



High Country Properties has been in the vacation rental business since 1987 in the Columbia Valley and has built a strong reputation among second home owners in the valley. Our property inventory includes privately owned vacation properties in Radium Hot Springs, Invermere, Windermere, Panorama, Fairmont Hot Springs, and Kimberley.

MANAGEMENT ARRANGEMENT

Our services include:

- Year-round short term rental program
- Marketing services to promote your property
- Housekeeping services
- Property amenities – linen, paper products, soaps, garbage bags, etc.
- Property maintenance
- Reservation and guest service department that is open 364 days per year (we close on Christmas day)
- Internet reservation software
- Owner accounting to provide monthly and annual statements; Access to owner website

Our Fees:

- Management fee is a 60/40 split with the property owner (Property owner takes 60% and High Country takes 40%)
- High Country Properties covers the housekeeping cost for paying guests and marketing stays
- The housekeeping fee for an owner clean is \$30 per hour and guest of owner is \$30 per hour plus a linen charge. Many owners choose to tidy their property before leaving to save on housekeeping costs

GETTING STARTED

Please provide the following information so we can calculate an estimate on the nightly rate and annual revenue:

- Property address (photos if available)
- Property size
- # of bedrooms
- # of beds with configuration (ie: queen, king, bunk beds)
- # of bathrooms
- Unique features of the property (ie: hot tub, pool table, outdoor fireplace, beach access)
- Pet friendly

1. What is the process for renting my property with High Country Properties?

Assessment: Once you have spoken to our General Manager about the possibility of renting your property, a representative from High Country Properties will meet with you at your property to determine whether it will be a suitable rental home. At that time our staff may offer recommendations, based on our experience, to help you maximize your revenue potential.

Property Readiness: Your property needs to be rental ready to ensure that the photos accurately highlight the features of your property. Please bear in mind that your property will be entered in our reservations system immediately upon receipt of your management agreement and we will begin booking your property whether or not it is on the webpage.

When your property has been entered into High Country Properties' systems, our staff will clean the property as required to ensure that hospitality standards are met and set up our supplies and universal linens. A full inventory of the contents and an assessment of the property's operating systems will also be completed at this time. We will need 3-5 days from the date on your agreement until the property is cleaned and ready for rental.

Systems Entry: Your property will be entered into our reservations system immediately upon receipt of your management agreement. Our Reservations Team will be familiarized with your property through a site visit and we will begin booking your property whether or not it is live on the website. Your property will go live on our website booking system within one month of receiving your signed management agreement. Please note that this process may take longer during peak seasons.

2. What items does High Country Properties supply?

HCP provides the following items:

- All paper products (toilet tissue, paper towel, facial tissue)
- Laundry and dish soap
- Bathroom soap
- Garbage bags - large and small
- Tea towels and dish cloths
- Bath and hand towels, facecloths and bathmats
- Sheets and pillowcases
- Guest guide

3. What items do I need to supply?

Our Operations Manager will provide you with a full list of required inventory items. We encourage you to stock your properties well to meet guest demand. Some of the standard items that the owner must supply include the following:

- Flat screen TV (32" minimum), DVD player and iPod dock
- Internet service
- Gas BBQ and patio furniture
- Vacuum, broom and dustpan, mop and bucket
- Fully stocked kitchen with 2 to 4 more sets of glassware, plates and cutlery than the property sleeps (i.e. a property that sleeps 8 people will require 10 to 12 of each)
- Mattress pad and duvet or comforter for each bed (including hide-a-beds) & pillows
- Extra blankets

- Safety items including smoke and carbon monoxide detectors, fire extinguisher, emergency flashlight & hairdryer
- Bedside table, alarm clock and bedside lamp in each bedroom

4. **What extra amenities do you recommend putting into my property?**

To meet the increasing requests and needs of our guests we recommend furnishing your property with as many extra amenities as possible. Suggestions include the following:

- Hot tub
- Pool table
- Games table (e.g. foosball, shuffleboard)
- Extra TVs or entertainment centres in family room or master bedroom
- Books, games, DVDs
- Blender
- Wall mounted hair dryers
- Deluxe patio sets and lounge chairs

5. **Can I put in a hot tub?**

Hot tubs are the fastest growing and most highly demanded amenity in the vacation rental market. Installing one in your property will increase both the nightly rental rate and the number of rental nights reserved. To maintain health and safety standards, we have a firm policy of changing the water in hot tubs after each guest stay. This service is managed by our staff. Contact our Operations Manager for further information on hot tubs.

