



**WINTERGREEN PACIFIC LLC
Transient Occupancy Management Agreement for Homes and Condos**

- 1. THE INCOME FROM PROPERTIES MANAGED BY WINTERGREEN PACIFIC, LLC UNDER THIS AGREEMENT WILL NOT BE POOLED OR HELD IN AN ESCROW ACCOUNT. THE OWNER WILL ONLY RECEIVE THE INCOME ATTRIBUTABLE TO THE OCCUPANCY OF HIS/HER OWN UNIT.**
- 2. A WINTERGREEN PROPERTY OWNER IS NOT REQUIRED TO RENT HIS/HER PROPERTY AS A CONDITION OF OWNERSHIP OF PROPERTY IN WINTERGREEN RESORT.**
- 3. A WINTERGREEN PROPERTY OWNER IS NOT REQUIRED TO USE WINTERGREEN PACIFIC LLC SHOULD THE OWNER DECIDE TO RENT HIS/HER PROPERTY IN WINTERGREEN RESORT. THE PROPERTY MAY BE RENTED THROUGH AN AGENT UNRELATED TO WINTERGREEN RESORT.**
- 4. WINTERGREEN PACIFIC LLC DOES NOT MAKE ANY REPRESENTATION AS TO THE PROFITABILITY OR THE INVESTMENT POTENTIAL OF ANY PROPERTY.**
- 5. THIS AGREEMENT IS TO SET FORTH THE TERMS UNDER WHICH THE OWNER OF A CONDOMINIUM OR HOME PROPERTY PARTICIPATES IN THE ACCOMODATIONS PROGRAM OFFERED BY WINTERGREEN PACIFIC LLC. THIS PROGRAM IS FOR TRANSIENT OCCUPANCY ACCOMODATIONS ONLY AND DOES NOT PROVIDE FOR LONG TERM RENTALS.**

TRANSIENT OCCUPANCY MANAGEMENT AGREEMENT FOR HOME PROPERTIES

This Transient Occupancy Management Agreement (this "Agreement") is made and entered into this ____ day of _____, 20__ by and between Wintergreen Pacific LLC (the "Company") and _____ (the "Owner", whether one or more as listed on the deed). This contract replaces previous rental contracts between "owner" and previous owner of Wintergreen, Wintergreen Partners, Inc. The Company agrees to act as the Manager for the Property described below (the "Premises") and Owner makes the Company his exclusive Manager under the following terms and conditions:

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1. The Property: The Owner appoints the Company as exclusive Manager for the Premises also known as _____, located within the Wintergreen Development in Nelson and/or Augusta County, Virginia.

2. Company's Obligations:

- a. The Company established a program to provide accommodations for resort guests on a transient occupancy basis. There are no long-term rentals provided under the resort accommodations program.
- b. The Company agrees to actively promote and advertise group and individual occupancies of units within the Wintergreen Rental Program. This promotion will be performed by Wintergreen Pacific LLC Marketing Department. Should Owner "market" property through external sources such as Vacation Homes by Owner (VRBO), Face Book, Craig's List or any other publicly available sources, Owner agrees Wintergreen Pacific LLC is the exclusive booking agent and all inquiries to availability of unit and rates are channeled directly to the Company's reservation office.
- c. The Company agrees to operate and maintain a reservations system through which all reservations for the Premises shall be processed.
- d. The Company agrees to operate and maintain a Front Desk for guest check-in, check-out and information, as well as a 24-hour central telephone switchboard operation.
- e. The Company agrees to operate and maintain a Rental Property Management Office, which shall act as the single point of contact with the Owner as to the Company's performance under this Agreement. Owner agrees to direct all suggestions, complaints or requests for special arrangements directly to the Rental Property Management Office.
- f. The Company agrees to provide an Accounting Department to account for all receipts and the payment of all commissions, fees or charges processed through the Company. The Company agrees to pay Owner the revenue from the Premises less commissions, fees and expenses by the end of the fiscal month following the month during which the revenue was earned. Owner agrees that the Company shall not be required to escrow any amounts payable to the Owner pursuant to this Agreement.
- g. Subject to availability, the Company agrees to reserve accommodations in the Premises to all individuals who specifically request the Premises. Other than when specifically requested, all accommodations will be reserved on a fair rotation in an effort to meet the guest's request.
- h. The Company agrees to perform all regular housekeeping and cleaning and to provide bed linen and towel changes as necessary to maintain a high quality accommodation. For Condominiums the expense for this service will be the responsibility of the Company. For Homes the expense for this service is the responsibility of the Owner. Refer to Exhibit A for fees and rates.
- i. The Company is authorized to hire an outside consulting firm at the Company's expense to develop a rating system and train Wintergreen staff members. The rating system will be based on hospitality industry standards and similar resort properties. This system utilizes a rotation points system which adds rental nights to the rental unit based on the rating level of the unit. Wintergreen staff will rate each property in the rental program on an annual basis (or more frequently if needed). Owners will be provided a written report with recommendations for

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improvement. A rating of Gold, Silver, Bronze, or Below Standards will be assigned to all rental properties. Owners will be given ample time to complete repairs and upgrades. The goal is to maintain GOLD and SILVER rated units in the program. Any property not meeting Wintergreen's minimum standards of Silver or Gold may be temporarily blocked from the rental program until matters are improved. Owner will be allowed sixty (60) days to complete items necessary to maintain standards required to be suitable for occupancy. The assistance of the Rental Property Management Office shall be available to assist Owners in maintaining standards suitable for occupancy. Noncompliance by Owners with the requirements detailed in the evaluation will result in the Premises being (i) downgraded or (ii) declared un-occupable and "out-of-order".

- j. The Company agrees to provide a Resort Services maintenance group on a year round basis. No representations are made that Resort Services shall be able to provide every type of repair on every type of appliance or fixture. Resort Services shall not make repairs on items that it knows or believes to be under warranty without the prior consent of the Owner, except when necessary for guest comfort. All repairs not covered under the Maintenance Agreement (annual fee) will be at the Owner's expense.

3. Company's Fee:

a. Definitions:

- i. "Gross Proceeds" as used herein is defined as the total amount of revenue receipts less taxes that are received by the Company for the occupancy of the Premises during the term hereof.
- ii. "Net Proceeds" is defined as the Gross Proceeds less fees, discounts, rebates, and/or commissions (such as those paid to travel agents and wholesalers).

b The Company shall earn a fee equal to a percentage of the Net Proceeds from the occupancy of the premises hereunder. This fee is established at 50% for condominiums and 30% for homes.

c. Wintergreen has a conference and meeting facility and is actively promoting group and conference business for accommodations within the Company's program through the Wintergreen Resort Conference Sales Office. For group bookings where no third party commission is paid, Wintergreen Pacific LLC shall be paid a Conference Fee as set forth in Exhibit B attached hereto.

d. An Activity Fee, as set forth in Exhibit B attached hereto will be deducted from the Gross Proceeds prior to calculating the Company's commissions.

4. Accommodation Rates:

The Company, at its discretion, shall establish fair, reasonable and competitive base accommodation rates having due regard for the Resort's location and conveniences, the size of the premises, and the Resort's amenities and atmosphere. Such rates will be reviewed annually by Wintergreen Pacific LLC.

