

evolution

a modern take on mountain lodging

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1. [Usage Weeks](#)

How do I find out what weeks I own?

Please refer to the rotation schedule. The schedule has been completed for up to 2020, and weeks are color-coded for convenience. You will find a copy on the Owner Portal under Documents, may also obtain a hard copy from Owner Services upon request. Each quarter owner is entitled to 13 weeks of usage per year, and 12 weeks every 4 years in lieu of the Fall maintenance week.

What is a “maintenance week”? How does this work for an Owner that owns the “quarter” that the maintenance week falls on?

The fall maintenance week is different for every floor, and involves annual minor and major repairs for each unit. During this week, your unit is not available for rent, and this week will count towards your total owner usage. If the maintenance week falls during your quarter, you are then entitled to two consecutive weeks over Christmas and New Year’s for that year.

When will I receive my Notice of Use for the Summer & Winter seasons?

The summer notice of use period dates are from the Last Friday in April to the Last Friday in October. Summer notice of use period will open on the portal on December 15 and close on February 1.

The winter notice of use period dates are from the Last Friday in October to the Last Friday in April. Winter notice of use period will open on the portal on June 15 and close on August 1.

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2. Reservations

How can I check if I have any upcoming reservations?

Owners can see any upcoming or past reservations on the Owner Portal under the Reservation Activity tab. Simply select dates and search. Reservations will show check-in and check-out dates as well as confirmation numbers.

How can I check if my unit is available for use?

If you would like to check on the availability of your unit, please contact Owner Services during office hours. We strongly encourage you to book your unit during your Notice of Use period. Reservations made after this time are subject to availability.

Please note the legend for the Reservation Calendar on the Owner Portal is not applicable to Canadian properties and you must contact Owner Services for availability.

If I want to make a last minute reservation for the personal use of my suite, when is the latest time that I can contact Owner Services to do this?

Last minute reservations are strictly guided by availability at the property and not your particular unit. We suggest contacting Owner Services a minimum of 24 hrs in advance. If the request is on a weekend or when Owner Services is closed, please contact a front desk supervisor by calling the front desk at 604-938-9999. You must ask the front desk agent to speak with a supervisor.

If it is an emergency, you may contact the Front Desk at 604 938 9999. Please note that a Front Desk Supervisor will be required to make your owner reservation and is usually available until 8pm.

What time is check-in and check-out? Can I get a late checkout on my day of departure?

Check-in is at 4:00pm, check-out is at 11:00am. Late checkouts cannot be accommodated so as to prepare the unit for the incoming owner/guest. Homeowners may obtain a day access key on day of departure for access to facilities and amenities.

My family/friends are using my unit, but I will not be there. What do I have to do?

Owners must notify Owner Services prior to their guests arrival of any and all additional names for each reservation. If their name is not the reservation, Front Desk will not allow access to the suite. This must be done for every reservation, including family with the same last name.

Do I still have to pay the full check out clean fee if I only stayed for 1 night? If I only used one of the 2 bedrooms and only one of the 2 bathrooms?

Yes, the full housekeeping charge is due upon checkout of all reservations. After every stay, units are fully cleaned by housekeeping staff. The only exception for this charge is if you are a “no-show” for your reservation.

I would like to pay for the cleaning charges for the personal guest that is staying in my suite this weekend. How can I arrange this?

If you would like to be responsible for your guest’s housekeeping fees, please advise Owner Services prior to their arrival, who will note this in your reservation. You will need to contact either Owner Services or the front desk prior to check-in to arrange payment.

For security we do not keep owners credit card information on file.

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If I refer a hotel guest to stay at Evolution, will my Resort Home be assigned to them for their stay?

Lodging Ovations encourages owners to assist with the promotion of their property. If a guest requests a particular room number for their stay, Lodging Ovations will make the best effort to accommodate their request; however, please note that specific unit assignments cannot be guaranteed as the Front Desk requires flexibility when assigning all hotel stays.