UTILITIES

1. **What utilities do I require in my property?**

You are required to arrange for the following utilities in your property to be in place prior to the online date:

- Hydro service
- Telephone service – you require a basic phone line. Please be sure to implement a long distance block on your phone or order a long distance savings feature through Loyaltel. Please speak to our Operations Manager about this program, which we highly recommend.
- Television service – you may choose cable or satellite. The package must be above the basic service of 13 channels. Guests appreciate extra channels like the golf channel and movie networks.

2. **What insurance do I require?**

In accordance with your contract with HCP you are required to carry a minimum of \$1 million personal liability insurance. Please be sure to have content insurance. You should also check with your insurance agent to ensure that short term rental situations are included in your coverage.

MAINTENANCE & HOUSEKEEPING

1. **What happens when my property needs maintenance?**

When we receive a report from you, a guest, a cleaner or one of our staff that something in your property is broken or malfunctioning we will have either our own maintenance staff or a sub-contractor attend to the problem as soon as

possible. Owners are charged for maintenance. Services and supplies provided by subcontractors or suppliers are charged at cost plus 15%.

Owners are contacted for approval of any maintenance issues that are expected to cost over \$200 unless it is an emergency.

2. Annual Deep Clean Requirements

High Country Properties has found that the best way to properly maintain the high quality of the properties we manage is to be diligent with maintenance, carpet cleaning and annual deep cleans.

A deep clean is completed once a year on each property. This service usually occurs in the quiet fall season and related charges will appear on your statement.

A deep clean includes the following:

- Commercial cleaning of all carpets.
- Kitchen - wash all cupboards inside and out, wash all walls and light fixtures, pull out fridge and stove and clean behind.
- Bathroom - scrub all surfaces, wash cupboards inside and out, wash all walls and light fixtures.
- All other areas - wash all walls and light fixtures, move all furniture to vacuum edges and wash baseboards.
- BBQ - scrub and clean grills, clean out base and change briquettes if necessary.
- Bedrooms - launder or dry clean duvets, bedspreads, comforters, bed skirts, mattress covers, pillow covers, etc.

INCOME & STATEMENTS

1. What will the nightly rental rate be for my property?

Nightly rates are published on our website and in our advertising. However the vacation rental business is different than hotels. We are selling a vacation package and not a one night stay. Whether a guest stays three nights or four nights the expenses to the property are the same. We therefore sometimes offer special packages (especially in value season) for guests that give them "one night free". We also offer weekly rates that incorporate the free night concept. Our guest is very happy because he is getting a "special deal" and our owner is happy because he is getting the revenue instead of zero. Reduced rates are sometimes allowed on last minute bookings as well. This kind of information will not show on your statement so it can appear that nightly rates vary.

All rates vary over the three rate seasons of Holiday, High and Value.

2. When will I get a cheque?

Cheques and statements are mailed approximately 45 days after the end of a month. If you deal with a financial institution that has a branch in Invermere you can arrange to have your cheque deposited in your account instead of mailed.

3. Receiving Monthly Revenue Statements

High Country Properties generates rental revenue reports on a monthly basis. This detailed statement is sent to each property owner with the listing of each renter, the amount collected per rental and a cheque for the net rental income, less expenses and management fees. Rental income statements are mailed 45 days after the closing of the previous month. The GST and PST are collected by High Country Properties each time a reservation is made. If a homeowner provides their GST number, High Country Properties remits the GST directly to the homeowner. If an owner does not provide the registered tax number, High Country Properties pays the taxes directly to Canada Revenue Agency. The homeowner statement summarizes GST paid on the monthly and annual rental income statements.