The Company, in its creation of packages and special promotions and sales to group and conference business, shall have the right to offer reduced rates. Additionally, the Company shall have the right to reduce the rate of the Premises to the rate of a smaller accommodation at the Resort if there is demand for smaller accommodations and the Premises have not already been reserved for occupancy. The Company shall endeavor at all times to reserve the Premises at a rate that it feels will generate the highest possible revenue and occupancy.

5. Discounts, Rebates and Uncollectible Fees:

- a. The Owner authorizes the Company to provide discounts that are customarily granted in the industry provided that to the extent reasonably possible.
- b. The Owner agrees that the Company may offer a guest a rebate in the event the guest experiences difficulties with the Premises and/or has legitimate complaints. The amount of this rebate shall be determined by the Company. The Owner also agrees that the guest may be transferred to another property if a rebate is not acceptable to the guest.
- c. Each year, the Owner authorizes the complimentary use (without payment of revenue) of the Premises by the Company for the promotion or benefit of the Resort provided that such complimentary use shall not exceed four (4) nights during any year (May 1 through April 30). Complimentary use will be limited **when possible**, during periods of high occupancy. Further, the Owner authorizes the use of the Premises for an additional three nights

for emergency associate housing at a cost to Wintergreen Pacific LLC, of \$20.00 for the first bedroom and \$5.00 for each additional bedroom.

- d. In the event any Premises occupancy fee is uncollectible, neither the Owner nor the Company shall receive any income from such occupancy.

6. Term and Fees:

- a. This Agreement will remain in effect unless terminated by one or more written documents executed by both Owner and Company.
- b. This Agreement and the Company's exclusive authority to accept reservations on behalf of Owner may be terminated upon 60 days written notice from one party to the other delivered personally or by First Class United States mail. The 60 day notice period shall commence on the day such notice is received by the Company. Cancellation of this Agreement shall terminate the Company's authority to accept future reservations for the Premises, and the Company will use its best efforts to transfer any confirmed reservations to other accommodations subsequent to the 60-day period. However, the Owner shall be responsible for any expense incurred by the Company as a result of the Owner's failure to honor confirmed reservations beyond the 60-day period.
- c. Exhibits attached hereto are subject to modification at the Company's discretion. Notice of changes shall be made by the Company to the Owner in writing at least 60 days prior to becoming effective. For purposes of items such as promotional usage and administrative fees, the occupancy year shall be construed to begin on May 1st or the date of execution thereof and shall end on the following April 30th for each year during the term thereof.

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7. Reservations:

- a. The Owner authorizes the Company to accept reservations for the Premises up to 12 months in advance of the date of the reservation. Booking for Owner Occupancy may be made on-line by the owner. Friend-Of-Owner (FOO), Immediate Family Member (IFM) or other type of reservation or block must be made through the Rental Property Management Office. (Immediate Family Member is defined: parent(s), grandparent(s), sons, daughters, siblings, grandchildren). During non-business hours, owners may contact the Wintergreen Front Desk for assistance in reservations. The owner will be provided with log-in and account information. If problems arise, coordinate with the Rental Property Management Office for resolution. The Owner agrees to honor all existing reservations that conflict with the Owner's requested dates that cannot be moved to an alternative accommodation. Whether an existing reservation can or will be moved is at the sole discretion of the Company. Every effort will be made to accommodate the Owner. Any disturbance by Owner to a guest occupying Premises may lead to immediate termination of this Agreement.
- b. The Owner's reservations shall be confirmed either by printed correspondence or email with a confirmation number. Both the Owner and the Company shall use their best efforts to avoid reservation conflicts.
- c. The Owner agrees never to use the Premises nor permit any person, whether family member or Friend of Owner to enter the Premises, without checking in and out at the Company's Front Desk. Owner agrees to notify Front Desk of departure. Occupancy periods begin at 4:00 p.m. on the day of arrival and end at 11:00 a.m. on the day of departure. Owner may be granted a late check-out by calling the Front Desk on the day of departure providing there is no occupancy booked for the Premises on that day.
- d. Repairmen, vendors, retailers or other service provider contracted by the Owner must check in with the Rental Property Management Office and the Company Front Desk in order to obtain a key and access to the unit.
- e. The Company reserves the right to reject the Owner's requests for special restrictions in connection with reservations or occupancies. Further, the Company reserves the right to remove any Premises from the program, where in the opinion of the Company, the Premises is not available for occupancy enough days of the year, especially during prime times. In order to maintain the integrity of the program, Owner agrees to make their property available for occupancy during at least 50% of the non-holiday weekends (Friday and Saturday) in January and February; and 50% of the winter holiday nights (defined as December 26, 27, 28, 29, 30, 31, Friday-Sunday of MLK weekend and Friday-Sunday of Presidents' Weekend).
- f. Friend of Owner (FOO) stays are available anytime in the Owner's Premises when such Premises are available and/or not already occupied by a "do not move reservation".
- g. The Owner agrees to notify the Company in writing in the event the Premises shall be listed for sale. The Owner agrees to sell the Premises subject to all reservations existing and due to arrive prior to the closing date of sale. The Company will not assign any future reservations to the Premises after a closing date is established unless the Purchaser has signed a Transient Occupancy Management Agreement with the Company. The Owner agrees: (1)

Effective May 1, 2018

to coordinate the showing of the Premises with the Rental Property Management Office or the Director of Lodging, and (2) that the Premises shall not be shown when occupied by a guest. Real Estate lock boxes are not permitted on the home/condo.

8. Policies

- a. All rental units are designated as “non-smoking”.
- b. The Wintergreen rental program specifies a “no pet” policy for rental reservations. Should a guest be discovered with, or evidence of a pet, an additional departure clean would be assessed to the guest. Should Owner desire to bring pets, Owners are asked to clean as best possible. Should pet residue remain, an additional post-pet clean may be required and charged to the Owner.
- c. In addition to paragraph 7e. above, long term Owner reservations are highly discouraged. Long term Owner reservations will affect unit rotation points which may impact future guest bookings. Special circumstances need to be reviewed with the Rental Property Management Office and the Director of Lodging.
- d. For properties equipped with hot tubs, weekly cleaning and maintenance is required. Owner is responsible for contracting with a company to inspect for proper operation of the tub to include all jets, covers, and structural integrity. Additionally, weekly inspection will include water testing to ensure proper pH level; chemicals to be added or adjusted as necessary. Owner will provide to Rental Property Management Office name of company and contact information. When weekly maintenance is conducted, a copy of the invoice and checklist of work performed is required. All hot tubs will have prominently displayed warning labels for use. Covers are required on hot tubs with sufficient tie-down features.
- e. Homes are required to have “bear-proof” storage containers for exterior trash bins.\
- f. Homes are required to have road signage of address, rental unit ID number, and name of home.