Can my friends/family/assistant contact Owner Services to book reservations in my unit?

You are welcome to authorize a third party to book reservations in your unit. Before you have this person contact Owner Services, please send an email or call Owner Services authorizing us to give this person booking privileges. Please note that it is our policy to verify identification if we have not heard from you, so to avoid any frustrations, please ensure that authorization has been provided before hand.

Can I book a hotel reservation with Owner Services?

If you would like to book a hotel stay or inquire about hotel rates at Evolution, Legends or First Tracks Lodge, please use the online booking engine on the property's website www.lodgingovations.com/deals-and-packages/owner-discounts/ or call our reservations team on 1-866-385-0611. Owner Services is not able to quote hotel rates or make hotel bookings.

3. Internal Exchange

I would like to exchange a week of my ownership with another owner, what do I have to do?

The internal exchange process is fairly simple:

First, you must contact the owner with whom you would like to exchange dates. If you do not have this owner's contact information, you can contact Owner Services with the details of your request, and they will either give you the contact information (if authorized to do so), or contact this owner on your behalf.

Once an agreement is reached, you will need to forward the correspondence to Owner Services, who will then send both owners the Internal Exchange form. This must be filled-out and signed by both parties, and returned to Owner Services to be kept on file.

Lastly, both parties will receive a reservation confirmation. The requesting owner will be responsible for the additional accounting fee of \$49+ tax, as well as the housekeeping charge, payable upon check-in.

4. Hotel Inquiries

If I, as an Evolution Owner, want to rent a suite at Evolution outside of my week, do I get a discount?

If you would like to book a hotel stay or inquire about owner discounted hotel rates at Evolution, Legends or First Tracks Lodge, please use the online booking engine on the property's website www.lodgingovations.com/deals-and-packages/owner-discounts/ or call our Reservations team on 1-866-385-0611. Owner Services is not able to quote hotel rates or make hotel bookings.

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5. Revenue and Monthly Fees

When will I receive revenue? In what form will I receive it?

Revenue statements are sent out within 30 days of each calendar quarter ending. If you have a Canadian or US bank account and have set up a Pre-Authorized Payment account, your rental revenue will be direct-deposited within 30 days of the quarter ending. Otherwise, you can expect to receive a revenue cheque in the mail. Owners outside Canada/United States will be required to supply their banking details for revenue deposits, cheques can no longer be mailed to non Canadian/United States homeowners.

When are assessment fees due? How do I pay them?

Strata and EOA fees are due at the beginning of every quarter, January 1st, April 1st, July 1st and October 1st. They can be paid through your PAP account or wire transfer from overseas.

What costs are included in my total monthly assessment?

The quarterly assessment fees include the shared Strata expenses, Contingency Fund, Evolution Owner's Association expenses, EOA Capital-Reserve Fund, Strata Capital Reserve Fund, Tourism Whistler fees, and property taxes.

What is an NR 6 Form? Which Owners are required to complete it?

An NR6 form is a non-resident tax application, and only non-resident owners are required to fill it out. The form enables non-residents to apply to the Canada Revenue Agency (CRA) to waive the 25% withholding taxes on revenues. NR6 forms are only available to grandfathered homeowners, no new homeowners may participate in the NR6 program.

6. About My Unit

How do I find out who my co-owners are, and their contact information?

If you do not have any of your unit's co-owner contact information, you can contact Owner Services with the details of your request, and they will either give you the contact information (if authorized to do so), or contact the owners on your behalf. Alternatively, if you would like to release your contact information, please inform Owner Services and we will update this in our records. Please note that it is at each quarter owner's liberty to divulge their identity and some owners have chosen to remain anonymous.

Where can I get a copy of the Evolution Prospectus (Disclosure Statement)?

You should have received this upon purchasing your unit. If you did not receive one, please contact the agent who acted on your behalf. The cost of a duplicate copy of this document is CAN \$50.00.

