

Owner Guide

Owner Services

Lodging Ovations is pleased to provide property and rental management services for Evolution at Whistler Creek. Lodging Ovations has created Owner Services to facilitate Owner requests, make personal reservations, answer ownership related questions and provide support to the Strata and Owners Associations.

Owner Services' hours are 9:00am - 5:00pm Pacific Time, Monday through Friday. Your call is important to us, if you reach our voicemail during this time we are busy assisting other Owners with their requests. Please leave us a message and we will return your phone call before the end of the business day. You may also leave a message for Owner Services after hours and we will contact you during the next business day. For all Owner inquiries, please contact Owner Services at (604) 935 7039 or by email to loowners@vailresorts.com. The Manager of Evolution Owner and Guest experience is Li Zhang lzhang@vailresorts.com (604) 967 7501

Quarter Ownership

Each lease year is divided into fifty-two weeks. The weeks are allocated sequentially to four Use Periods designated A, B, C, and D, so that each use period includes every fourth week. Every year one week is set aside for maintenance; this week will form part of the Use Period of the owner to whom that week would otherwise have been allocated. This ensures that the Resort Homes are always kept in exceptional condition. The owner to whom the maintenance week would otherwise have been allocated will be allocated two consecutive weeks which include December 25th.

Resort Home usage follows a schedule called the "Evolution Owner's Use Period". The weeks included in the Evolution Owner's Use Period vary from year to year. If you are an Evolution Owner who comes to Whistler less frequently, Lodging Ovations will rent your suite on your behalf and you can simply enjoy the revenue it creates.

Your Evolution Owner's Use Period commences at 4:00 pm on Friday and ends at 11:00 am the following Friday. Reservations may be made for any number of nights within the Evolution Owner's Use Period, up to a maximum of 7 nights.

Maintenance Week

Each Resort Home is scheduled for maintenance during one week each calendar year. This allows for regular upkeep of your Resort Home and to ensure it is always in the best possible condition. The maintenance week is scheduled during non-peak periods in October and November and is rotated between Evolution Owners each year. (See your Rotation Schedule for weeks scheduled for maintenance.) The Evolution Owner to whom the maintenance week is allocated is instead designated 2 consecutive weeks including Christmas.

Using Your Resort Home

To help anticipate your arrival, or alternately to help market your Resort Home for rental, you will be sent a Notice of Use Form twice a year for each season to indicate your use plans. The Notice of Use Form is to be used in conjunction with your Rotation Schedule. Complete the Notice of Use Form indicating the dates you plan to be in residence at Evolution. All other dates in your Use Period will then be made available for the Rental Program. The Notice of Use Form will be available online twice a year, giving you the option to submit your reservations electronically.

Evolution Owner Use is divided into two seasons

- Summer Season – Last Friday in April to last Friday in October
- Winter Season – Last Friday in October to last Friday in April

The Notice of Use period for the Summer Season will open for owners to complete reservations via the portal on December 15th. The deadline for completing your personal use reservations for the Summer Season is February 1st.

The Notice of Use period for the Winter Season will open for owners to complete reservations via the portal on June 15th. The deadline for completing your personal use reservations for the Winter Season is August 1st.

If the Notice of Use Form has not been returned by the season deadline date, your Use Period is automatically made available for the Rental Program.

Reservation Confirmation

Owners' will receive confirmation for personal use reservations following submission of your reservations on the portal. If you have not received a confirmation of your personal reservations by these dates, contact Lodging Ovations immediately. You may also note your personal use reservations on the reservations activity tab on the portal.

Making Additional Reservations for Your Resort Home

After the Notice of Use deadline date you may make additional reservations for your personal use subject to availability. Please contact Owner Services via email to make your request.

Check-in and Check-out

Check-in time at Legends is 4:00 pm and check-out time is 11:00 am. An Evolution Owner who checks out later than the designated check-out time is responsible for any costs that occur, including overtime and relocation costs. We would appreciate your assistance upon your departure and request that you load and start the dishwasher, dispose of your garbage via the garbage shoot, take recycling and compost to the cycling room located just inside the entrance to P2.

Reservations for Personal Guests

As an Evolution Owner you are welcome to invite a non-paying guest to use your Resort Home during your Use Period. In order to better service your guests, please contact Owner Services with the name(s) of the person(s) who will be occupying your Resort Home.

Canceling a Reservation

Evolution owners may cancel a reservation provided they give 15 day notice. If notice is received less than 15 days prior to the beginning of the reservation, the unit will not be put back into the rental program, unless the unit is actually rented for that period. If the owner does not arrive for their reservation during their Use Period, their Resort Home is not made available for rental. The Resort Home remains empty for the duration of the reservation unless otherwise directed by the Evolution Owner. Last minute cancellations may be accepted provided our sales team has a strong possibility of selling the unit, as such, please do contact Owners Services if within 15 days of arrival to discuss.