9. Owner’s Obligations:

- a. To insure the integrity of the program the Owner agrees to maintain the Premises in a condition satisfactory for occupancy, including, but not limited to floors, carpets, appliances, air conditioning, heating, hot water, plumbing, electrical wiring, kitchen fixtures, draperies and all items specified in the “Properties Basic Equipment List”; Exhibit D germane. In the event that the Premises, in the Company’s sole judgment, are not acceptable for occupancy, the Company shall have the right to remove the Premises from the program. In the event Premises shall become unacceptable for occupancy, due to insufficient equipment or furnishings, failure of utilities, or other cause materially affecting the quality of a guest’s stay, or if the Condominium Association shall not maintain the common areas surrounding the Premises to a quality standard acceptable to the Company, the Company shall have the right to place the Premises in an “out-of-order” status. The Company shall have no obligation to reserve the Premises while “out-of-order”. The Company agrees to return the Premises to occupancy status as soon as the cause for the “out-of-order” status is corrected and the Company has had the opportunity to confirm such correction. In no event shall the Company be liable for any losses that accrue to Owner because the Premises are placed in “out-of-order” status.
- b. Two telephones must be provided for the Premises; one for the living/kitchen area and the other for the master bedroom. Such telephones will be provided by the Company and be an extension from the central switchboard. Monthly fees (as outlined in Exhibit B) and installation costs shall be at the Owner’s expense until such service has been disconnected. The Owner agrees that the Company’s Accounting Department shall have the right to deduct from Owner’s Net Proceeds all expenses accrued by the Owner for the Premises prior to the disbursement of any revenues.
- c. Owners shall be responsible for direct payment of the following items:
 - 1) Electric
 - 2) Water and sewer bills
 - 3) Direct payment of gas propane bills for homes and/or other properties utilizing propane heating systems or having a gas fireplace, Owner is required to maintain a contract that provides for an automatic/scheduled refill of the propane system. In addition to direct payment to service provider, Owners of homes:
 - i. agrees to pay charges for trash collection/removal as set forth in Exhibit A.
 - ii. agrees to provide monthly pest control service to the Premises, through a professional pest control service, approved by the Company. Upon request, the Owner shall provide evidence of such pest control service to the Company.
 - iii. agrees to outside services such as snow removal and/or de-icing of walkways, driveways, and sidewalks (arranged by Company as needed)

- iv. agrees to exterior routine maintenance of grass and weed trimming, debris removal, fall clean-up (arranged by Company as needed)
- v. will provide (if equipped) fire wood for wood burning fireplaces (as arranged by Company as needed).
- vi. agrees to have the fireplace inspected and cleaned annually. Owner will be provided with a list of any repairs necessary.

Failure to maintain such services may result in termination of this Agreement addressed in Paragraph 6. The Owner authorizes the Company, at the Company's discretion, to pay delinquent utility charges for the Premises. In the event the Company pays these charges on behalf of the Owner, a service charge equal to 15% of the delinquent charge for the first delinquency occurrence, and 25% of the delinquent charge for all delinquency occurrences thereafter, will be added to the billing. The Owner agrees that the Company's Accounting Department shall have the right to deduct from Owner's proceeds all expenses accrued by the Owner for the Premises prior to the disbursement of any revenues.

- d. The Owner is required to have an Annual Cleaning of the Premises performed by Wintergreen Housekeeping Department or an approved sub-contractor at Owner's expense. In addition, all dry cleaning requirements must be met and itemized receipts provided. Annual Cleanings that are not performed by Wintergreen Housekeeping must be scheduled and coordinated through the Director of Housekeeping. At the completion of Annual Cleanings performed by the Owner or an approved sub-contractor, an inspection must be pre-arranged by contacting the Director of Housekeeping. Owner will be responsible for correcting any portion of the Annual Cleaning not approved by Wintergreen Housekeeping. The Company reserves the right to place a unit in "out of order" status until the unit passes inspection (another inspection will need to be scheduled after any required corrective action). Cost for Annual Cleanings performed by Wintergreen Housekeeping Department will be determined at the beginning of each year. NOTE: Annual cleaning does not include window washing. Window washing is a contracted service and may be conducted on an "as-needed" basis throughout the year. Window washing includes interior and exterior cleaning.
- e. For Owner occupancies, the Owner agrees to pay the Company a Departure Cleaning Fee as set forth in Exhibit A attached hereto. Special rates for charging per "rooms used" cannot be honored.
- f. For Friend of Owner occupancies, Owner agrees to pay a Departure Cleaning Fee as set forth in Exhibit A attached hereto, unless such charges are paid directly to the Company by such Friend of Owner. The Owner will be responsible for any unpaid balance left on a Friend of Owner account.
- g. The Company agrees to install an electronic lock system at Owner's cost (paragraph 10 below). VING lock installation may require installation of new door to accommodate lock. New door will be at Owner's expense.
- h. The Owner of any property joining or rejoining the program agrees to pay the following fees:
 - i) The Set-Up Fee (one- time fee) as set forth in Exhibit A attached hereto.
 - ii) Any Annual Cleaning Fee or Departure Cleaning charge required by the Company.
 - iii) Annual maintenance fee for preventative maintenance functions as stated in Exhibit C.
- i. The Owner agrees to pay the Company all amounts owed to the Company within 60 days after receiving a statement. Bills that remain unpaid beyond this 60-day period will be subject to finance charges.

10. Replacement of Owner's Equipment:

The Owner agrees that the Company may replace worn or no longer usable items specified in the "Properties Basic Equipment List" attached hereto as Exhibit D, and charge the Owner's account for such costs. The Company will bear 50% of the replacement fee for items on the approved House Wares Kitchen Equipment List.

11. Electronic Locks and Ski Locker Closets

Some doors may not be compatible with the Company's electronic lock system. Resort Services will work directly with the Owner to provide estimates for electronic lock installation and door replacement (if required).

If the Owner elects to discontinue participation in this Agreement, the lock must be removed. The lock will be deactivated from the Company's system and keys will not be provided. Resort Services will determine if the electronic lock retains any value and if so will offer a fair price to the Owner, as determined by Resort Services, for the lock.

Some doors may be rendered useless and require replacement after an electronic lock is removed from the door. Door replacement shall be solely at the Owner's expense. At no time will this expense be absorbed by the Company.

Ski lockers must be available for guest use. The lock will be re-pinned to match the Company's master lock system. The materials and labor will be at the Owner's expense.

12. Indemnity, Insurance:

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- a. The Owner covenants to indemnify and hold harmless the Company and its employees and agents from any liability, injury, loss or damage (including reasonable attorney's fees and disbursements) arising from or related to the use and occupancy of the Premises during the term of this Agreement provided that any liability, injury, loss or damage proximately caused by the gross negligence or willful action of the Company's employees or agents shall not be subject to the provisions of this Paragraph 12(a). This Paragraph 12(a) shall survive the term of this Agreement.
- b. The Owner shall store his personal property in the Premises at his/her own risk. The Company assumes no liability for the loss or damage of any personal property stored in the Premises, including any items kept in the Owner's storage closet.
- c. The Owner shall not store any perishable items, flammable items or toxic items in the Owner's locked closet. Storage of these items is prohibited due to pest infiltration and guest safety concerns. The Owner's locked closet or locked bedroom may not encompass any mechanical, electrical or other household equipment such as water heaters or electrical boxes. This locked area must be re-keyed, at owner's expense, with a Resort Key for emergency access. Labor and materials for this shall be at the owner's expense.
- d. The Company and its employees and agents shall not be liable for any loss or damage to the equipment, furnishings or appurtenances required in Exhibit D attached hereto provided, however, that the Company shall replace approved housewares set forth in the Kitchen Equipment list in Exhibit D attached hereto. This paragraph shall include, but shall not be limited to, uncollected claims for damage resulting from:
 - i. The negligent or willful acts or omissions of occupants or of their guests;
 - ii. Damage or injuries done or occasioned by wind, rain, cold, ice, snow or other elements of weather;
 - iii. Theft, vandalism, fire or acts of God.
- e. The Owner shall be responsible for procuring at his/her own expense liability insurance coverage in minimum aggregate amount of \$300,000 per occurrence for personal injury and bodily damage occurring at or in the Premises. Such policy shall list the Company thereon as an additional insured.