If I have a friend that wants to rent my suite from me, what rate should I charge them?

As per the Evolution Prospectus (Disclosure Statement) contract, owners are not permitted to privately rent out their units under any circumstances. Lodging Ovations has been contracted as your property manager to provide rental services. If your guest would like to rent a suite at Evolution we recommend they contact the Lodging Ovations Reservation team on 1-866-385-0611 for friends and family rates. Requests made for a specific unit will be considered but can not be guaranteed.

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What is the telephone number for the Front Desk at Legends? Is there a direct line phone number for my suite?

The telephone number for the Front Desk is 604 938 9999. Owner Services can provide you wish your unit's direct telephone number on request.

How can I find out information regarding the value of my property and if there are additional quarters for sale?

Please contact your local real estate office for more information.

7. Strata Council and Evolution Owner's Association (EOA)

How often does the Strata Council & EOA meet?

Your strata council and EOA board is anticipated to meet approximately five (5) times over the year.

Can I attend the Strata or EOA meetings?

Only the Strata and EOA Council members are able to attend these meetings. However, you may email your points of concern or suggestions to Owner Services to be brought up at the next meeting. In addition, all owners are invited to attend the Annual General Meeting (AGM) which is usually held in early June each year.

Where can I read the meeting minutes?

Meeting minutes are posted on the Owner's Portal. You will find the minutes under the Documents tab.

How can I find out about the Annual General Meeting?

Notification packages will be emailed to owners in Spring every year with details about the meeting. Including the agenda and proxy forms.

How can I become a member of the Strata Council or EOA?

If you are interested in running for the Strata Council or EOA Board for a minimum of 1-year term, please forward a brief biography to Owner Services prior to April each year. Elections will take place at the Annual General Meeting of owners.

8. Facilities

As an Owner, can I use the pool, hot tubs and parking facilities if I am not staying in-house?

Yes. If you would like day use of the facilities, please contact Owner Services prior to arrival to organise access. Please be sure to call or email at least 24 hours in advance. Access to the common facilities is based on hotel occupancy and is up to Owner Services discretion to grant access. Please note that if the property is at full capacity access may not be available.

After confirmation from Owner Services, upon arrival you are required to check-in at the Legends Front Desk, where you will be given day access keys. Parking charges may apply; but owners can also park across the road at the Creekside day parking lots free of charge.

If I arrive at 1:00am, will the Front Desk still be open?

Yes, the Legends Front Desk is open 24 hours a day, 7 days a week.

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How many people can the suites accommodate?

Accommodations at Evolution are as follows:

- 1 Bedroom – 2 comfortably, 4 people max.
- 2 Bedroom – 4 comfortably, 6 people max.
- 3 bedroom – 6 comfortably, 8 people max.

How many people does the meeting room at Legends accommodate?

There are two meeting rooms at Legends, A & B. The meeting rooms at Legends are able to accommodate up to 140 guests, depending on the set-up. The maximum guests according to set up is as follows:

Set-Up Style	Meeting Room A	Meeting Room B	A & B Together
Board Room	28	22	58
Classroom	42	30	72
Theater	80	60	140

To book a meeting room or inquire about rates, please contact our Groups Sales team on 1 888 932 3400 or wbggroups@vailresorts.com.

9. Housekeeping

How does housekeeping work for my unit?

As an owner you will be responsible for the cost of one full clean of your unit when using your suite. This service is to be performed at check-out.

What is a full clean? What is the cost?

A full clean is the turn-over service provided by the housekeeping department to get your suite ready for the next guest. The costs for a full clean are as follows:

- 1 Bedroom \$70.00
- 2 Bedroom \$100.00
- 3 Bedroom \$130.00

Do I receive daily housekeeping as an owner?

The only housekeeping service that is automatically provided to owners is the full clean upon check-out.

Can I request additional cleaning for my suite? How do I organise this?

You can request additional housekeeping services through Owner Services or our Housekeeping department directly whilst in-house, ext 7006 from your room phone. Staff at the front desk are unable to organise cleaning requests made by owners.

