

Grand Summit Mount Snow Homeowner Guide

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Home Owner Services Contact Information

General Email Address: MSOwnerServices@vailresorts.com

General Telephone Number: 800.603.7669

Vail Resorts Owner Portal: <https://vailresortshomeowners.com/#/login>

Owner Services Team

Michael Laird, Property/Association Manager

802.464.6642

mlaird@vailresorts.com

Oonagh Kennedy, Asst. Manager, Owner Relation

802.464.6626

Oonagh.M.Kennedy@vailresorts.com

Shawn Munz, Supervisor: Administrative

802.228.1475

Shawn.D.Munz@vailresorts.com

Crystal Moser, Administrative Assistant

802.464.6676

Crystal.M.Moser@vailresorts.com

Important Contact Information

Owner Services

- 800.603.7669
- msownerservices@vailresorts.com
- For all pre arrival communications

Hotel Front Desk

- 802.464.6010
- MOGHSFrontDesk@vailresorts.com

Guest Services

- 802.464.4373
- MountSnowinfo@vailresorts.com
- For Mount Snow Mountain Operation questions and all ski related questions

Epic Pass Information

- 970.754.0005
- comments@vailresorts.com

Space Available Requests

- MSOwnerservices@vailresorts.com
- Request are to be made 72 hours before date and time of preferred check-in

Harriman's Restaurant

- 802.464.6636

Owner Portal

www.Vailresortshomeowners.com

If you would like to schedule a time with a property manager for a guided walk through of the owner portal or property please email MSOwnerservices@vailresorts.com

First Time logging in:

Please note even if you have never logged onto the portal you will still need to follow the reset password instructions.

- We recommend you add ownerportal@vailresorts.com to your email contacts
- Once you have added this new contact, follow the Password Reset instructions:
- Go to <https://vailresortshomeowners.com/#/forgotPassword>
- Click the 'Reset your Password' link
- Enter your email address that we have on file
- Click 'Reset Password'
- **Wait** for an email from ownerportal@vailresorts.com to arrive and follow the link contained there.

Statements:

The Owner Portal is where you find your statements and where you can make a payment. You can also sign up for ACH (automatic payments pg. 13) from your owner portal.

The PM and HOA statements will show in the owner portal by the second week of the following month. It is up to you to keep up with these payments.

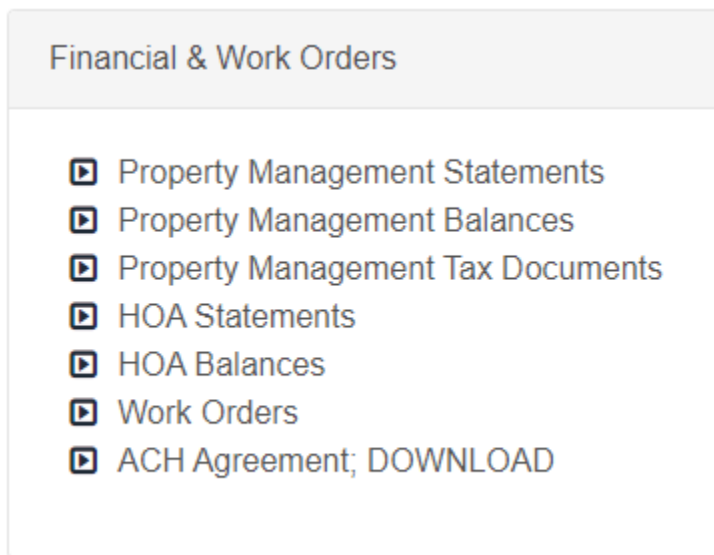
If you own a suited unit, please be aware you will need to ensure the suited unit (room number with an S following) is selected in the upper right hand corner for accurate calendar and financial information.

Example:

GRAND SUMMIT RESORT CONDO ASSOCIATION - IMS-GSR-GSR270S-1---GSR 2BRS PMR
 GRAND SUMMIT RESORT CONDO ASSOCIATION - IMS-GSR-GSR268-1---GSR KNG
 GRAND SUMMIT RESORT CONDO ASSOCIATION - IMS-GSR-GSR270-1---GSR STUDIO DLX
 GRAND SUMMIT RESORT CONDO ASSOCIATION - IMS-GSR-GSR270S-1---GSR 2BRS PMR
 GRAND SUMMIT RESORT CONDO ASSOCIATION - IMS-GSR-GSR272-1---GSR QN/QN

Navigating the Owner Portal & Statements Cont.:

When you arrive at the home screen on the owner portal you should be able to see this section (if you do not please let us know).