13. Captions:

The paragraph captions that are used herein are for the purpose of reference only and shall not be construed to modify the terms thereof.

14. Other Agreements:

This Agreement shall not affect the terms and conditions of any other contract or agreement between the parties.

15. Severability:

Should any paragraph, subparagraph or clause herein contained be declared void, illegal, invalid or unenforceable by any court having jurisdiction over the subject matter hereof, such judgment shall not affect the other provisions hereof, which are hereby declared severable, and which other provisions shall remain in full force and effect.

16. Assignment:

The Company shall have the right to assign certain charges of its administrative functions.

Notice:

Notice shall be sent as follows:

To the Company:

Rental Property Management Office
Wintergreen Resort
P. O. Box 706
Wintergreen, VA 22958

(PLEASE PRINT CLEARLY):

To the Owner: Name

UNIT NUMBER

Mailing Address:

Phone:

Home

Cell

Office

Fax

E-Mail

***IF THE PREMISES ARE OWNED BY MORE THAN ONE PERSON, THE ONE PERSON INDICATED ABOVE IS DESIGNATED AS THE SINGLE REPRESENTATIVE OF THE OWNERS TO DEAL WITH THE COMPANY.**

WITNESS the following signatures:

COMPANY: Wintergreen Pacific LLC

By: _____

OWNERS: (All Owners must sign)

OWNER SSN or Federal I.D.

OWNER SSN or Federal I.D.

OWNER SSN or Federal I.D.

OWNER SSN or Federal I.D.

OWNER SSN or Federal I.D.

OWNER SSN or Federal I.D.

DATE

Effective May 1, 2018

**Exhibit A to:
Transient Occupancy Management Agreement for Homes and Condos**

**SCHEDULE OF HOUSEKEEPING RATES AND FEES
DEPARTURE CLEANING RATES FOR OWNER AND IMMEDIATE FAMILY MEMBER STAYS**

ACCOMMODATIONS SIZE			
Studio	\$ 40.00	Two Bedroom Home	\$ 84.00
Lodge	\$ 44.00	Three Bedroom Home	\$ 101.00
One bedroom condo	\$ 51.00	Four Bedroom Home	\$ 119.00
Two bedroom condo	\$ 61.00	Five Bedroom Home	\$ 129.00
Three bedroom condo	\$ 65.00	Six Bedroom Home	\$ 161.00
Four bedroom condo	\$ 82.00	Seven Bedroom Home	\$ 169.00
Five bedroom condo	\$ 96.00	Eight Bedroom Home	\$ 172.00
		Nine Bedroom Home	\$ 188.00

**SCHEDULE OF HOUSEKEEPING RATES AND FEES
DEPARTURE CLEANING RATES FOR FRIEND OWNER, OWNER MAINTENANCE STAYS**

ACCOMMODATIONS SIZE			
Studio	\$ 57.00	Two Bedroom Home	\$ 117.00
Lodge	\$ 61.00	Three Bedroom Home	\$ 138.00
One bedroom condo	\$ 71.00	Four Bedroom Home	\$ 164.00
Two bedroom condo	\$ 84.00	Five Bedroom Home	\$ 176.00
Three bedroom condo	\$ 89.00	Six Bedroom Home	\$ 211.00
Four bedroom condo	\$ 113.00	Seven Bedroom Home	\$ 222.00
Five bedroom condo	\$ 130.00	Eight Bedroom Home	\$ 232.00
		Nine Bedroom Home	\$ 258.00

**SCHEDULE OF HOUSEKEEPING RATES AND FEES
HOME (OWNER OR GUEST) DEPARTURE.**

Two Bedroom	\$84.00
Three Bedroom	\$100.00
Four Bedroom	\$119.00
Five Bedroom	\$129.00
Six Bedroom	\$161.00
Seven Bedroom	\$168.00
Eight Bedroom	\$177.00
Nine Bedroom	\$188.00

Daily stay over service is available for Owner and Friend of Owner Condominium occupancies at an additional charge upon request. Homes are not eligible to receive daily stay over service.

NOTE: Housekeeping for Owner and Friend of Owner occupancies which exceed 21 days will be billed at an hourly rate of \$25.00.

MONTHLY HOME TRASH COLLECTION/REMOVAL FEE

Two Bedroom	\$ 43.00
Three Bedroom	\$ 48.00
Four Bedroom	\$ 50.00
Five Bedroom	\$ 52.00
Six Bedroom	\$ 55.00
Seven Bedroom	\$ 58.00
Eight Bedroom	\$ 59.00
Nine Bedroom	\$ 60.00

**HOUSEKEEPING SET-UP FEES (Labor associated)
ACCOMMODATION SIZE**

Does not include cost to purchase required house wares. Consult with Rental Property Manager for a list of required house wares for size unit and a price break-down.

Studio	\$ 148.00
Lodge	\$ 159.00
One Bedroom Condo	\$ 170.00
Two Bedroom Condo/Home	\$ 194.00
Three Bedroom Condo/Home	\$ 216.00
Four Bedroom Condo/Home	\$ 237.00
Five Bedroom Condo/Home	\$ 265.00
Six Bedroom Home	\$ 287.00
Seven Bedroom Home	\$ 309.00
Eight Bedroom Home	\$331.00
Nine Bedroom Home	\$352.00

Annual Cleaning Fees

Does not include cost of dry cleaning.

Condominium

Studio/Lodge	\$197.00
1 Bedroom	\$225.00
2 Bedroom	\$258.00
3 Bedroom	\$288.00
4 Bedroom	\$319.00
5 Bedroom	\$349.00

Homes

2 Bedroom	\$259.00
3 Bedroom	\$291.00
4 Bedroom	\$333.00
5 Bedroom	\$375.00
6 Bedroom	\$419.00
7 Bedroom	\$462.00
8 Bedroom	\$485.00
9 Bedroom	\$559.00

**Exhibit B to:
Transient Occupancy Management Agreement for Homes and Condos**

SCHEDULE OF COMMISSIONS, FEES AND CHARGES

Travel Agent/Wholesaler Commission 10% - 20% of Gross Proceeds
Conference Commission 10% - 20% of Gross Proceeds
Owner Generated Group Reservations 15% of Gross Proceeds
Paid by Ambassador Certificates

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ACTIVITY FEE

General: \$6.50 per guest per night, plus \$2.00 per unit night.
Tennis: \$1.00 per unit night during the spring, summer and fall seasons for studio, lodge and one bedroom.
\$2.00 per unit night during the spring, summer and fall seasons for 2 to 4 bedrooms.
\$3.00 per unit night during the spring, summer and fall seasons for 5 to 7 bedrooms.

