



## Short Term Management Services

*“At Resort Lodging, we provide the highest level of professional and personalized service in property management to all our guests and homeowners.”*

Resort Lodging is an owner operated company offering professional and personalized services to our homeowners and guests. We take special care in making sure that your resort property is taken care of. We are involved in the day to day operations and are constantly looking for more services to offer or improve upon. And, as an owner operated company, an owner will always be available to talk.

### What we offer...

- **30% Management Fee**
- **No Conference Center or Resort Fees**
- **Owner Operated (involvement in Day to Day operations)**
- **High quality housekeeping services**
- **High quality amenities & linens**
- **Inspections prior to guest arrival**
- **Inspections after guest departures**
- **Our units are 100% non-smoking rooms**

### Marketing and Advertising

High level Internet Presence. Your property will be displayed with photographs, descriptions and rental information on all of our websites, as well as paid advertising on Internet search engines.

Our main websites are [www.keystoneskicondos.com](http://www.keystoneskicondos.com) and [www.snowlodging.com](http://www.snowlodging.com) We also advertise in national, regional and local publications and work with several travel agents and tour operators in the United States, and send monthly or quarterly newsletters to database.

### On-line Reservations

You'll notice on our websites, that we **do not** offer online reservations. We do offer on-line reservation requests. We prefer our potential renters to discuss the vacation plans with us via email or by phone and develop a rapport with them before they arrive.

### Guest Policies

Our guests are required to fill out a 3 page contract that states our policies before they are given keys. A credit card is required prior to arrival.

### Check-in/Check out Facilities

Our office is located on Highway 6 in Keystone in The Gateway Building (Entrance to River Run) providing high visibility to thousands of drive by guests, owners, plenty of free parking and ease of access for check-in and check-out. We also provide easy check-in services for our units in Dillon.

### Inspections

We will take care of your property. Upon guest checkouts, we will turn down the thermostat, close and lock all windows and doors and remove trash immediately. During unoccupied times, your property will be inspected

to ensure that everything is in working order. We make a point during low temperature days and nights that each place is checked frequently.

### **Repairs and Maintenance**

As a licensed General Contractor, we negotiate with the highest quality subcontractors. Any necessary repairs will be done right.

### **Linen Program**

We offer a linen program for owners to lease that includes 3 sets of upgraded towels and sheets. The cost is \$40 per person, maximum occupancy per year (1 bed – sleeps 4 X \$40 = \$160).

### **Amenities**

We supply our condominiums with high quality shampoo, lotion and soap as well as toilet paper, Kleenex, paper towels and dish detergent, pens, paper, coffee and a guest directory book. We also offer welcome baskets to our repeat guests.

### **Owner & Owner Guests**

You may use your property without penalty as you wish. We simply ask that you please notify us in advance for reservations for owners and owner's guests. If your unit is booked, we will do our best to move the guest. Your guests may also use our checkin facilities. An email will be sent to you as confirmation of owner reservation.

### **Housekeeping Services**

Housekeeping services are included in the management fee for paid rental guests. We have very high standards for housekeeping cleanliness. Each property is assigned one housekeeper. (The same housekeeper will be cleaning your unit each time!) And each condominium and home is carefully inspected prior to a guest arrival. The rate for an owner clean is determined by the size of the unit.

### **Other Services - Postal and Fed Ex/UPS Services – Facsimiles – Special Items**

Fed Ex and UPS packages can be received and picked up in our office at no charge. There is a delivery of \$10 per package for delivering to the property.

Owners and guests can receive or send facsimiles at our office during business hours (a charge will apply). We will notify guests or owners if we receive a fax. Outgoing stamped mail can be dropped off at our office.

Special items such as welcome baskets, wine, etc. are available to owners and guests for a fee. We will deliver these items to the unit per written instructions.

### **Telephone Services – High Speed Internet**

We do not charge our guests for local calls. Resort Lodging will assist, if necessary, in having telephone service installed in your unit through Qwest with long distance restricted. Estimated cost \$30.00 per month plus initial purchase and set up of phone. High Speed Internet is required in all units.

### **Accounting Services**

You will be provided each month with an easy to understand, straight forward monthly statement showing your unit income and expenses. Rental income proceeds will be included in statements. A form 1099 will be issued each year reflecting the Gross Income earned.

### **Home Services**

We will arrange for plowing, maintenance, hot tub services for homes on our program.