The monthly statement you receive will provide the following information:

- Name of each revenue guest with their arrival and departure dates
- Owner arrival and departure dates.
- Net rental revenue for each reservation – net rental revenue means the gross rental revenue less any agent commissions, linen rentals, reservation fees or credit card discounts.
- GST collected if applicable.
- Management fees @ 40% of net rental revenue.
- GST paid on HCP charges.
- Costs of any services or supplies provided by HCP.

Statements do not show gross rental revenue, BC hotel tax or transactions for guest activities such as golf or skiing.

Rental revenue is processed on the date of departure. (e.g. the revenue on a reservation that arrives on December 27th and stays until January 1st will be processed in January and will appear on your January statement.)

MARKETING

1. Promotional Nights and Usage

Property owners grant High Country Properties with eight complimentary night stays per year for marketing and promotions. The primary use of promotional nights is trading the property value of a night's stay for marketing dollars to be used towards print advertising, radio campaigns, media visitation and public relations initiatives such as local community organizations and partnerships. We trade and secure advertising we could not otherwise afford and because they use them as prizes for their listeners/readers we also get a new guest. More than 40% of our business comes from repeat guests. Therefore if we give someone a free night once, we likely have a paying guest for the future. Gift certificates are used to administer promotional nights. We also use gift certificates to appease guests who have had problems during their stay.

2. High Country Properties participates in the following marketing activities to achieve annual revenue goals:

- Develop and adhere to an annual marketing and sales plan
- Develop and adhere to an annual marketing budget
- Ongoing website development
- Search engine optimization – to improve our website's ranking with Google, Bing, etc
- Search engine marketing – Google adwords, pay per click display advertising
- Radio campaigns
- Print advertising in a variety of publications (newspapers, guidebooks, magazines)
- Promotional collateral – brochures, flat sheets, displays, signage
- Fostering and building relationships with Tourism partners such as Destination Marketing Organizations (DMO's), area tour operators, Kootenay Rockies Tourism and Destination BC / Hello BC programs
- Acquiring travel media personalities to visit the property and write articles in newspapers, magazines and blogs
- Consumer trade shows – golf, ski/snowboard
- Email marketing – ECLUB with a subscription database of over 5,000
- Social media – twitter, facebook, youtube
- Asset development – photography, videos
- Third party website partners – FlipKey, Resorts & Lodges, Cottage Country
- Online travel agent partners – Expedia, Booking.com, Lodging Company

OWNER STAYS

1. How early do I need to reserve dates for my own stays?

Once your property is online, you must always contact our office before entering your property. You must make a reservation if you wish to stay in your property. To avoid disappointment, it is recommended that you reserve owner dates as far in advance as possible, one year advanced notice is required for holidays and long weekends. If you are unsure of the exact dates that you require, we recommend that you reserve a longer period of time and confirm the exact dates when you know them. As per our management agreement, we will not move confirmed guest reservations to accommodate owner requests.

2. How do I book my own stay?

If your property is available, you may make an owner reservation at any time up to your day of arrival. We prefer that you book with at least 48 hours' notice so that our busy operations department can ensure your property has been cleaned and is Certified Guest Ready.

You can book through the following methods:

- Email – info@highcountryproperties.com
- Phone – 800.665.1801
- Online Booking - <https://reservations.highcountryproperties.com/IRMNet/Owner/OwnerHome.aspx>

Our check in time is 4:00 pm. Check out time is 11:00 am. We require firm adherence to this policy by owners as well as all guests in order to complete the cleaning of properties. If you wish to check in early or stay late we recommend booking an additional night.

3. What are the charges for my owner stay?

When owners (or their immediate family) stay in their own property, the cleaning of the property after their stay is charged to the owner at the current hourly housekeeping rate. If all of the property was not used during a stay (i.e. a bedroom or bathroom) you should call the office and speak to Operations and leave a note for the cleaner stating this information to reduce the cleaning time. If you book friends to stay in your property you will be charged for the cleaning and also the linen fee.