TELEPHONE EXTENSION CHARGE

\$36.00 per month

A one-time installation fee of \$100.00 will be charged for the installation of PBX switchboard extension telephone(s). This provides a Wintergreen phone extension to the Premises. The line ends at its connection to the network interface device (connection box). If new or additional wiring or jacks are required, the Owner can contract for installation with a company or electrician of the Owner's choice for an additional fee.

WINTERGREEN RESORT CABLE TELEVISION CHARGE

(Nelson Cable is the exclusive service provider)

\$52.00 per month

All units are required to have a television in the living room and master bedroom. All television sets are required to be cable ready sets with remote controls (universal remotes recommended) and are to be connected to the Nelson Cable, Inc. system to include expanded basic cable service and HBO. Installation cost and monthly fees will be at the Owner's expense. The regular monthly cable service will be provided through the Wintergreen Resort Cable Agreement. Owner agrees that the Company's Accounting Department shall have the right to deduct from the Owner's revenue proceeds all expenses accrued by the Owner for the Premises prior to disbursement of any revenues. The expanded basic cable television charge, as stated above, includes the fee for two service connections and will be billed through the Owner's monthly statement. All other cable fees, to include premium channel charges, will be billed separately through Nelson Cable, Inc. See furnishing guidelines for details regarding television and electronic requirements (Exhibit D).

CABLE INTERNET CHARGE

\$60.00 installation fee / \$27.95 per month

A one-time installation fee of \$60.00 will be charged for the installation of a Cable Internet connection. This provides a continuous connection in the Premises, and allows Owners and guests to access the Internet through their computer equipment on a 24/7 basis. There is a small wireless modem placed in the Premises which is included as part of the installation. Owner shall be responsible for the cost of installation and the monthly maintenance fee.

**Exhibit C to:
Transient Occupancy Management Agreement for Homes and Condos**

**OWNER'S MAINTENANCE AGREEMENT
FOR
CONDOMINIUMS and HOMES
IN THE
TRANSIENT OCCUPANCY MANAGEMENT AGREEMENT**

The Company agrees to provide maintenance services for the Owner and the Owner makes the Company the maintenance provider under the following terms and conditions.

1. Company Agrees to Perform the Following Maintenance Obligations:

- a) Perform the Schedule of Maintenance Services as listed in Item #5 below in accordance with the Schedule of Rates and Fees as listed in Item #6 below to assist the Owner in maintaining a satisfactory accommodation for guest occupancy.
- b) Operate and maintain a maintenance work request system through which all work requests for the Premises may be processed.
- c) Provide a Resort Services group to provide maintenance services, and to respond to guest service requests for the Premises on a year round basis. Resort Services currently has staff on-duty at the Resort 365 days a year. Winter season 8:00 a.m. until 10:00 p.m. each day. Summer Season 8:00 a.m. until 6:30 p.m. Resort Services also provides **emergency on-call service** every night from 10:00 p.m. during the winter season and 6:30 p.m. during the summer season until 8:00 a.m. Emergency calls are defined as follows. This schedule may be modified if business levels dictate.
 - Lockout
 - No Heat to entire unit
 - No Water for entire Unit
 - Domestic Water Leak with Broken Pipes
 - No Power to entire Unit

Resort Services will not be able to provide every type of service in every situation. Services beyond the scope of Resort Service's offerings will be referred to and managed by the Rental Property Management Office. Service requests may be referred to outside service companies.

- d) Provide a Maintenance Inspector to perform services as listed in Item #5 below twice each year. Services will be coordinated with Reservations to maximize occupancy of the Premises. After each service visit the Inspector completes an inspection report, including a list of maintenance items performed, and an additional list of suggested maintenance items for evaluation and action. The additional list of items is sent to the Home & Villa Office. The Home & Villa Office will notify the owner of these additional items. The owner may request a copy of the full report from Resort Services via email request or by calling 434.325.8190.

2. Owner Hereby Authorizes the Company to Take the Following Actions:

- a. Accept work requests for the Premises from the Owner, Friend/Guest of Owner, Resort Guests, the Rental Property Management Office, Housekeeping, the Maintenance Inspector and Resort Services.
- b. Initiate reservation "blocks" for the Premises as required performing the requested work and/or placing the Premises in "out-of-order" status. The Company agrees to make every effort to minimize the duration of the block. In no event shall the Company be liable for any losses that accrue to the Owner because the Premises are blocked or placed in "out-of-order" status.
- c. Provide services, parts and materials as specified in Items #5 and #6.

Effective May 1, 2018

3. Owner Agrees to the Following:

- a. Maintain the integrity of the Rental Property Management Program and maximize property income by working with and being responsive to requests from the Company that requires Owner direction and/or approval.
- b. Verbally provide any relevant warranty information, including appliance warranties and expiration dates, to the Rental Property Management Office for Resort Services when applicable.
- c. If the Owner elects to perform or coordinate maintenance, the unit will be blocked from rental use until the problem is completed/corrected unless given an extension by the Property Manager. Any service calls to Resort Services during the extension period will be billed to the Owner.
- d. Inform the Rental Property Management Office of any additions or renovations made to unit and any removal of items from unit.
- e. Resort Services will re-key any maintenance/utility closet that also serves as an owner's closet to their master key.
- f. Recommend providing the Rental Property Management Office with a copy of the owner's closet keys.
- g. Highly recommend a dead bolt lock on owner's closet doors to protect any items of value.

4. Terms of Compensation:

- a. The Owner agrees to compensate the Company in accordance with the rates and fees appropriate for services provided by the Company.
- b. The Owner authorizes the Company to charge his account on a monthly basis for any accrued costs, provided that no amount in excess of the \$500.00 limit as set forth in Item #6 will be charged per service call without the Owner's prior authorization.
- c. The Annual Maintenance Fee shall not be prorated at the termination of this Agreement.

5. Schedule of Maintenance Services

Maintenance Inspector (Items covered under Maintenance Agreement):

The Inspector will perform services listed below. Inspections will be performed twice each year and coordinated with Reservations to maximize occupancy of the Premises. The time period required for reservation blocks for services will be minimized taking into account that the Inspector will be repairing minor defective items. The Maintenance Inspector will provide the following services:

Check the following:

- a. Smoke alarm(s) for proper operation and replace batteries.
- b. Receptacle and switch cover plates. Securing loose socket covers and replacing as required.
- c. Toilet valves and flush mechanisms for proper operation. Adjust as necessary.
- d. Toilet tank, bowl and seat. Adjust as necessary.
- e. Washer hoses and dryer vents.
- f. All appliances for proper operation, including refrigerator, range, dish washer, microwave oven, garbage disposal and counter top appliances.
- g. Exterior and interior doors for proper operation. Adjust as necessary.
- h. Sliding glass doors and screen doors for proper operation. Adjust as necessary.
- i. Louvered bi-fold doors for proper operation. Adjust as necessary.
- j. Doorstops. Replace or install if required.
- k. Windows for proper operation.
- l. Window glass and screens.
- m. Patio decking and railing for obvious hazards.
- n. Fireplace screens, blowers, damper arms and brickwork for obvious problems. Add fire damper instruction signs where needed.
- o. Wallpaper and painted surfaces.
- p. Fire extinguishers (annually).
- q. Light fixtures and lamps for proper operation
- r. Plumbing system for proper operation, including water pressure.
- s. Electrical system for proper operation, including safety issues and overloaded outlets.

