



Dear Tour Operator Partner,

Thank you for your continued partnership and support of Big White.

So far 2015/2016 has been one of the best seasons ever at Big White! Our early opening means this season is one of the longest in Big White's history. With over a 230cm base and over 650cm of cumulative snowfall so far, epic is the best way to describe this season!

If you have clients where snow conditions are a primary concern please remember Big White has consistently had some of the best snow conditions in North America year after year and this season has so far exceeded all expectations.

This season has also been our first season managing all aspects of Stonegate Resort and Sundance Resort, both of which have been a huge success. Our positive changes, additional services and new management have been welcomed by our mutual guests and we are thrilled at the amazing guest reviews and positive comments we have been receiving for both properties.

The new Black Forest Day Lodge is a stunning building, with awesome, panoramic views, it is a great addition to Big White and an excellent location to stop for quick drink or delicious lunch. Big White was honoured to receive a breathtaking 10-foot statue donated by the Westbank First Nation. Created by Artist Smoker Marchand, the design of the statue is based on the Westbank First Nation logo. The statue is located next to the new Black Forest Day Lodge and provides an excellent photo opportunity.

Please find attached Big White Central Reservations Accommodation, Lift, Lesson, Equipment Rental and Airport Transfer rates for the 2016/2017 season. Please note our Airport Transfer schedule will be available in the fall once the Kelowna International Airport has released its winter schedule.

Changes for 2016/2017 season:

- Accommodation rate increases of between 2% and 8% with no increases on Sundance Studios.
- Lift Tickets net rates are now only available on multiday tickets (2 days or more), 1 day lift tickets are at ticket window rack pricing.
- NEW Long Stay Lift Ticket! Our new Long Stay Lift Ticket will start the day of arrival and end the day of departure, maximizing ski time for your clients. Please see your incentives contract for full details.
- Our early booking 5 night minimum remains applicable until October 3, 2016 at all properties except the Inn at Big White which has a 3 night minimum until October 3, 2016.
- Minimum age requirements remain at 21 years to rent a unit with ID required on check in.

Exceptions at Bullet Creek Cabins and Towering Pines where the minimum age to rent a unit 25 years.

- Exception at Stonebridge Lodge where the minimum age is 23 years for all adult guests in the unit unless they are all members of the same family with at least one family member over 23 years
- We listened to your feedback and have changed our incentives to stand-alone accommodation incentives and stand-alone lift ticket incentives, no more matching number of nights to number of days.

Reminders for 2016/2017 Season:

- Your payment reports are also a list of all your confirmed bookings, when checking these reports if you see a booking that should be cancelled please let us know right away or the booking will remain as confirmed. At present these reports are sent to your accountant, if you would like us to add another person in your company to receive these reports just let us know.
- Our Wholesale Website provides a wealth of information including unit descriptions, check in information and high res images.
- Parking is free for guests of Big White Central Reservations, 1 parking spot with your accommodation and additional parking at Happy Valley.
- Night skiing is open Tuesday to Saturday when available, weather permitting
- We have a complimentary on mountain shuttle that runs on a 30 minute loop around the resort.
- We have daily complimentary Mountain Tours leaving at 10:30am from the Village Centre. Our Snowhosts will show you around the mountain and let you in on our locals' secrets for the best skiing and snowboarding at Big White.
- There's so much to do at Big White; tubing, skating, dog sledding, snowmobiling, ice climbing and much more. We are proud to be in the Top 10 Best Ski Resorts for People Who Don't Ski 2015, *MSN Travel!*
- All guests can take advantage of tons of free entertainment happening all winter long, including Family Apres, Carnival Night, Weekly Fireworks and much more - all at no extra charge!

Please also find attached your 2016/2017 FIT Contract and FIT Incentives Contract. Please complete, sign and send both contracts back to us either by fax at 250 491 6164 or by email at wholesalers@bigwhite.com at your earliest convenience.

We are accepting requests for next season at present and all requests will be placed in priority order. We will be able to confirm bookings starting on Monday March 28, 2016. We will confirm all waitlist requests first and then open for bookings. Not all units will be available to book right away, however if we do not have the specific unit you are requesting we will offer alternatives. A note will be made on the reservation to change to your requested unit if it becomes available. If the requested unit does become available we will contact you first and will then move your bookings once you have confirmed. We are able to offer this change option until October 3, 2016 at which time if the requested unit is still not available we will need to either confirm the unit booked or offer and confirm other alternatives.

2016/2017 season dates are:

November 23, 2016	First night of accommodation
November 24, 2016	First day of skiing
April 8, 2017	Last night of accommodation
April 9, 2017	Last day of skiing

All properties will be available for bookings starting on November 23, 2016

To assist with your brochure / website our Wholesale Website has a selection of photo images available for you to download. Our new and improved Wholesale Website also provides information on accommodation, services, activities and general resort information and is updated on a regular basis.

www.bigwhite.com/wholesaler

User Name wholesaler

Password bigw05

Thank you for all your bookings this season and your continued support of Big White. We look forward to working with you again next season.

Kind regards,

Nicki