

Becoming an InvitedHome Owner FAQs

WHAT MAKES INVITEDHOME UNIQUE?

InvitedHome is a **luxury vacation rental management company** unlike any other. We manage premier homes and condos in resort destinations across the country. Our passion and our mission is to create amazing vacation memories for our guests while providing meticulous care for our homes, earning **maximum profit** for our owners, and inspiring **peace of mind** and **joy** for the vacation rental ownership experience in each of our destinations.

Our goal is to transform the vacation rental experience by combining the high standards and service of fine hotels with the comfort and unique beauty of privately-owned homes. We hire the best talent and empower them with the technology and training to deliver first-class service and peace of mind.

WHAT SERVICES DO YOU PROVIDE?

InvitedHome is a full-service vacation rental management company. That means we handle everything necessary to maximize your home's rental revenue according to your specific goals and objectives. Our white-glove management service includes:

Global Reach & Marketing

- Creating a powerful listing for your home with professional photography and copywriting.
- Showcasing your home on our best-in-class website, InvitedHome.com. Guests who book through our website spend on average 15% more than on 3rd-party sites.
- Advertising your home on 25+ of the highest-trafficked listing sites worldwide including the major Online Travel Agencies (OTAs) like HomeAway.
- Retargeting potential guests as they browse the internet to keep your listing top of mind.
- Featuring your home on InvitedHome's mobile platform, to take advantage of the increase of mobile searches for vacation homes by 50% over previous years.

Guest Experience

- Our team is available 7 days a week, 365 days a year.
- Highly trained destination experts provide prompt and knowledgeable responses to all guest inquiries.
- Comprehensive guest screening for every reservation protects your asset and gives you peace of mind.
- Online booking capability and our mobile platform make it easy for guests to book anytime, anywhere and from any device.
- Available concierge services include private chef recommendations, restaurant suggestions, area activities, floral delivery, and many more.

Operations Management

- Pre- and post-checkout housekeeping for all guests, with additional service available upon request.
- Personalized asset care plan that includes detailed checklists to catch every nuance.
- Oversight of ongoing and preventative maintenance, housekeeping, repairs, and capital expenses. If our operations team can take care of it for you, we will. If not, we will work with you to determine the best remedy.
- Project management of third-party contractors. You want to have new cabinets installed or a couch delivered? We'll be on-site to make it happen.
- A local team with years of experience in the hospitality, management and real estate industries who can be on-site as needed.

Accounting

- In-house accounting team with 25+ years of experience.
- Robust financial reporting. Monthly reports clearly keep you up to date on gross revenue, occupancy rates, our management and fees, any repair or maintenance expenses, and your net income.
- Collecting and remitting rental taxes on your behalf.
- A dedicated Homeowner Experience Specialist to help you set financial goals and stay up-to-date on progress towards those goals.
- Support of a national brand that's purpose-built to help homeowners manage their assets.

Communication

- A Homeowner Experience Specialist dedicated to you, whom you can reach out to with questions, concerns, desired changes, or to share inspirational stories from your happy guests.
- InvitedHome's proprietary Homeowner Dashboard gives 24/7 visibility into your home, no matter where you are in the world.
- In-destination support from your experienced local team of hospitality professionals, who are available to discuss your home in-person.
- Proactive communication of InvitedHome updates.
- Consistent growth of brand awareness through aggressive PR strategies, bringing more attention to your home.

TERMS & FEES

WHAT DOES MY HOME REQUIRE TO BE INCLUDED IN YOUR RENTAL PROGRAM?

We specialize in high-end luxury homes that feature a winning combination of location, condition, design, amenities and decor. Not sure if your home would be a perfect fit? Please contact us to schedule a home visit.

WHAT ARE YOUR MANAGEMENT TERMS AND FEES?

Our management rate is competitive, and includes services and benefits that other companies don't include (for example, with others you may see additional charges for linen service or a set-up fee). We communicate with you openly about what to expect and hold ourselves accountable to meeting your needs.

Our contract is exclusive. To ensure our high level of standards are maintained for our owners and our guests, we do not allow owners to advertise the home or to work with other management companies in conjunction. Should you need to leave us, the contract can be cancelled at any time with 90-days notice.

THE INVITEDHOME MANAGEMENT FEE COVERS:

- Marketing costs including professional photography, creating a beautiful and unique listing for your home, and publishing it on our website.
- Global marketing (including OTA subscription fees).
- Commercial cleaning and supply of linens.
- Guest cleanings (charged to guest).
- In-destination Operations managers overseeing the vendors, maintenance, and housekeeping team members working in and around your home.
- Proactive maintenance in the form of regular updates on future upgrades, repairs or maintenance.
- Full-time Reservations & Guest Experience teams available 7 days a week, 365 days a year.
- Monthly revenue and occupancy statements, and accounting services including the collection & remittance of all rental-related taxes.
- A dedicated Homeowner Specialist - someone who knows every detail of your home's management and performance and is available to you.
- Maintenance items as outlined below in the Maintenance section.

MAINTENANCE

WHO PAYS FOR MAINTENANCE? WHAT TYPE OF MAINTENANCE IS INCLUDED IN THE MANAGEMENT RATE?

For maintenance and repairs, our team will get things taken care of promptly and professionally. We have a strong network of preferred vendors and can also supervise third party contractors, major repairs, upgrades, and other projects with no markup to the homeowner. Any invoices will be paid on your behalf and deducted from the following monthly payment at cost.

INCLUDED IN MANAGEMENT FEE:

- Supplies and small maintenance or repairs (for example, replacing standard light bulbs, batteries, touch-up paint, simple repairs that take less than 30 minutes or \$50 to complete, etc).
- Multi-point inspections before and after every guest stay, including restocking of guest consumables.

