



# Terracana Ranch Resort

## TOUR BOOKING CONTRACT

### Terms & Conditions

#### 2009/10 GROUP F.I.T. RATES

<b>Group Cabin Rates</b>	May 15 <sup>th</sup> – Oct 15 <sup>th</sup>	<b>All Meals Inclusive Group Rates</b>	May 15 <sup>th</sup> – Oct 15 <sup>th</sup>
Deluxe Riverside Studio Cabin	\$119	Deluxe Riverside Studio Cabin	\$229
One Bedroom Cabin	\$139	One Bedroom Cabin	\$249
Executive One Bedroom	\$199	Executive One Bedroom	\$309
Two Bedroom Cabin	\$159	Two Bedroom Cabin	\$269
Bunkhouse	\$69	Bunkhouse	\$179

**All Rates:** Canadian Dollars & Subject to change without notice please confirm at the time of booking

**Quotes:** This contract shall apply to all bookings based on individual quotes which must be signed for each booking

**Wholesale Tour Rates:** Based on double occupancy net non-commissionable minimum 8 or more cabins

**Meals Inclusive Rates:** Deluxe Continental breakfast / Packed Lunch / 3 Course Dinner minimum 16 guests

**Additional Charges:** Extra Guests over 5years of age \$10.00 + meals

\$10.00 - Cots / Crib / Pets / Board & Iron / TV & VCR Rental

15% Food & Beverage Service Gratuities are added on groups

5% luggage handling and maid gratuities added on groups

CHECK IN 4 pm / CHECK OUT 11am - \$10 charge if early or late

CANCELLATION Group of 10 or more – 30 day notice / FIT's – 48hours

50% of the room charges for the full tour stay if less than 30 day cancellation

TAXES 7% GST/7% PST/8% Hotel Tax/10% Liquor Tax

\$200 Fine for damages/Smoking in Room/Pet in non-pet room

Holidays Full Rack Rates Apply (April 8-11<sup>th</sup> May 21-23<sup>rd</sup> July 1-3<sup>rd</sup> July29-Aug1<sup>st</sup> Sept 3-5<sup>th</sup> Oct 8-10<sup>th</sup>)

#### TAX AND SERVICE CHARGE

Currently all room rates are subject to 8% Provincial Hotel Room Tax, Food & Beverage is subject to 7% G.S.T. and 15% Gratuity. Taxes are not included therefore they will be added over and above all rates and on all other charges. Tour companies booking guests who live outside of Canada can enter into an Assignment of Right to GST Rebate Agreement. GST rebate forms available at <http://www.cra-arc.gc.ca/E/pgb/gf/gst176/gst176-03e.pdf>

#### DEPOSITS

Terracana Ranch Resort requires a signed Tour Proposal and a Refundable booking deposit of 15% in order to block cabins, payment in full is due no less than 30 days prior to guest arrival. For bookings made within 30 days we require a certified cheque for the full amount within 7 days of booking. Bookings without a deposit or full prepayment will be released without prior notice.

#### DRIVER ACCOMMODATION

For tour groups two hotel style rooms are allocated for Bus drivers requiring accommodation rate to be negotiated based on booking.

#### CHECK-IN TIME

Our check-in time is 4:00 pm. Requests for early check-in time may be made direct with the Front Desk a minimum of two weeks prior to arrival and will be confirmed based on availability of guestrooms on your check-in date.

#### BAGGAGE HANDLING

To facilitate handling, each piece of luggage should carry a distinctive label or tag clearly indicating the passenger and tour company. Departure time should be reconfirmed in person with the Front Desk to arrange a baggage pull time.



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#### STATUS REPORT AND ROOMING LIST/RESERVATION METHOD

To assist our staff at 30 days prior to arrival we require a group status report advising adjusted room block indicating the number of rooms to hold. This report is to be sent to the attention of the Sales Manager or General Manager for confirmation of availability.

Final rooming lists are required 15 days prior to arrival; rooming lists not received prior to arrival may result in the loss of space held for that booking, and are subject to the cancellation policy. Final lists are to be complete with individual guest names and include the names of the Tour Director and Driver to be sent to the attention of the Sales Manager or General Manager.

Your company may transfer names between tours from 30-14 days of the group's arrival as long as the reported room allotment from the status report does not change. Transfers and substitutions within 14 days of arrival must be requested at sent to the attention of the Sales Manager or General Manager, these changes will be noted and every effort made to accommodate when assigning guestrooms. The names of the guests and the tour in question are to be indicated at the time of the request.

A complete itinerary of the tour schedule should accompany the final rooming list. Should an early arrival be anticipated, please advise the Sales Manager or General Manager. We ask that your tour director contact the Front Desk 48 hours prior to arrival, to reconfirm counts, indicate any special requests and provide an estimated time of arrival. We reserve the right to reverse an itinerary where on occasion it becomes necessary.

#### INCIDENTAL CHARGES

As we do not have the address of tour patrons, it is the policy of Terracana Ranch Resort that the Tour Director assists in collection of incidental charges or fines prior to departure. Charges not collected will be the responsibility of the Tour Operator.

#### CHECK-OUT TIME

Our check-out time is 11:00 am. Requests for extended checkout may be made direct with the Front Desk upon check-in and will be confirmed based on availability of guestrooms on your checkout date.

#### ADVERTISING MATERIAL

In compliance with laws on package travel, Terracana Ranch Resort has a responsibility to ensure that description of our product and services is accurate in all respects. In order to comply with this directive, we request that you submit all descriptive and/or advertising copy pertaining to Terracana Ranch Resort to us for review no later than 30 days prior to printing. We will follow up directly.

#### CANCELLATION POLICY

1. Group Cancellations MUST be received in writing.
2. Group tour cancellation less than 30 days prior; Condition: 50% of the room charges for the full tour stay.
3. Group space decreased from original booking within 15 days or Full Tour Cancellation; Condition: 100% of the room charges for the full tour stay.
4. Cancellation penalty reduction for group bookings will be assessed following the group departure date and will be based on the Resort's ability to resell the rooms and attain the projected occupancies on the dates cancelled.

**Date:** \_\_\_\_\_ **Contact Name:** \_\_\_\_\_

**Organization:** \_\_\_\_\_ **Ph:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_  
**Tour Company Authorized Agent**

\_\_\_\_\_  
**Terracana Ranch**