After each service visit the Inspector completes an inspection report, including a list of maintenance items performed, and an additional list of suggested maintenance items for evaluation and action. The additional list of items is sent to the Home & Villa Office. The Home & Villa Office will notify the owner of these additional items. The owner may request a copy of the full report from Resort Services via email request or by calling 434.325.8190.

Resort Services

Resort Services will perform maintenance services as listed below. Services will be performed in response to work requests and in addition to completing the Maintenance Inspector services: Page | - 14 -

- a. Replace non-washable (disposable) filters and clean washable filters for air conditioner/heating systems four (4) times per year. The following schedule is followed: May; cooling check, August; filter check, October; heating check, January; filter check. Filters are dated when cleaned or replaced.
- b. Check central AC/heating system(s) twice per year including inspection of outdoor and indoor units and thermostat. May is cooling check month and October is heating check month.
- c. Guest service calls requiring qualified maintenance staff where safety may be a concern (i.e., resetting electrical breakers).
- d. Certify fire extinguishers annually (normally through outside service company)
- e. Adjust drain linkage of tub, shower and sink(s) as required.
- f. Un-clogging toilet, shower or sink drains with plunger or manual auger.
- g. Check electronic locks for proper operation, clean quarterly, setting proper time and replace batteries as needed.
- h. Pilot lighting for gas fireplaces.

Specific Exclusions

The Annual Maintenance Fee **does not** cover the following services. This is not intended to be a comprehensive list but will clarify some of the more commonly questioned items.

- a. Freeze checks
- b. Smoke alarm repair or replacement.
- c. Fireplace screen repair or replacement.
- d. Wallpaper repair or replacement.
- e. Painting interior surfaces.
- f. Drapery rod and blind repair or replacement.
- g. Recharge, repair or replace fire extinguishers if required.
- h. Replace defective or failed electrical breakers.
- i. Unclogging toilet, shower and sink drains requiring a power auger (i.e., Roto Rooter).
- j. Faucet repair or replacement.
- k. Repair or replace of toilet valves and flushing mechanisms.
- l. Repair or replacement of washer hoses and dryer vents.
- m. Repair or replacement of appliances.
- n. Repair or replacement of window glass, screens and sliding glass door components.
- o. High water bills resulting from malfunctioning toilet assemblies or broken pipes.
- p. Disassembly of lock hardware to remove broken keys.
- q. Repair of gas logs and gas fireplace equipment.

6. Schedule of Maintenance Rates and Fees

ANNUAL MAINTENANCE FEE

This fee covers all Resort Services expenses for items listed in Item #5 above, regardless of the amount of time required or the cost, as well as covering warranty work for electronic locks.

The Company will set the fees set forth below on or before April 30th of each year:

Studio	\$311.00	Two Bedroom Home	\$405.00
Lodge	\$317.00	Three Bedroom Home	\$441.00
One Bedroom Condo	\$332.00	Four Bedroom Home	\$466.00
One Bedroom Condo (2 baths)	\$343.00	Five Bedroom Home	\$502.00
Two Bedroom Condo	\$369.00	Six Bedroom Home	\$540.00
Three Bedroom Condo	\$404.00	Seven Bedroom Home	\$561.00
Four Bedroom Condo	\$441.00	Eight Bedroom Home	\$596.00
Five Bedroom Condo	\$479.00	Nine Bedroom Home	\$630.00

SET UP FEES AND CHARGES

An initial inspection of a unit prior to entering the rental program will be undertaken. Fee charged based on size of accommodation. A list of discrepancies and action needed will be provided to the Owner. If unit enters program, fee will be applied to annual maintenance fee.

RESORT SERVICES RATES

The Owner has the option to use Resort Services for maintenance not covered under the Annual Maintenance Fee. All repairs not specifically covered by the Annual Maintenance Fee will be an additional charge to the Owner. The Owner authorizes Resort Services to perform services and to replace parts and materials on any service call up to an aggregate charge of \$500 (or greater if designated by the Owner), per service call. No work in excess of \$500 per service call will be provided without coordination with the Rental Property Manager and the Owner’s prior authorization. However, the Company shall be authorized to perform any work necessary to protect the Premises, its contents, or an adjacent unit in an emergency situation and a situation that, in the judgment of the Rental Property Manager, constitutes a safety hazard. Resort Services agrees to notify the Rental Property Manager of any such emergency work it performs as soon, as is reasonably possible. Items purchased by the Company and charged to the Owner through the monthly statement will be invoiced at the current rates established by the Company and may include a service charge.

Preferred Labor Rates – Hourly billing rates for Wintergreen Resort Services attached hereto. (Addendum 1)

After hours emergency calls require a two-hour minimum charge that includes travel time.

OUTSIDE SERVICE COMPANIES

If Resort Services is not able to provide maintenance services and/or repairs, the Owner authorizes Resort Services to have such work performed by an outside service company up to an aggregate of \$500 (or greater if designated by the Owner), per service call. This work may include a 15% service charge assigned by Resort Services to coordinate and administer the outside contractor as well as inspect the completed work. No work in excess of \$500 per service call shall be provided without the Owner’s prior authorization provided, however, that the Company shall be authorized to perform any work necessary to protect the Premises, its contents, or an adjacent unit in an emergency situation. The Rental Property Management Office agrees to notify the Owner of any such emergency work performed by an outside service company as soon as is reasonably possible.

7. Condominium and Home Warranty Agreements

The Company discourages the use of condominium and home warranty agreements because they impact the ability to respond to guest service requests on a timely basis. If the Owner elects to enter into a warranty agreement with a third party, Owner understands that:

- a) It is the obligation of the Owner to provide a copy of the warranty agreement to the Company, identifying all systems and appliances subject to the agreement.
- b) Owner will be responsible for costs associated with an initial response to a guest service request related to a system or appliance covered by the warranty.
- c) Company will notify Owner of any service required to repair or replace systems or appliances covered by the warranty.
- d) Owner is responsible for coordinating all service calls under the warranty agreement.

Exhibit D to:

Transient Occupancy Management Agreement for Homes and Condos

RENTAL PROPERTIES FURNISHING REQUIREMENTS AND BASIC EQUIPMENT LIST

NOTE: THIS EXHIBIT IS APPLICABLE TO ALL PREMISES JOINING THE PROGRAM AND ANY NEEDED REPLACEMENT OF ITEMS IN UNITS PARTICIPATING IN THE PROGRAM AS OF THE CONTRACT DATE. TO AVOID POTENTIAL DISAGREEMENT RELATING TO QUALITY, APPEARANCE AND/OR TASTE PLEASE DISCUSS ALL DECORATING PLANS WITH THE RENTAL PROPERTY MANAGEMENT OFFICE PRIOR TO DECORATING, FURNISHING OR UPGRADING THE PREMISES.