The Property Management Statements will allow you to see any revenue you will be receiving from rentals, along with any stays (including owner stays), and other fees.

The Property Management Balances is where you are able to make payments online via the pay balance button, please be advised to go by the amount owed via the statement and not what is shown on the PM Balances screen.

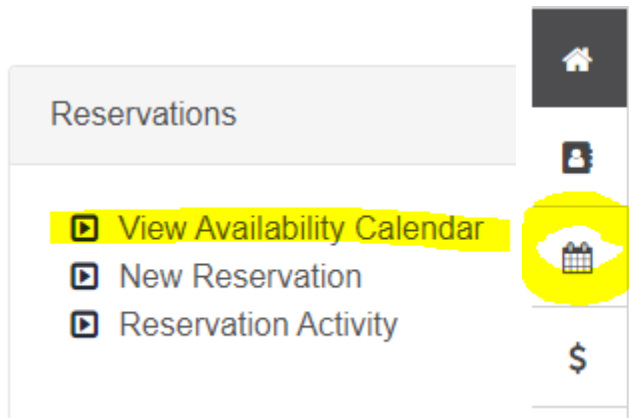
Pay Balance

HOA Statements is where you will find dues, taxes, interest, and general payments that are due. If you are not mailing in a payment, or signed up for ACH, you would pay these balances on the HOA Balances screen. Please be advised to go by the amount owed via the statement and not what is show on the HOA Balances Screen (appears the same as above).

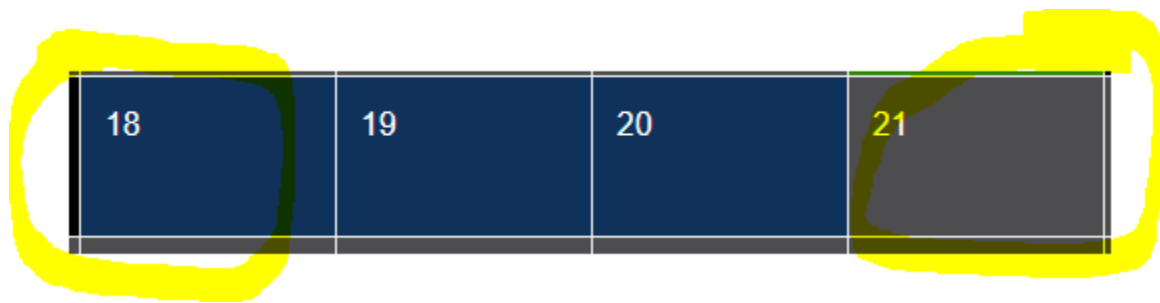
Owner Portal Continued

Reserving Your Unit:

This is where you will block off dates for owner use, and dates you do not want in the rental pool. You can block off dates up to a year in advance and we suggest you book as far ahead of time as possible. You can find this from the home screen by clicking on 'View Availability Calendar' or by clicking on the calendar icon on the left side (if you do not see these please email msownerservices@vailresorts.com)



When blocking off dates on your rental calendar, please ensure your entire suited unit is selected (see page 5). When selecting dates, you will first select your date of check-in (ex. January 18th) and then you will need to select the date you would like to check out (example January 21st). Even if your date of check-out does not show available, you will still need to select that date for check-out. You will show as checking out on which ever date you select. Select search to complete reservation.



There is a legend at the bottom of each owner calendar that explains what each color is for.

Legend			
■ Unlikely to impact revenue	■ May impact revenue	■ Likely to impact revenue	✗ Not Available to Book Online
■ Owner Reservation	■ Owner Guest Reservation	■ Guest Reservation	■ Out of Order
■ Unit Data Unavailable			

Space Available Program

One of the ways for you to enjoy Mount Snow when it is not your owner week is the Space Available Program. This wonderful program provides you the opportunity to stay at the Grand Summit during quarter weeks other than the quarter you own.

In order to protect the owner's interests to earn revenue, we limit these stays to time periods where we are less than 90% occupied. Space Available reservations will be made at the discretion of the property managers based on current or expected occupancy. If all requirements are met when you request Space A, you will be placed in a unit comparable or smaller to the one you have purchased.