CONTACT INFORMATION

You may contact our office by phone at any time with questions or concerns. Your questions may be directed to departments as follows:

- Reservations - owner bookings, reservation or availability inquiries, etc. (info@highcountryproperties.com)
- Accounting – statements, cheques, payments (Garnet@highcountryproperties.com)
- Operations - property, cleaning or maintenance concerns or billings (lesley@highcountryproperties.com)

Owners of the properties that we manage can be partnerships, companies or families. Please choose one representative to be the contact for our office to ensure that we can communicate efficiently and effectively.



HIGH COUNTRY VACATION RENTALS

Experience the Art of Relaxation

VACATION RENTAL MANAGEMENT AGREEMENT

THIS AGREEMENT made this _____ day of _____, in the year _____

BETWEEN: HIGH COUNTRY PROPERTIES MANAGEMENT LTD:

A company duly incorporated under the laws of British Columbia and
Having an office at 1006 - 7th Avenue, Invermere BC, V0A 1K0,
250-342-3887 (herein after called "HCP")

AND: _____

Owner's Name(s), (hereinafter referred to as the "Owner")

1. The owner is the registered owner or duly authorized agent of a property situated at _____ and known as _____ (Property Code) (herein after referred to as the "Property")
2. The owner has agreed to engage HCP as exclusive agent for the purpose of renting the Property on terms and conditions herein. The owner agrees not to rent the Property, or to use an agent to rent the Property, during the currency of this Agreement or any renewal thereof without the written permission of HCP.
3. HCP has agreed to use its best efforts to rent the Property and the Owner will cooperate with HCP to this end.

Now therefore in consideration of the mutual covenants and agreements herein contained, the parties agree as follows:

Definitions:

- a) **"Furnishings"** means all carpets, rugs, draperies, fireplace, stereo, television, (electronic equipment) DVD, furniture, Gas BBQ, patio furniture, equipment, bedding (excluding Universal Linens), kitchen utensils and appliances in the unit to the standard required by HCP as herein set forth.
- b) **"Guest"** shall be that person or persons to whom the Property is rented.
- c) **"Owner"** means the registered owner(s) of the Property.
- d) **"Rental Agreement"** means the agreement for the property rental to all others except the Owner.
- e) **"Term"** means the original term as provided in Section 5 or any renewal.
- f) **"Availability"** means the days that the Property is available for rent.
- g) **"Property"** means the property described in Schedule "A" attached, which is owned by the Owner and shall include the furnishings and the allotted parking spaces.
- h) **"Net Rental Revenue"** means the gross revenue less any fees (i.e. web listing, web hosting, agent commission, cleaning and linen, etc.)
- i) **"Universal Linens"** means: sheets, pillow cases, towels, face cloths, dish cloths and tea towels supplied by HCP.

HCP RESPONSIBILITIES:

- 4. HCP shall use its best efforts to market, manage, and rent the Property and shall:
 - a) Ensure that within its power to abide by the rules and regulations pertaining to the Property;
 - b) Set rental rate schedule and collect payments from the guest;
 - c) Promote property and the High Country Properties brand on a multi-channel marketing plan which includes and is not limited to: highcountryproperties.com, Google PPC, Social Media, Print Ads, Radio Ads, e-Newsletter Blasts, Trade Shows, Billboards, Trip Advisor, Kijiji, Travelgia, Booking.com, Expedia, and Travel Wholesale Partners;
 - d) Ensure that all guests are a minimum of 25 years of age (i.e. adult groups);
 - e) Provide universal linens, soap, and paper products;
 - f) Purchase property supplies on behalf of the owner when needed (i.e. pots/pans, BBQ lighters, glass wear, dishes, cutlery, knives, etc.)
 - g) Conduct minor maintenance and repairs as needed.
 - h) Where applicable, deduct minor repair/maintenance and property supplies costs from the Owner's revenue.
 - i) Coordinate housekeeping services.
 - j) Notify the Owner of any major repairs, purchases, maintenance or accidents;
 - k) Maintain a full set of bookkeeping records in accordance with generally accepted accounting, principles, and maintain audited accounting of rental deposits;
 - l) Provide the Owner with monthly statements of all booking revenues and expenses related to the Property no later than 45 days after the end of each month;
 - m) Pay the Owner of the Property **Net Rental Revenue** (after fees are deducted from gross rental revenue) less 40% for HCP Management Services, and **Net Rental Revenue** less 20% after the first complete month for reservations over 60 days. **"Net Rental Revenue"** means the gross revenue less any fees (i.e. web listing, web hosting, agent commission, cleaning and linen, etc.)
 - n) Provide the Owner with confirmation of Owner reservations;
 - o) Provide owners a personalized online account with access to monthly statements.