This list outlines the requirements for all units and provides recommendations to make accommodations at Wintergreen Resort more desirable. The Rental Property Management Office has been actively involved in establishing these standards with the goal of developing criteria in keeping with Wintergreen's reputation as a first class resort.

All furnishings and accessories must be of high quality. This reduces problems (and costs) with the upkeep and maintenance and insures adherence to rental standards.

Effort on the part of the individual property Owners to decorate their "second home" can make condominiums and homes very attractive and appealing. However, there is a need for certain uniformity in units to insure that guests receive consistent value for their vacation expenditure.

Decorating accommodations for rental requires a somewhat different approach than that of decorating for personal use. The needs of various guests (families, conference attendee, skiers, golfers, etc.) and practical concerns (maintenance, housekeeping, etc.) must be taken into consideration.

Guests at Wintergreen Resort anticipate relaxing, comfortable accommodations reflective of our resort environment. The general theme of the décor should be selected accordingly. Items of great monetary or personal value (such as antique accessories, family heirlooms and collectibles) should not be placed in the accommodations. Nautical or beach themes and accessories are not appropriate, nor are extensive use of furnishings or art from foreign countries. Decorating themes or accessories in obscene or poor taste are not acceptable. Extreme or "eclectic" décor is discouraged.

Enjoyable accommodations depend upon adequate space and furniture that is appropriate in size. All furniture, particularly sofas, chairs and tables should fit the wall and floor space available and should be positioned to allow easy and safe movement through doors and hallways.

The following guidelines have been established for Premises at Wintergreen Resort

I. SPECIFICATIONS

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A. Construction:

1. No changes shall be made which compromise the structural integrity of the building.
2. Licensed professionals must complete all plumbing, electrical and mechanical modifications/upgrades. The aforementioned changes must meet all local, state and federal building and fire codes.
3. All modifications to existing interior walls, ceilings and fireplace surrounds must be performed by a professional.
4. Artificial fireplaces and simulated brick or stone are not acceptable.

B. General:

1. Mattresses and box springs in all bedrooms must match and be in excellent condition. Physical age, actual "use age", material condition and guest feedback determine need to replace. Generally, mattresses should be replaced every 8-10 years. If guest comments identify uncomfortable beds due to age, the Rental Property Management Office will suggest that the beds be replaced.
2. Outdoor open flame cooking grilles and fire pits are prohibited from being used and are not to be on the property.
3. Spiral staircases are not permitted.
4. Air condition or wall mounted air conditioners are required.
5. Self-draining dehumidifiers are required in lower level condos and in home basements. (refer to the rental property manager for listing of specific units)

C. Window Treatments: Please consult with the Home & Villa Property Management Office for sources and selections. This will insure that specifications are met and window treatments purchased will be durable and will entail limited maintenance.

1. Exterior windows in any living room, dining room, kitchen, bathroom and exterior glass doors should have carefully coordinated coverings and provide privacy.
2. All bedroom windows must have properly hung lined drapes, approved blinds, or shades, which provide complete privacy and blackout capability. This shall include fixed or operable windows affecting a sleeping area.
3. Window coverings must be coordinated with furniture and wall coverings. Drapes must be lined and well-tailored. Rubber-backed drapes, plastic blinds, vertical blinds and woven wooden blinds are not acceptable. Metal and plastic mini blinds are not acceptable due to inefficient insulation properties and tend to break due to improper operation. Two inch PVC blinds made by a high quality manufacturer are acceptable.
4. Cellular shades are acceptable. This hollow honeycomb construction allows an insulation barrier, keeping rooms cooler in the summer and warmer in the winter. These shades should be made of polyester fabric that repels dirt and stains; cleaning is with lukewarm water and mild detergent or light vacuuming. Pull strings and gears should be heavy duty and some manufacturers offer a lifetime warranty. Manufacturers such as Hunter Douglas, Kirsch and Delmar offer quality shades that are acceptable.
5. Fabric covered "Roman type" shades are permitted.
Pull strings on these shades come with heavy-duty gears and cords for ease of maintenance. Plastic gears are not recommended. Wood blinds are also a good choice for many applications.
6. "Sun" shades and roll-up shades, such as those manufactured by Vimco, Costello and Hunter Douglas offer window treatments designed to moderate sunlight and glare while protecting furnishings and conserving energy. These shades are generally low maintenance and easily cleaned.
7. Drapes should be hung on heavy duty decorative rods with proper mounting for stability. Grommet panels are popular due to their maintenance free nature. Traverse rods with pleated drapes, hooks and pull strings are not recommended.

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D. Furniture:

1. Furniture should be sturdy and functional as well as attractive and coordinate in color and style.
2. Unacceptable furniture types include simulated wood, wood chip, metal composite, vinyl, plastic, crate style, wicker or cane, and homemade or home refinished antiques (which are not of professional quality).
3. If the Owner wishes to protect the tops of wooden tables or dressers, plate glass is acceptable. However, glass tables with frames or stands are not allowed for safety reasons.
4. Furniture that is constructed of solid wood is strongly recommended because of its durability and appearance.

E. Accessories:

1. Wall hangings should be of pleasing size in relation to the space
2. All pictures and prints must be framed in good quality metal or wood frames, mounted so they do not wrinkle and covered in glass. The only exception is good quality oil paintings and canvas stretched art.
3. "Five and Dime" quality reproductions, soft sculptures, woven or string/macramé wall hangings, collages, posters, needlework and fabric stretched on frames are not acceptable. Personal photos should be removed from a rental unit.
4. Accommodations must be comfortable and tastefully decorated, yet still accomplish a hotel/convention atmosphere.
5. Books or accessories are required on bookshelves.
6. Expensive personal items or items of sentimental value are not recommended.
7. Plastic and artificial floral arrangements/plants that present an outdated appearance are not permitted.

F. Lighting:

1. Floor lamps and table lamps must be the proper size in relation to adjacent tables, chairs, sofas and beds both in terms of function and appearance.
2. Cardboard, paper, wicker or plastic bases are not acceptable.
3. Acceptable bases are wood, wrought iron, cast metal and ceramic (brass and crystal are not recommended).
4. Fabric shades are required on lamps.
5. Halogen "torchieres" are discouraged for fire safety reasons. However, if they are used they must have a "safety grid" properly installed.
6. Lamps and light fixtures must provide a minimum level of lighting. Good lighting is particularly important in task areas such as chairs, beds and writing surfaces (the dining room table in many instances).

In addition to general lighting, the following recommendations should be followed:

- a) General light sources throughout the unit should be a minimum of 60 watts (LED bulbs).
- b) The dining room, living room and bedside should have separate task lighting available. Three levels of light equivalent to 50 watts, 75 watts and 100 watts are ideal (i.e., dimmer switches and 3-way LED bulbs).
- c) Bathrooms should have the equivalent to 150 watts (LED bulbs) at the mirror and a separate ceiling mounted 100 watt source.
- d) The kitchen should have at least one 75 – 100 watt (LED bulbs) general light source. Additional under cabinet lighting in task areas is recommended.
- e) Accent lighting over artwork, fireplaces, etc. is strongly recommended (15 watt bulbs are appropriate). These fixtures and all other wall-mounted fixtures must be hard wired.