We also limit the reservations to a 3 day length of stay in one room. Any request made for longer than 3 days will require a room move after the third day. We limit space available stays to 6 days maximum per reservation.

If your unit, during your week, is booked by a guest or by an RCI stay, we are not able to book a space available stay for you in another unit. In this situation, you gave up your week to the rental pool or to the RCI trade program and are receiving compensation for this stay.

The benefit of "Space A" usage is limited to owners and their immediate family members. This program is for use by you as an owner or your immediate family defined as children or parents. Space Available reservations must be made no more than 72 hours in advance of your anticipated arrival through the Mount Snow Owners email: msownerservices@vailresorts.com

Please note check in time is 4 pm for all reservations. The checkout time is 1 pm. If you would like a late check out please call the front desk the day of checkout to verify availability.

Vail Resorts Rental Management Program

Renting Your Unit

Fee Structure and Disbursement of Rental Income:

To compensate Manager for Rental Services, Owner will pay Manager 45% of the Adjusted Gross Unit Revenue. "Adjusted Gross Unit Revenue" means adjusted gross rental fees collected and generated from the Unit at the rental rates established by Manager, less Rental Expenses.

4% Fund:

Owners who are in our rental management program participate in the 4% fund. The intent of this fund is to pay for many of the common and often replaced unit items, and some of the minor and routine maintenance labor.

Four percent (4%) of the room rental for every reservation will be deducted (prior to the Owner/Rental Agent split). This fund is intended to cover the cost to replace or repair items less than \$50, as an example, not limited to: interior light bulbs, kitchen glassware, silverware, stoneware, flatware, coffee carafes, toasters, pots & pans, universal TV remote controls, shower curtain liners, kitchen and bathroom cleaning tools, blankets, pillows, mattress pads and hangers as the Rental Agent deems necessary.

4% Fund is also intended to cover: the repair and/or replacement of: remote control batteries, plus small and minor items, less than \$50.

Legendary Lodging - Vail Resorts Homeowner Owner Affinity Program

Separate Legendary Lodging cards are required to receive discounts

To get your cards, please stop by the front desk. If you have an Epic Pass we can use the photo from that, as it is already in our system. If you do not have an EPIC pass we will need to take a picture onsite to make a card for you.

Discounts Overview*

Discounts may vary by location and are currently not available in our Non United States Locations. Please check resort specific pages for details. Homeowner ID Badge must be presented to redeem all discounts. If reservations are made online, badge must be presented at the time of check-in.

Lodging:

30% discount on posted rates. Book legendary lodging [here](#).

Transportation:

Up to 15% off Epic Mountain Express airport transportation services [booked online](#). You will be required to show your Homeowner ID Badge upon check-in.

Golf:

15% discount and preferred tee times on all Vail Resorts owned public golf courses.

Spa:

20% discount off services at all Vail Resorts and RockResort Spas.

Food & Beverage:

15% minimum discount on food & non-alcoholic beverages at **participating** restaurants.

Retail:

15% discount on full priced retail items at all [Vail Resorts Retail stores](#).

Rentals:

20% discount on rental equipment at all [Vail Resorts Retail stores](#). Reservations are highly recommended. [Book online](#) today! You will be required to show your Homeowner ID Badge when you pick up your equipment.

Ski Tunes:

25% discount on all ski tuning/ repairs at [Vail Resorts Retail stores](#).

*All discounts are subject to change and are based on availability. Blackout dates may apply.

Access during Stays

Family Member or Friend Using Unit

If you are having a family member or friend use your unit during your owner week, you will need to email msownerservices@vailresorts.com with their information. Your name will stay on the reservation for tracking purposes and we will identify the guest by name in the reservation notes. No keys will be made for any guest, family or friend, using your unit without prior written permission from the unit owner. Information on the guest should include name, phone number, email address, and if possible, home address.

Stays during your week

If you are staying during your week you are required to stay in your unit. There are no options for upgrades on owner reservations. All reservations for your owner week, should be made by the owner through the owner portal.

No stays are valid unless you receive an email confirmation from the reservation system. An email from msownerservices@vailresorts.com or a team member, is not a valid confirmation. Your confirmation will also confirm if you have booked the full suited unit or one side of a suited unit.

