

## Conditions

### Rates

- Prices are quoted in Canadian dollars.

### Booking procedure

- Request sent to Vancouver office, or  
Email to: png@canada-one.com

### Reply

- 24 hours within for confirmation or reply.

### Group - deposit & payment

- Initial deposit payment is required upon spaces is confirmed
- Deposit is required send to office within 7 days after confirmation; this is hotel policy in Canada.
- Failure to do so will cause spaces to be released.
- Rooming list is required 30 days prior to arrival.
- 5 rooms or up is considered group booking in Canada.

### Group cancellation or shrinkage

- No penalty for 30 days in advance notice.
- 15% of total amount of group spaces will be levied whatever is greater, should group is cancelled within 30 days
- 50% of total amount of group spaces will be charged within 29 to 14 days.
- 100% of total amount on group spaces request to be charged within 14 days prior to arrival.
- Group size shrinkage is subject to Fully charged by hotel during peak season.
- Cancellation in writing is required.
- Verbal cancellation is not entertained.

### Payment by credit card

\* Pre-payment by VISA or MASTER with 6 % fee to be added  
Sorry, other credit card is not accepted.

### Payment by wire transfer

- Royal Bank of Canada  
220 Portage Ave., Winnipeg, MB. R3C 0A5  
Swift Code: ROYCCAT2  
Bank Code: 003  
Branch transit No.00007  
CAD\$ Account No.1008473

### Hotel FIT cancellation policy

- Pre-payment in full is required upon confirmation
- One night room accommodation will be charged for cancellation 96 hours prior to arrival day.
- Some hotel may charge full period in peak season or in event period on confirmed booking.
- CA\$35 of service fee is levied for cancellation after guaranteed booking or voucher is issued.
- No refund is made for early check out within less than 96 hours notice.
- Less than 4 rooms apply FIT policy.
- More than 5 rooms apply group policy.

### Delay on arrival or no show

- It is own responsibility to notify for delay, if passengers not arrive as per schedule.
- Hotel reserves right to charge 1 night penalty if passengers no show or not arrive as per schedule.
- First night penalty will be levied by hotel plus service charge.

### Bedding configuration

- Single room is 1 double bed or 1 queen size for 1 person.
- Double room is 1 double bed or 1 queen size for 2 persons.
- Triple room is 2 double beds for 3 persons. No extra bed for 3<sup>rd</sup> person.
- Fee is required for adding rollaway bed in twin room. Price varies. Pay direct by client to hotel.

### Harmony and General Sales Tax

- 13% Harmony sales tax levies in Ontario.
- 12% Harmony sales tax levies in B.C.
- 5% General sales tax levies in Alberta and Quebec.
- Government tax policy is subject to change.

By booking with Canada One Travel Ltd.,  
You duly accept all terms and conditions as indicated above.