



schweitzer

MOUNTAIN RESORT

WHY CHOOSE SCHWEITZER PROPERTY MANAGEMENT?

Schweitzer Property Management provides you with the infrastructure necessary to successfully rent your Schweitzer home. Our services include:

- Direct exposure to Schweitzer's powerful marketing engine of print and internet advertising, award winning website Schweitzer.com, e-blasts, promotions, public relations, group sales efforts and more.
- Owners online portal for quick and convenient access to view unit availability, reservations, book your stays, review past and present statements, work orders & more.
- Dedicated Owner Services Liaison responding to all your unit needs.
- 24 hour front desk for check-in and check-out, guest service, & security.
- Responsive & professional housekeeping and laundry services
- Prompt Maintenance & Security response
- Seamless condo accounting services including 1099's, maintenance work orders & monthly payments.
- Central reservations department and online booking system. Full time Revenue manager monitoring over 40 revenue channels on the world wide web.
- Group Sales office with dedicated managers seeking new group business year-round.
- Insider information and additional perks and programs as part of the Schweitzer Mountain Resort family.

Our Property Management's complete infrastructure, streamlined accommodation management and superior guest services, combine to make Schweitzer Mountain Resort, the premier vacation destination in the region. This incomparable combination is exactly why you should choose Schweitzer Property Management as your property management partner.

FREQUENTLY ASKED QUESTIONS

1. WHO IS MY CONTACT PERSON WHEN I NEED ASSISTANCE WITH ISSUES RELATING TO MY RENTAL HOME?

Schweitzer Property Management has an Owner Services Liaison, who helps you with any issues relating to the upkeep, maintenance and rental of your home. She acts as a liaison between you and the various lodging departments at the resort including front desk, reservations, maintenance, security, and housekeeping.

2. WHAT IS THE NIGHTLY RENTAL RATE CHARGED FOR MY PROPERTY?

To achieve the highest occupancy percentages, a revenue management team establishes nightly rates to secure the best overall utilizations. A variety of pricing options are used for individual, packages, wholesale, travel agents, tour operators, corporate and leisure travel groups and other guests. Schweitzer Mountain Resort will use a yield management program to secure consistent levels of occupancy and optimization of revenues.

3. WHAT IS THE BENCHMARK FOR SCHWEITZER’S NIGHTLY RENTAL RATES?

Schweitzer’s nightly rates are keyed off of rates at other comparable upscale resorts, and then adjusted for special features and amenities unique to Schweitzer.

4. HOW DOES THE RENTAL MANAGER DECIDE WHICH HOMES GET RENTED FIRST?

When a guest calls and requests a particular size, location, feature, view or type of home, we do everything possible to fulfill our guest’s requirements. If there are multiple units of the same type in our program, our system automatically rotates usage to ensure equalization of revenue amongst like unit types.

5. HOW OFTEN DO I RECEIVE RENTAL REVENUE FOR MY HOME?

Our accounting department is responsible for recording income and expenses for each rental home. Revenue checks are sent each month, along with a revenue statement. We highly recommend you sign up for direct deposit and the use of the Portal to monitor your income.

6. DO I RECEIVE ANY SPECIAL BENEFITS FROM SCHWEITZER PROPERTY MANAGEMENT AS A MEMBER?

The “Affinity Program” is available to all owners who offer availability of their units throughout the season and during peak periods. Benefits include ski tickets and discounts at Schweitzer Mountain Resort participating venues.

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7. WHEN I PUT MY HOME IN THE RENTAL POOL, HOW OFTEN CAN I USE IT? WHAT IS THE BOOKING POLICY?

It is your home, you decide how much and how often you want to stay or make the home available for friends and family. We ask for you to plan your stays in advance and twice a year, April 1 for summer & August 1 for winter, you will receive a reminder to access the online, “Owner Portal” to block out the dates you desire for private use. The Portal makes managing your stays and viewing your revenue easy. After these cut off dates we release the availability for guests to book your unit. Owner reservation requests on short notice are booked if the unit is available. If the unit is already booked we look to move the guest to a “like” unit if possible so the owner can stay.

** It is important to understand that owner occupancy reduces the overall opportunity for rental revenue and has its most dramatic impact during peak occupancy periods. This should be considered whenever contemplating personal use of your property. If your goal is to maximize rental revenue, it is recommended that you make your unit available as many weekends and holidays as possible.