Staying at the Hotel

Your room key will be issued at time of check-in and expires at 1 pm (time of check out) on the check-out date. The room key will also grant access to the owner lounge/library, and owner locker room.

If you extend your departure date after you receive your initial keys upon check-in, please stop by the front desk to have your keys reprogrammed with the correct check-out date.

Access during Stays Cont.

Parking for all Stays

Background:

Parking spaces are limited in upper lot near the GSH; most times there is a need to valet vehicles away from the hotel. During the busy periods of the year (especially ski-season) there is constantly an overflow-demand for parking. The GSH Staff & Association Board wants to assure effective customer parking, especially for its owners.

Parking on “preferred upper lot” (~40 spaces) ... availability categories:

1) **“Wide-Open”**, meaning upper lot not expected to be filled that day (~ **1/3** of the days in a year).

Vehicles are essentially allowed to come-and-go; although security & cameras are present.

Depending on time of day, Valet service may be available; however, Front Desk is staffed 24/7.

2) **“Limited”**, meaning lot will likely be filled throughout the day (~ **2/3** of days/year); see **“GATE”** below.

✓ **“Overflow Demand”**, probably upper lot always filled throughout that 24-hour day (see below).

“Limited” Parking area, on those days when deemed by management:

Any vehicle can drive-up/see that the upper lot has “GATE” (no entry), unless got hang-tag (see below).

1) **Upper Parking Lot Access:** for owners and guests who are currently booked overnite. During their check-in at front desk, a **hang-tag** will be provided to open the upper parking lot gate. Space is normally on a first come, first serve basis. If no space, then Valet service provided (free to a GSH owner vehicle).

✓ On a day the Guard-shack is operational, then only guests checking-in “on an owner-use day” would get a hang-tag (i.e., rental guests or RCI/Interval exchange guests would not get a hang-tag).

✓ **Hang-tag:** rearview mirror-type tag with barcode for scanning/opening gate for entry.

2) **Upper “Valet” Parking at hotel (~ 12 spaces):** access requires checking-in/registering with the valet attendant and providing ignition key/fob. After 15 minutes, vehicle could be moved to lower valet lot.

3) **Lower Valet Lot:** located at bottom of hill, for valet use-only and managed by valet staff. Valet parking is provided for those staying overnight at the GSH when no spaces in upper lot.

4) **Visiting hotel but not registered/not staying overnight:** will be required to valet their vehicle.

“Overflow Demand” parking days with *Guard Shack* staffed at bottom of hill:

About 25% of the “Limited” parking days, the Guard-shack operation would likely also be necessary.

Specifically to control flow of traffic & monitor safety protocols of vehicles going up to the hotel.

Guard shack could be staffed for ski-weekends, holidays, major events or certain group business.

Any vehicle must first get Guard-authorization to proceed up to the “Limited Parking” with “**GATE**”.

Any “GSH owner” would be granted approval for proceeding up to the “Limited” Parking area.

- ✓ By early 2022, GSH may have a “windshield sticker” for owner’s car to speed access approval.
 - ✓ Such a sticker would be provided to an owner at time of recording license plate information.
- “GSH non-owners” if are not visiting or not booked for overnight stay, would then be directed to turnaround & leave. However, if visiting (e.g. eating at Harriman’s) then must Valet the vehicle.

Towing Policy: In order to protect and serve everyone’s interests, the GSH parking policy and related procedures will be enforced by management, including if necessary towing violator vehicles.

Local Owners not staying at the Hotel

If you are not lodging at the hotel and are enjoying your ownership on a day visit to go skiing, use of the health club, restaurant, etc. please stop by the front desk to get access keys. This owner key will access the owner lounge, owner library, owner locker rooms along with the pool and fitness center. All owners not staying overnight at the hotel will be required to valet their cars.

Included with Ownership

Grand Summit Pool and Health Club

This is open daily, please call for details at 802.464.6005

Legendary Lodging

Legendary Lodging is a discount program all owners have access to (page 10). It is a discount program that extends to all Vail Resorts in the United States. Legendary Lodging cards are required to receive these discounts, and is different from an owner's access card.

Owners Library and Lounge

As an owner you have access to two separate owner only rooms, the owner's library and the owner's lounge. Your room keys and owner access cards will both grant you entry to these rooms.

