf Guide** understands and agrees to the requirement that **BC Golf Guide** is prohibited from displaying, selling, directly or indirectly via a third-party travel seller, related or not related to **BC Golf Guide**, any room or suite at a rate lower than the published rate the hotel has available for sale on the hotel's website.

*Displaying, selling – either directly or via third party travel seller, related or not related to **BC Golf Guide**, any rate lower than the resort is selling on the hotel's website is in violation of this agreement and constitutes terms for immediate termination of this agreement.*

These rates are not applicable to any group requests. Group rates and conditions are negotiated on an individual basis. Group rates are based on ten (10) or more rooms and will not be honored without first receiving approval in writing from Eldorado Resort Sales Department. This also applies to groups of rooms that are submitted to us as FIT bookings but in reality constitute a "group". If we discover that FIT bookings that are traveling together in an amount of ten (10) rooms or more, these bookings will be required to pay a one-time porterage fee of \$7.00 per guest, round trip.

#### **ALLOCATION:**

Eldorado Resort will provide **BC Golf Guide** with reservations number and email to request dates for accommodation. Eldorado Resort will not be allocating rooms. Close-out dates are stated above, and all rooms are subject to availability **BC Golf Guide** to the Main Contact provided to the Resort unless an alternative close-out email has been provided by **BC Golf Guide**.

#### **DEPOSIT / BILLING - FIT (9 or less rooms):**

Full prepayment is required 30 days prior to the guest arrival date.

#### **CANCELLATION POLICY – FIT (9 or less rooms):**

Individual cancellations and no-show reservations will result in a one-night room and tax charge (per room) unless cancellation notice is received prior to the following timelines

April 1 <sup>st</sup> to May 30 <sup>th</sup> , 2024 and September 4 <sup>th</sup> to March 31 <sup>st</sup> , 2025	48 hours for guestrooms & suites and 7 days for Villas prior to any night within the reservation dates
May 31 <sup>st</sup> 2024 to September 3 <sup>rd</sup> 2024	7 days for guestrooms & suites and 14 days for Villas prior to any night within the reservation dates

Please note that all cancellations must be received in writing to our reservations team.

**RESERVATION METHOD – FIT REQUESTS (9 OR LESS ROOMS):**

It is understood that our reservations department will be contacted to request availability. Your contact information is as follows:

**Eldorado Resort** - Manteo & Hotel Eldorado

Resort Phone Number: (250) 860-1031

Resort E-mail: [reservations@eldoradoresort.ca](mailto:reservations@eldoradoresort.ca)

Resort Website: [www.eldoradoresort.ca](http://www.eldoradoresort.ca)

**RESERVATION METHOD – GROUP REQUESTS (10 or more rooms):**

All requests for group reservations are to the Sales Department. Your contact information is as follows:

Resort Phone Number: (250)-860-1031

E-mail: [shill@eldoradoresort.ca](mailto:shill@eldoradoresort.ca)

The final room list with the estimated time of arrival is required thirty days prior to arrival.

**GROUPS (10 or more rooms):**

A separate agreement will be issued for any groups with 10 or more guestrooms.

**CHECK-IN/CHECK-OUT:**

Eldorado Resort check in time is 4:00pm and check out is 11:00am. The resort will assist you on accommodating special arrival times and departures times, whenever possible. Please contact our Reservations department to discuss your itinerary.

**STATEMENT OF ACCOUNT/INCIDENTAL CHARGES (Group Bookings):**

The Tour Director is responsible for ensuring that any incidental charges are cleared up at the time of checkout and responsible for approving and endorsing all statements of accounts prior to checkout. Failure to comply shall result in the Tour Company being responsible for the balance shown on the submitted statement.

Eldorado Resort requires that each guest provide a valid credit card upon check-in.

**BOOKING AGREEMENT CONDITIONS:**

- A) Any changes to this booking agreement must be in writing and signed by both parties. The depositing of funds by **BC Golf Guide** does not in itself constitute any agreement between parties.
- B) This booking agreement shall take effect and be binding only when it is signed by **BC Golf Guide** and the appointed representative of Eldorado Resort and supersedes any prior agreements, policies, and discussions made between the parties heretofore.
- C) Eldorado Resort reserves the right to change room types, bed type and location between hotels based on availability.
- D) Failure of the part of **BC Golf Guide** to comply with any of the foregoing terms and conditions shall entitle Eldorado Resort to cancel any present and future arrangements of space booked by **BC Golf Guide** and forfeiture of deposits.

Kind Regards,

On behalf of **BC Golf Guide**

**Stacey Hill (Sales Manager)**

Eldorado Resort  
3762 Lakeshore Road  
Kelowna. B.C  
V1W 3L4

[shill@eldoradoresort.ca](mailto:shill@eldoradoresort.ca)

T: 250-860-1031

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



Dear **BC Golf Guide**,

To ensure our files are up to date, we ask that you complete the following and fax back to our office along with your booking agreement. (PLEASE PRINT)

Reservation Manager's Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone number: \_\_\_\_\_ Fax number: \_\_\_\_\_

Email address: \_\_\_\_\_

Accounts Payable Contact: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone number: \_\_\_\_\_ Fax number: \_\_\_\_\_

GST # (if applicable) \_\_\_\_\_

Credit Card number: *Sertifi link can be sent* \_\_\_\_\_

Emergency Contact number for after office hours: \_\_\_\_\_

**Resort fee is an additional \$10.00 per room per night plus GST**

Thank you. Should you have any questions, please do not hesitate to contact us directly.

**Stacey Hill (Sales Manager)**

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