

FAQs

Hospitality customers who already have a Hospitality Product Catalogue account

Do I need to register again if I already have an account?

- If you already have an active Hospitality Product Catalogue account, you do not need to register again. You will be able to access the wholesale price list when it becomes available on July 20, 2020.

I have an account but I've forgotten my login details. How do I get back in?

- Go to the hospitality page on the Wholesale Website <https://wholesale.bclddb.com/hospitality>, click on the Hospitality Product Catalogue link in the red box at the bottom of the page and select "forgot your password" which will take you to a new page where there will be instructions to reset your password.

When will the wholesale price list be posted?

- The first phase of the systems changes will be delivered by July 20, 2020 when hospitality customers will be able to buy at wholesale prices. Until then, all hospitality customers will continue to pay retail price. The second phase will be completed by September 1, 2020 and will provide hospitality customers access to the wholesale price list through the fully functioning Hospitality Product Catalogue.
- The Hospitality Product Catalogue will temporarily be unavailable until July 20, 2020 while the necessary updates are made to the system to incorporate the hospitality pricing change. From July 20 through to September 1, 2020, a searchable wholesale price list file will be posted to the Catalogue as an interim measure to assist hospitality customers with their purchasing decisions until the Catalogue resumes its full functionality on September 1, 2020.

Do I automatically get wholesale prices today since I already have an account?

- Wholesale prices will be activated at point of sale and posted to the hospitality product catalogue starting July 20, 2020. Until then, hospitality customers will continue to pay retail price.
- The Hospitality Product Catalogue will temporarily be unavailable until July 20, 2020 while the necessary updates are made to the system to incorporate the hospitality pricing change. From July 20 through to September 1, 2020, a searchable wholesale price list file will be posted to the Catalogue as an interim measure to assist hospitality customers with their purchasing decisions until the Catalogue resumes its full functionality on September 1, 2020.