Owner Lockers

Each owner is assigned to a specific locker. It is the owner's responsibility to provide a lock for it. If you are unsure what locker belongs to you please contact owner services at msownerservices@vailresorts.com

Billing Schedule
Q1 - Oct 31
Q2 - Jan 31
Q3 - April 30
Q4 - July 31

When mailing in a payment make payable to:
GRAND SUMMIT RESORT CONDO ASSOCIATION
PO Box 105007
Atlanta, Georgia 30348
United States

Please make note of your account number in the memo portion of your personal check. Your account number can be found at the very bottom of your monthly statement. This will ensure the check is applied to the correct account and can easily be referenced for future inquiries.

AUTHORIZATION AGREEMENT FOR DIRECT DEPOSITS (ACH CREDITS) AND DIRECT PAYMENTS (ACH DEBITS)

I (we) hereby authorize Vail Associates/Vail Summit Resorts hereinafter called COMPANY, to initiate credit and/or debit entries to my (our) Checking Account/ Savings Account (select one) indicated below at the depository financial institution named below, hereinafter called DEPOSITORY, and to credit or debit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law.

Depository Name _____ Branch _____
 City _____ State _____ Zip _____
 Bank ABA Routing Number _____ Account Number _____

This authorization is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of its termination in such a time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it. It is understood and agreed, however, that termination of such authorization in no way relieves either party of any financial obligation it may have to the other under the terms of the property management agreement signed by both parties.

The below authorization must be completed by all signers on the checking or savings account.

Name _____ Unit Number(s) _____
 (Please print)

Date _____ Signature _____

Name _____ Unit Number(s) _____
 (Please print)

Date _____ Signature _____

NOTE: ALL WRITTEN CREDIT OR DEBIT AUTHORIZATIONS MUST PROVIDE THAT THE RECEIVER MAY REVOKE THE AUTHORIZATION ONLY BY NOTIFYING THE ORIGINATOR IN THE MANNER SPECIFIED IN THE AUTHORIZATION.

PLEASE RETURN COMPLETED FORM AND VOIDED CHECK TO:

Vail Resorts
 HOA Accounting
 390 Interlocken Crescent, Suite I-795
 Broomfield, CO 80021

303-404-1128 FAX

This process will be in effect after the first billing cycle. Please note, if you are switching or closing accounts, this will also take one billing cycle to be in effect.

Frequently Asked Questions

When are rental checks sent out?

The rental income is deposited during the first week of every month for the previous month's rentals. You may go on the owner portal to view your rental statements under Property Management (PM) Statements.

Are pets allowed at the hotel?

Pets are not permitted in quartered owned units. However, we are required to allow service animals. See the association's rules and regulations for further information.

What is RCI?

RCI stands for Resorts Condominium International. They are a separate company that allows you to trade weeks with owners of other resorts around the world. You will need to make an account with them through RCI.com if you wish to use their service. Once you have the account setup you can deposit the weeks you wish through their site. You must let Owner Services know which weeks you deposit to avoid double books (msownerservices@vailresorts.com).

Who do I talk to about lockers?

All locker inquiries should be directed to owner services at msownerservices@vailresorts.com

Who do I contact for billing?

If you have any questions about your statements, or payments that you have made against your statements, please contact msownerservices@vailresorts.com. Please be aware it may take up to 48 hours for owner services to get back to you.

Can I get my statements mailed to me?

Vail Resorts is proud to have an epic promise for a zero footprint by 2030. As such, we are paperless and do not have an option for statements to be mailed out. You can find monthly statements on the owner portal (page 6).

Frequently Asked Questions Cont.

Interested in joining the Rental Management Program?

If you are interested in joining our Rental Management Program, please email msownerservies@vailresorts.com . Our property manager will contact you with further information and a rental management agreement to be looked over and signed by all parties.

When can I cancel an owner stay?

As an owner, you do not have cancellation fees when booking during your owner week. We ask that you let us know any change in your plans as soon as possible. This is so we can potentially provide you with rental revenue, if you are part of our rental management program.

What if I want to stay more than 3 days using the Space Available Program?

Three nights in a unit and six nights per reservation are the maximums established (meaning that a room change would be mandated on stays longer than three nights). Cost to the owner is equal to the housekeeping charges for the units reserved.