OWNER'S RESPONSIBILITIES

5. The Owner shall make the Property available to HCP on an exclusive basis complete and in good operating condition from _____ to and including _____ (the "Term").

The term shall automatically renew for successive one (1) year periods if the Owner does not give HCP ninety (90) days' written notice of termination. **This Agreement is subject to any and all addendums deemed necessary during the term of this agreement and any renewed Agreements.**

6. The Owner shall:
- a) Provide furniture and fixtures (as set out in HCP Required Inventory form);
 - b) Provide marked bedding and pillows (not including universal linens);
 - c) Provide appliances, equipment, and utensils;
 - d) Provide a telephone and basic land line, as well as, wireless internet network (phone and Internet "bundles" can be arranged through local phone companies);
 - e) Provide a flat-screen TV (minimum 32"), DVD player, CD/MP3 player with iPhone dock, microwave, and gas/propane BBQ;
 - f) Provide basic television cable service where available;
 - g) Arrange for personal liability insurance in the minimum amount of \$1,000,000.00;
 - h) Place fire and contents insurance;
 - i) Pay utility expenses;
 - j) Pay the cost of repairs and maintenance to the Property, including furniture and appliances;
 - k) Install or have HCP install a keyless door lock or electronic deadbolt for primary entry in property;
 - l) Comply with all fire and safety requirements;
 - m) Provide a list of all furnishings and fixtures, utensils, bedding (excluding universal linens), equipment, appliances, stereo, television, and decorations, etc. on HCP Required Inventory form;
 - n) Advise HCP of Owner usage dates as soon as possible (one year in advance for holiday periods is preferred);
 - o) Pay for housekeeping (i.e. cleaning & linen) costs associated with an Owner or Guest of Owner stay;
 - p) Maintain a minimum two hundred (\$200.00) dollar balance in HCP audited bank account;
 - q) Pay any balance due to HCP within 15 days of receipt of a monthly statement of account;
 - r) Pay all fees, charges and assessments in order that the Property can be rented.

MAINTENANCE AND REPAIR

7. When maintenance or repairs are required in the Property:
- a) The Owner hereby authorizes HCP as the Owner's agent to hire and arrange for services to maintain the real and personal property subject to this Agreement. HCP is authorized to make repairs up to two hundred (\$200.00) dollars without separate authorization from the Owner. Purchases and repairs in excess of two hundred (\$200.00) dollars must be authorized by the Owner unless an emergency presenting risk to the Property subject to this Agreement or neighbouring property arises or could result in loss of income. The Owner further agrees that HCP shall not be liable for claims of those performing services or repairs to the real or personal property, subject to this Agreement.
 - b) Services and supplies provided by subcontractors and suppliers shall be charged to the Owner plus a service fee of 15% of the invoiced amount for coordinating and arranging the subcontractor's work.

- c) The Owner shall bear the costs of maintaining the Property and its inventory in good operating order and condition, with reasonable wear and tear expected.

HOUSEKEEPING SERVICES

8. A housekeeping fee will be charged by HCP to the Owner for cleaning done subsequent to an Owner booking. HCP shall not be liable for failing to discover any damage or missing personal property during routine inspection of the premises. Deep cleaning is authorized once per year.

CANCELLATION OF A RESERVATION BY THE OWNER

9. **The Owner shall not be entitled to cancel a confirmed HCP booking without the prior written consent of HCP, nor shall the Owner demand use of the Property when it has been reserved. Should a conflict in usage dates arise, HCP will make a reasonable effort to accommodate the Owner's request but assumes no obligation thereof. If the owner insists a guest be moved, this will be at the owner's expense for guest upgrades.**

DAMAGES, THEFT

10. In the event of:
 - a) HCP shall clean the Property as required. Any major damage or theft from the Property will be reported to the Owner by HCP as quickly as possible
 - b) Guest damage deposits or credit card pre-authorizations will be kept on file. In the event of guest damage, beyond normal wear and tear, HCP will deduct from the damage deposit or guests credit card pre-authorization.