Rental Program

Lodging Ovations facilitates a Rental Program for Evolution Owners who do not occupy their Resort Home during their Use Period. Those Use Periods not designated on your Notice of Use Form for your personal use are automatically included in the Rental Program for Evolution.

Evolution Owner Net Revenue Calculation

Rental revenue is calculated as gross nightly rental revenue, less travel agent commission, applicable taxes and credit card charges, and is split with 40% to management and 60% to the Evolution Owner. Revenue statements are sent within 30 days after each quarter (March 31, June 30, September 30, and December 31). Revenue statements are now available online only through the Owners Portal.

Rental Pool Distribution:

Rental revenue is pooled on a nightly basis and distributed to Owners participating in the Rental Program. Each night, revenue earned from room rental, long distance telephone charges and parking is divided among the participating Resort Homes based on their Unit Factors. Each Resort Home then receives a percentage of the Adjusted Gross Revenue based on its Unit Factor divided by the total Unit Factors of all the Resort Homes in the Rental Program for that night.

Each Resort Homes rental revenue is calculated as adjusted gross revenue, less travel agent commission, applicable taxes and credit card charges, and is split with 40% to management and 60% to the Evolution Owner. Revenue statements are sent within 30 days after each quarter (March 31, June 30, September 30, and December 31). Revenue statements are now available online only through the Owners Portal. Revenue is paid out if the net rental revenue is greater than \$100."

Internal Exchange Program

- Exchange-For Personal Use

Owner Services facilitates an internal exchange program to service Evolution Owners who wish to trade a week of their time with another Evolution Owner. You may make this exchange through Owner

Services, providing the dates requested and the date you wish to relinquish your Resort Home for the exchange.

Please make your request by completing the online Internal Exchange Request Form. A service fee of \$49.00 applies if an exchange can be coordinated.

- Exchange-For Revenue Generation

Owners can also coordinate an exchange with another Evolution Owner without the assistance of Lodging Ovations Owner Services. In doing so, please notify Owner Services of who will be utilizing the Resort Homes. An Owner may decide they will not use the exchanged week themselves but would rather have it placed in the Rental Program and receive the revenue generated. Lodging Ovations can redistribute any revenue earned for a service fee of \$49. Both parties must sign a mutual agreement authorizing their acceptance of this type of exchange.

Resort to Resort & SFX Exchange Homeowner Exchange Programs

Resort to Resort is an exclusive Homeowner exchange program for select Owners of Intrawest Resort Homes. Homeowners that are Members of Resort to Resort enjoy access to great vacations throughout the Intrawest network. Whether it's the white sand beaches of Sandestin, Florida or a great golf vacation in Copper Mountain, Colorado; Tremblant, Quebec; or Panorama, British Columbia, Resort to Resort opens the door to a world of expanded vacation possibilities.

To learn more about the Resort to Resort program and to become a member, please visit www.resort2resort.com, contact Resort to Resort by phone at 1.800.955.2692 or by email to info@resort2resort.com. You may also view this document.

SFX Exchange company also operates a private exchange program for select homeowners. For further information, please visit the SFX website at <https://www.sfxresorts.com/>.

Hotel Reservations

Homeowners may obtain discounted hotel stays at the property through reservations, 1-866-385-0611. Please inform the agent that you are a homeowner looking to make a hotel reservation and they will provide you with availability and the owner rate. Homeowners may also elect to reserve online here <https://www.lodgingovations.com/deals-and-packages/owner-discounts/>. The discounted rate may be shared with your family and friends. Minimum night stays may be in effect and parking charges are applicable.

Day Use of Evolution Amenities

As an Evolution Owner you can enjoy the Evolution amenities on a day use basis, subject to availability. Priority is given to Evolution Owners, your personal guests and rental guests staying in residence. To access Day Use, simply call Owner Services at (604) 935-7039 or email loowners@vailresorts.com, 24 hours in advance to confirm availability. After reserving Day Use privileges, Evolution Owners must check in with the Front Desk to register and will be given a key to access the facilities. Pool towels are available.

Parking at Evolution

A heated underground parking facility is provided for your convenience and security. These parking stalls are reserved for Evolution Owners, your guests and rental guests staying in residence. Parking privileges are not extended to Evolution Owners that are not staying in residence. Owners of Resort Homes ending in "9" will be permitted to have the use of two parking stalls while in residence. All other owners are permitted to have the use of one parking stall while in residence.

Additional parking may be provided based on availability. A daily rate will apply. No over height parking is available, the maximum parking height is 7'6".

Storage

In-Suite Owner Storage Locker

Each Resort Home includes 4 in-suite storage lockers, and each Evolution Owner is entitled to the use of one of the in-suite lockers. You have access to your locker while you are staying in your Resort Home. 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.