8. WHAT HOUSEKEEPING SERVICES ARE PROVIDED?

Due to housekeeping being an integral part of the guest and owner experience, we devote substantial time to quality control and offer an array of daily, mid-stay, & check-out cleaning services for owners and guests. Twice annually each unit is deep cleaned at the expense of the homeowner.

9. WHAT MAINTENANCE SERVICES ARE PROVIDED?

Schweitzer Property Management is responsible for the upkeep of the homes in the rental pool, including maintenance requests and preventative maintenance. A quick and efficient response to your home maintenance needs is high on our priority list. Maintenance personnel are radio-dispatched for quick service to you and the rental guests.

10. WHAT HAPPENS IF A RENTER DAMAGES MY HOME? WHO PAYS?

If damage occurs while the home is rented to a guest, Schweitzer Property Management will do everything possible to collect on the owner’s behalf. The homeowner is responsible. However, if damage is classified as normal wear and tear, or definitive blame cannot be determined, the homeowner is responsible for the repair.

11. WHAT IS THE POLICY REGARDING SMOKING?

All homes managed by Schweitzer Property Management are rented as non-smoking units. Guests are informed of this policy at the time of booking. Please note that if your home is to be rented as non-smoking, it is very important that you and your guests respect this policy for the comfort of guests who prefer non-smoking units or who have allergies.



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12. MAY I ADD PERSONAL ITEMS TO THE DÉCOR OF MY HOME?

We endeavor to limit the number of personal items in the rental homes. Most guests view rental homes as resort accommodations rather than as private residences. The consistency of the décor should reflect this. Schweitzer cannot be responsible for the security of personal items. If you would like to have items displayed while occupying your home, please feel free to do so. Prior to your departure, simply store them in your owner's closet or remove them from the unit.

13. WHAT AM I REQUIRED TO PURCHASE FOR MY HOME IN ORDER TO ENTER THE SCHWEITZER RENTAL PROGRAM?

Depending on the size and location of your unit, certain items are required. All condominiums require minimum housewares, linens, & audio/visual packages that keep units represented by us of the highest quality. Details are provided in the rental agreement.

14. MAY I BRING A DOMESTIC ANIMAL TO MY HOME AT SCHWEITZER?

It is your home and it is at your discretion to bring a pet to your residence. We do ask that you notify us so we can take any additional cleaning needed to prepare for a guest who may have pet allergies. *Rental guests* are not permitted to have pets in the rental homes, unless contracted as a pet friendly home or utilized by a guest with a service animal.

15. HOW IS SCHWEITZER PROPERTY MANAGEMENT COMPENSATED FOR THE SERVICES THEY PROVIDE TO THE HOMEOWNER?

It is industry standard that the rental management company and the homeowner split the rental revenue as compensation for the company. The Schweitzer Property Management program is based on a 54% Homeowner/46% Schweitzer split, with Schweitzer absorbing the housekeeping, reservations, front desk and advertising costs.

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EXPENSE RESPONSIBILITY TABLE

	Schweitzer	Homeowner
Print, Internet, TV & Radio Advertising	X	
Public Relations and Media Marketing	X	
Group Sales Coordination	X	
Reservations Staff	X	
Toll-free reservation line	X	
Award winning website	X	
Accounting Staff	X	
1099 Preparation and Monthly Statements	X	
Credit card processing fees	X	
Bank Charges	X	
Business license	X	
Housekeeping Staff	X	
Pre and Post stay Inspection of homes	X	
Guest departure cleaning charge	X	
Cleaning supplies	X	
Laundry	X	
Office equipment	X	
Photocopying	X	
IT Computer costs	X	
Stationary & office supplies, postage	X	
Maintenance Staff	X	
Preventative maintenance schedule	X	
Workers compensation insurance	X	
Mortgage		X
Insurance		X
Utilities		X
Property taxes		X
Association dues		X
Cable TV Installation and monthly fees		X
Internet installation and monthly fees		X
Initial electronic/houseware/linen costs		X
Owner's Use departure cleaning charge		X
Owner's Guest Use departure cleaning charge		X
Maintenance		X
Furniture upkeep, repair and/or replacement		X
Appliance upkeep repair and/or replacement		X
Linen replacement		X
Owner's annual interior deep cleaning charge		X
Revenue split*	46%	54%