KEY CONTROL

11. The Owner shall install or have HCP install a keyless door lock or electronic deadbolt for primary entry in property. If the Property cannot have such a lock installed, the Owner shall provide HCP with **six** complete sets of keys for each Property and three sets for any locked Owner storage and barbecue propane tank. The Owner herewith grants permission to HCP to duplicate keys to the Property as required. If HCP is not able to duplicate key due to strata bylaws, the owner will arrange for the replacement and any associated cost for key replacement.

GUEST SERVICES AND CHARGES

12. HCP may charge fees to guests for products and/or services as it deems appropriate. HCP may also receive fees and commissions from others for the sale of goods or services.

INDEMNIFICATION AND INSURANCE

13. The Owner agrees that HCP shall not be liable for any claim for loss or injury to any person or property located on the Property subject to the Agreement, except for the loss or injury caused by HCP gross negligence or willful misconduct. The Owner further agrees to maintain in force at all times during the terms of this Agreement a comprehensive liability and casualty insurance policy in an amount sufficient to protect against any such loss.

MISCELLANEOUS

14. Should the Owner decide to list the Property for sale, it is understood that:

- a) The Owner shall inform HCP forthwith.
- b) The Owner shall inform HCP in writing of persons authorized to view or show the Property.
- c) No viewing shall take place during the occupancy of a rental guest.
- d) The Owner shall make any prospective purchaser aware by advising of future commitments, respecting the property.
- e) **The owner must place a 'Condition of Sale' on the property that obligates the purchaser to honour any existing reservations for up to 90 days. If the owner does not follow through with this condition, he/she will be subject to costs associated with moves or upgrades for existing reservations.**
- f) This Agreement is subject to any addendums implemented after the signing of this document without necessary approvals, or signatures by the Owner.

COMPLIMENTARY ROOMS

15. The Owner agrees to grant HCP **eight** complimentary nights per year for promotional purposes. These "Promo" nights are used primarily for advertising trade (i.e. print/radio) and to support various charities and events (i.e. silent auctions, door prizes, etc.) HCP is responsible for the housekeeping (cleaning/linen) fee associated with promotional night stays.

TERMINATION OF THIS AGREEMENT

16. This Agreement may be terminated:

- a) Upon either party being given written notice of termination by the other party at least 90 days prior to the end of the term, subject, however, to all reservations made prior to the notice.
- b) Should the Property, in the opinion of HCP become unfit for rental.
- c) Should this agreement terminate at the end of the Term and not be renewed.

NOTICES

17. All notices shall be in writing either hand delivered or by registered mail to addresses as follows:

High Country Properties

1006 - 7th Avenue

P.O. Box 760

Invermere, BC

VOA 1K0

The Owner’s address shall be as indicated on Schedule “A”

GOVERNING LAW

18. This Agreement shall be governed by and constructed in accordance with the Laws of the Province of British Columbia.

19. This Agreement shall ensure to the benefit of and be binding upon the heirs, executors, administrators, successors and permitted assigns of the parties hereto.

IN WITNESS WHEREOF the parties hereto have executed this Agreement as of the day and year first above written.

HIGH COUNTRY PROPERTIES MANAGEMENT LTD

PER: _____

Authorized Signature

OWNER OR OWNER’S AGENT

Owner

Owner’s Agent

APPENDIX A
SCHEDULE OF PROPERTY AND OWNER INFORMATION

Property Code _____

Owner's name in full _____

Civic address of property

Legal description of property

OWNER INFORMATION

Mailing address

Home address (if different from above)

Email address _____

Telephone (Office) _____ (Home) _____

Fax (Office) _____ (Home) _____

Statements to be addressed to ____ as above

Or to the following:

Payments to be sent to ____ as above

Or to the following:

Emergency contact person _____ Relationship _____

Address _____

Telephone (Office) _____ (Home) _____

Partners and percentage ownership _____

GST# _____