II. FURNISHING REQUIREMENTS (According to space available):

Living Room:

1. Sofa with coordinated chairs or loveseat. (see Note) Highly recommend leather or a high durability fabric for sofas and chairs. (No microfiber)
2. Matching end tables and coffee table (bedroom nightstands are not acceptable as end tables).
3. Enough lamps of appropriate size (26" minimum height for end tables) to provide sufficient lighting (must be 3-way: 50, 75 and 100 wattage minimum).
4. Properly mounted quality artwork.
5. Quality accessories for tables.

Effective May 1, 2018

6. Glass tables are not allowed.
7. Futons or convertible sofas beds are not allowed.

NOTE: Wintergreen does not rent accommodations to include use of sleeper sofa bed (not advertised nor are sheets provided). If rental unit is equipped, sofa bed must be locked in order to retain Owner sole use. Combination of lock should be presented to the rental office. As a general rule, sofa beds are discouraged.

Dining Room:

1. Dining table and comfortable matching dining chairs to seat the accommodation's maximum published occupancy (must coordinate with living room furniture and cannot be of kitchen, porch or picnic style). Armchairs are recommended where space allows.
2. Light source sufficient for dining and use as a worktable (hanging light, track lighting or down lighting).
3. Comfortable, sturdy bar stools that coordinate with other furnishings (if space permits).
4. Properly mounted quality pictures.
5. Glass tables are not allowed.

Each Bedroom:

1. Comfortable beds with frames, box springs, mattresses and securely attached headboards. Water, air mattresses, platform, "floor level" framed, futons, bunk or trundle beds are not allowed. Good quality innerspring mattresses are required. Sleep Number beds are discouraged.
2. Chest or dresser and matching nightstand(s) depending on the bedding and space available.
3. Adequate lighting for reading in bed on both sides of bed (space permitting) and equipped with 3-way lamps, 26"-27" minimum height above nightstand. Highly recommend USB port lamps on each side of bed.
4. Properly mounted and appropriately sized pictures.
5. Quality accessories and wall art; items should not clutter the space, be dust collectors or be fragile. If "knick-knack" accessories are included, be mindful that the unit is a rental.
6. Full length mirror.
7. No twin beds/mattresses to comprise a king mattress.

Patio:

1. Black, brown, hunter green, teak wood or other approved wrought iron table and chairs to seat minimum of four; more seating for larger accommodations.
2. No cushions or glass furniture allowed. No umbrellas; freestanding or on patio table.

III. ADDITIONAL REQUIREMENTS:

A. Required Inventory (Provided by Owner):

1. One blanket per bed with one extra per bedroom.
2. Adequate number of standard size pillows per bed with one extra pillow of a different type (foam, fiberfill and feather) from those on the beds in each bedroom (no king or queen size allowed).
3. One fitted mattress pad per bed (must be fabric, not plastic).
4. One pillow protector per pillow (must be fabric, not plastic).
5. One cotton back quilted bedspread per bed to coordinate with room décor.
6. One fabric shower curtain per tub or shower with plastic liner, (liner must be waterproof).
7. Full size (12 cup) coffee pot with auto shut-off feature
8. Salad tongs.
9. Electric blender.
10. Stainless steel egg turner/spatula
11. Paper towel holder.
12. Broom.
13. Dust pan.
14. Mop Bucket.
15. Mop.
16. Ice trays.

17. Two or four slice toaster.
18. Five pound refillable ABC type fire extinguisher (mounted).
19. Commode plunger and toilet brush per bathroom.
20. Bathroom trash cans.
21. Exterior door mat.
22. Hot ash can with lid.
23. Fireplace set to include shovel, hearth broom and poker.
24. Fireplace grate.
25. Wood carrier
26. Ironing board with cover.
27. Steam iron with automatic shut-off.
28. USB port alarm clock per bedroom.
29. Kitchen sink stopper.
30. Commercial grade upright vacuum cleaner: Panasonic, Hoover or Eureka vacuum cleaner, attachments preferred.
31. Two cable ready color flat panel HD TV sets with remote control for the living room and master bedroom and basic cable TV service for each TV set in the Premises provided under the Wintergreen Resort Cable Agreement. TV sets in the living room are required to be a minimum of 48". TV sets in the bedrooms are required to be a minimum of 32" or higher (depending on the distance from the bed). DVD and/or Blu Ray players are mandatory for all units; at minimum one for living room, one for master bedroom. TV's must accept plug-in accessory games and other electronic components. Gold rated units require a flat panel television and DVD player in every bedroom and living area.

B. Required House wares (Purchased from the housekeeping department):

All units are required to use the approved, standardized house wares package. The basic package will include dinner service, flatware, glassware, and other inventory items not listed above. This is intended to insure a minimum quality and replacement availability. The Rental Property Management Office will provide a list of house wares for the specific size unit and a price breakdown for the total package.

C. Security Equipment for Doors:

Wide angle viewer.

Sliding glass door security pin or bar.

NOTE: IF SPACE OR OTHER LIMITATIONS OF THE PREMISES WILL NOT PERMIT TOTAL COMPLIANCE WITH THE ABOVE LISTS, EXCEPTIONS MUST BE APPROVED BY THE RENTAL PROPERTY MANAGEMENT OFFICE.

Replacement Schedule:

In order to meet the Company's quality objectives, Owners should budget funds on an annual basis for ongoing maintenance costs. The following replacement schedule guidelines are based on normal life expectancy of these items in a short-term environment. However, all furnishings, fixtures and accessories are subject to review and acceptance on an annual basis.

- | | |
|--|--|
| 1. Carpet | Replace every 4 - 6 years |
| 2. Furniture | Replace every 5 – 7 years |
| 3. Décor/Wall Hangings | Replace every 6 – 9 years |
| 4. Mattress/Box springs
(warrant early replacement) | Replace every 8-10 years (guest comments may identify discomfort which may |
| 5. Bedding | Replace every 3 years |
| 6. Painting | Painting every 5 - 7 years |

Effective May 1, 2018

Subject: **Hourly billing rates for Wintergreen Resort Services**

The hourly labor rates herein are the preferred rates exclusively established for services provided to rental property owners in recognition of the partnership between us. These rates are lower than hourly rates charged to units not in the Wintergreen Resort rental program.

TRADE	HOURLY RATE	Non Rental Rates
Carpentry or Helper	\$45.00	\$55.00
Plumbing, Electrical, HVAC&R, Appliance, Locksmith	\$60.00	\$75.00
Project Rates	45.00	\$55.00

Wintergreen Resort Services has expanded service offerings. Our services include electrical and plumbing fixtures and appliance installation, HVAC system (heating and cooling) repair and replacement, general household maintenance and repairs, and locksmith service. Our team includes professional painters who can provide interior and exterior painting, and deck pressure-washing and sealing.

Recent inquiries of comparative service rates in the area confirmed we provide the best value in service and our “on the mountain” location means we are the most convenient service-provider to your property. Please call us at (434) 325-8190 to request service for an estimate of your service needs.