Ski Storage

As an Evolution Owner, you are entitled to the use of a ski storage locker at all times, including periods in which you are not staying in your Resort Home. All Evolution Owners are provided with a key card to access the locker room. Evolution Owners are to provide their own lock for the locker itself. Replacement key cards are \$20. Your locker number is the same as your suite number & quarter with one locker assigned per Evolution Owner. The locker room is located on Parking Level 1 (P1) to the right as you come in the entrance. Please make sure you use your locker, as skis/snowboards are not permitted in your Resort Home.

Bicycle Storage

You may store bicycles in the Evolution bicycle storage room while you are staying in your Resort Home which is located is P1 and P2. Bicycles stored while not occupying your Resort Home may be subject to removal without notice.

Housekeeping

Upon departure, Evolution Owners and personal guests should leave their Resort Home in a clean and tidy condition. Housekeeping performs a Full Clean which is payable by the Evolution Owner or personal guest at check out. Evolution Owners can request additional housekeeping services in advance through Owner Services, at least 48 hours prior to the requested service.

Evolution Housekeeping Pricing List

Resort Home	Daily Clean	Midweek Clean	Full Clean
1 Bedroom	\$29.00	\$47.00	\$75.00
2 Bedroom	\$38.00	\$80.00	\$105.00
3 Bedroom	\$47.00	\$99.00	\$135.00

Extra's

Linens & Other	1 BR / 1 DR	2 BR	3 BR
Towels only	\$8.00	\$11.00	\$15.00
Linens only	\$8.00	\$11.00	\$15.00
Linens and Towels	\$15.00	\$21.00	\$29.00
Pet Clean Owner	\$43.00	\$43.00	\$43.00
Vacuum or Dust Only	\$8.00	\$11.00	\$15.00

- Daily Clean - On a request basis only. Includes towel change, garbage / recycling removal and general touch up cleaning.
- Midweek Clean - On a request basis only. Includes linen & towel change, vacuuming, replenishment of amenities and garbage / recycling removal.
- Full / Checkout Clean - Full Clean on a request basis and checkout Clean done automatically for rental pool rooms. Includes kitchen wipe down, linen and towel change, dusting, vacuuming, bathroom clean, replacement of amenities and garbage / recycling removal.
- Pet Deep Clean - This is on top of regular C/O clean - Dryclean of duvet covers, disinfect all walls, blinds, all surfaces, targeted vacuuming of entire unit including all furniture (shampoo as needed), and whatever extra cleaning is required to ensure room classified as "pet free".

*Updated Oct 27, 2023

Pets

If you are bringing your pet to Evolution there is an online pet registration form that must be completed and is stored online. Pet supplies are provided to owners which includes a dog bed, bowl, towel and a treat. To ensure that the property is maintained to a high standard there will be a cleaning fee that will be applied to visits that are accompanied by pets and there will be certain restrictions that apply to the common area facilities. To ensure the utmost comfort for you pets, a pet cleaning area is provided on parking level 2 (P2).

Smoking Policy

Evolution is a non-smoking property and smoking is not permitted within Resort Homes or indoor/outdoor common areas and Strata owned property. Non-compliance may result in a by-law infraction fine. This also includes vaping.

Payment of Strata Assessments

Each owner's share of the Strata Assessments and Association Assessments for the Resort Home will be included in their allocation of Operation Costs, and will be payable quarterly by each Owner to the Owner's association or the manager on its behalf. The owners' Association or the Manager on its behalf will pay the Strata Assessments to the Strata Corporation on behalf of each Owner. Budgets & assessment schedules are available for viewing on the portal. Fees are due on the 1st of each calendar quarter. The fiscal year for the property is July 1, an updated budget will be provided to homeowners in advance.

Taxes and Insurance

GST will be remitted by Lodging Ovations on behalf of Owners directly to the Canadian Revenue agency.

[\[CCRA Website\]](#)

Withholding Tax

If you are a non-resident, you are required to pay income tax on your revenues earned in Canada. Lodging Ovations is required to withhold 25% tax of the gross rental revenue and remit this to the CCRA. For more information about Canadian tax laws please visit the CCRA Web site at: www.ccra-adrc.gc.ca or contact them toll free at 1.800.959.5525.

Property Taxes

Please see the disclosure statement for more information.

****PROPERTY TAXES ARE INCLUDED IN STRATA FEES - PLEASE DO NOT PAY****

Filing a Canadian Tax Return

Please note that the deadline date for Canadian residents for filing your tax return is April 30 of every year.

Please note that the deadline date for non-residents for filing a Canadian Tax Return is June 30 of every year. Non-resident Owners will be sent an NR 4 prior to the end of March of every year to be used to assist with the filing of your return. Upon completion, non residents must confirm the filing of their tax return in writing to Lodging Ovations. Please contact the Canadian Customs and Revenue Agency (CCRA) at www.ccra-adrc.gc.ca or toll free at 1.800.959.5525 if you have any questions. We recommend that you seek the professional advice of an accountant to assist you with your tax return.

Insurance

Please see the disclosure statement for more information.