

Conditions

Rates

- Prices are quoted in Canadian dollars.

Booking procedure

- Request sent to Vancouver office, or
Email to info@octravel.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 5% fee to be added
Sorry, other credit card is not accepted.

Payment by Bank transfer

- * Royal Bank of Canada. Branch No.5600
505 West Broadway, Vancouver, B.C. Canada. V5E 1E7
CDN\$ a/c No.101-9678
USA\$ a/c No.400-5567
Swift code ROYCCAT2

Hotel FIT cancellation policy

- **Full pre-payment 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 3rd person.
- Fee is required for adding rollaway bed in twin room. Price varies. Pay direct by client to hotel.

General Sales Tax

- 5% GST is subject to room rate per room/night.
- Government tax policy is subject to change.

2010 Harmony Sales Tax

HST may effective in Toronto & Vancouver July01.
Harmony Tax is 12% in Vancouver and 13% in Toronto.

By booking with OCT Holidays Ltd.,
You duly accept all terms and conditions as indicated above.