Any additional housekeeping requests must be made a minimum of 48hrs in advance. Last minute requests may not be accommodated.

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What additional housekeeping services are offered?

Please contact Owner Services for a list of housekeeping services and their associated costs.

Are there any additional pet cleaning fees?

Owners who have a pet stay with them during their reservation are required to pay a one time pet cleaning fee of \$43.00. The fee is the same for all unit sizes and pet types.

My garbage/recycling/compost is full, where can I take it?

There are garbage chutes on each floor next to units, 109, 209, 309 & 409. This is only for trash going to landfill. The garbage and recycling room is located in P2 near the parkade exit. There are separate bins for recycling including paper, glass, refundables and organics.

10. Pets

Can I bring a pet with me? Do I need to tell anybody?

Yes, Evolution is a pet-friendly property. Owners and guests are permitted to bring 2 dogs or cats per reservation. You must register your pet using the online pet registration form.

Do you supply anything for my pet?

Evolution provides pet beds, bowls, a towel, waste bags and treats for your pet. When making your owner reservations please indicate if you require a pet bed, small/medium/large. Extra small beds are available for cats. These items will be in your room upon arrival if notified. Otherwise you may ask the front desk upon check-in.

My dog is in need of a bath, where can I wash him?

There is a dedicated pet washing station on P2, near the recycling room.

11. Parking

Do I have to pay for parking?

1 parking space is included free of charge for all owner reservations. Units ending in 09 & 19 are entitled to 2 free spaces. Additional cars may park for \$10.00 per night. Please register all vehicles upon check-in to obtain parking passes.

Is there charging for electric vehicles?

There are 2 Chargepoint stalls on P1 located at the far end on the parking lot.

Is there handicap parking?

There are 3 handicap parking spaces located on P2 next to the elevators, #41, #42 & #43.

What is the height of the parking? What if my vehicle does not fit?

The clearance for both P1 and P2 is 2.2m or 7'6". Lodging Ovations does not provide overheight parking for owners, please consider your choice of vehicle when staying at Evolution. Removing roof top boxes and campers should be considered.

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12. Storage

How do the ski lockers work?

Every owner has their own dedicated year round ski locker. The locker numbers correspond with your quarter share. Owners are required to provide their own lock.

How does bike storage work?

Owners are only allowed to store bikes in the Owner Bike Storage area whilst in-house. There is limited space available and we do not have year round bike storage. Unused bikes left for extended periods may be removed. Whilst the storage area is a secure space, Lodging Ovations encourages owners to lock up their bikes. Providing locks is the owners' responsibility.

What about my in-suite locker?

Each owner will be provided an in-suite locker. The locker corresponds with your quarter, A is at the top and goes down to D on the bottom. Keys for this locker should be provided to you by your real estate agent from the previous owner. These cannot no longer be left at the front desk.

Please be considerate of other owners and guests, do not store perishable food or items that may smell or spoil. If leaving liquids like shampoo or cooking oil, please ensure these items are upright or in sealable containers/bags to avoid any leaks.

I forgot/lost my key for my in-suite locker, what can I do?

For security Lodging Ovations does not have a copy of your in-suite locker key. We recommend owners make copies to avoid this situation. One suggestion is to have a combination lock on your ski locker and leave a copy inside. This way you should be able to access it if accidentally left at home. If replacement keys or locks are required for your in-suite locker Lodging Ovations recommends Alpine Lock & Safe, 604 932-1138.

13. Contact Information

Owner Services

604 935 7039

loowners@vailresorts.com

Evolution

2020 London Lane

Whistler BC V8E 0N7

Housekeeping Department

604 935 7006

Evolution Owner Guest Experience Manager – Li Zhang

604 967 7501

lzhang@vailresorts.com

Legends

2036 London Lane

Whistler BC V8E 0N7

Legends Front Desk – 24 hours

604 938 9999