POTENTIAL ADDITIONAL COSTS:

- Maintenance and repairs resulting from normal wear and tear. Examples: Fixing the dishwasher, replacing an old couch, etc. If our team is unable to complete maintenance tasks, the appropriate specialist is called in to provide a price quote and, if approved, to do the work. We oversee the project and the owner pays at cost for the technician's labor and supplies, which is deducted from the monthly statement. We will also oversee delivery of replacement furniture
- Costs charged by outside vendors such as for snow removal, hot tub servicing, landscaping, etc.

WHAT DECISIONS WILL I BE PERSONALLY INVOLVED WITH REGARDING MY HOME?

The first step in any new owner relationship is finding out your goals and objectives so that we can tailor our program to meet your needs. We have over a decade of experience in vacation home management, but we want you to be as involved in the process as you would like. If you prefer to be more hands-off, you can trust your home is being cared for at the highest level.

DO YOU HAVE A REPAIR MINIMUM BEFORE YOU CONTACT ME FOR APPROVAL?

We will always get your permission for any repairs over \$800. We also try to notify you before any major repair, but if it is needed urgently during a guest's stay and is under \$800 then we make sure to take care of it as soon as possible. Emergency repairs will be taken care of immediately regardless of amount (example: gas or water leak).

WHO PAYS FOR AMENITIES AND LINENS?

To ensure all guests can spend more time having a great vacation instead of at the store, we provide a bulk supply of laundry detergent, dryer sheets, dishwasher detergent, dish soap and garbage bags. We also provide a starter pack of hotel quality soaps, shampoos, toilet paper, paper towels, and sponges, among other things.

Linens and towels are supplied by InvitedHome. We **do not charge you a linen fee** (unlike many other companies); it is included as part of our management program. You'll rest easy knowing your guests are sleeping on beautiful, clean, professionally laundered linens.

CLEANING

WHO PAYS FOR CLEANING MY HOME?

All housekeeping costs vary based on the size and complexity of the home. The guest pays a set price for housekeeping related to their stay, so there is no expense to you. When you or your personal guests come to use your home, we only charge the cost of the cleaning. For your personal guests, you can cover housekeeping for them, or have us reach out for payment. Annual or bi-annual deep cleaning fees are charged at cost.

WHAT TYPE OF CLEANING SERVICES ARE PROVIDED?

We hire and train the best of the best in housekeeping partners, who will treat your home with the highest respect and utmost care to meet our standards. Even with the hustle and bustle during peak season, we ensure every home is inspected thoroughly before the next guest walks in the door. There are pre-arrival and post-departure cleanings, as well as consistent annual or semi-annual deep cleanings where the home is detailed from top to bottom.

RATE MANAGEMENT

HOW DO YOU SET MY HOME'S RATES?

Instead of seasonal rates, we have nightly rates that change based on evolving supply and demand so you don't leave any money on the table. Our Head of Revenue gained his expertise from the airline industry, the original pioneer of dynamic pricing. Using the same strategies, we generate 500+ rates per year for every home. Our proprietary rate system keeps your home's pricing in line with what the market demands to guarantee maximum occupancy and profitability.

HOW OFTEN ARE YOU GOING TO BE ABLE TO BOOK MY HOME?

InvitedHome works with you to find a magical combination of occupancy and revenue. Please give us a call for a personalized asset management plan.

DO YOU HAVE A MINIMUM NIGHT STAY REQUIREMENT?

Our minimum stay requirements vary based on supply and demand as well as your preferences, but will never drop below a 2-night minimum. For example, we may require a 7-night minimum for peak season dates, but allow for less with a case-by-case strategy if, for example, a shorter booking could connect two longer bookings.

SECURITY

WHAT TYPES OF GUESTS DO YOU ATTRACT, AND HOW DO YOU VET THEM?

We cater to an affluent clientele that expects the best of the best. Our Reservations team carefully vets every potential guest to ensure the renters are a good fit for your home. They also ensure that every guest is going to enjoy their vacation even more by highlighting how your home will fit their needs.

HOW ARE DEPOSITS HANDLED?

We require the guest to purchase a damage waiver to cover any accidental damage up to \$3,000. We retain credit card information for each reservation in case we need to charge for any malicious damage or excess of the accidental coverage. Our post-stay inspection enables us to assess any damage immediately, ensuring prompt action.

HOW ARE KEYS HANDLED?

Guests are provided with information on how to access the home prior to their arrival. All homes are on a lockbox or keyless entry system. Should a guest prefer to be met in person, we will be sure to accommodate that request.

OWNER SERVICES

HOW OFTEN CAN WE USE THE HOME?

Owners may book any dates they wish, though certain dates such as holidays will have a larger revenue impact. The best way to ensure the availability of your home is to block your preferred dates as far in advance as possible.

CAN WE SEND OUR FAMILY AND FRIENDS WITHOUT CHARGE?

Owners can choose to make their home available to whomever they wish for free or at a discounted rate. If you would like to charge your guests a nightly rate, we will handle the payment for you.

MISCELLANEOUS

WHERE ARE YOU LOCATED?

We seamlessly combine the benefits of a national brand with the expertise of local teams in each of our destinations. Our local team includes our Operations managers who oversee housekeeping crews and maintenance/repair technicians. Specialized departments including sales, marketing, reservations and our executive leadership operate from our office in Boulder, Colorado and efficiently handle other services provided to our guests before and after their visit. This ensures your local team can fully focus on keeping your home maintained, cleaned, and meticulously cared for while creating a first-class experience for you and your guests.

ARE PETS ALLOWED IN MY HOME?

Some of our homeowners have chosen to allow pets. If you would like to open your home to allow pets with an accompanying fee, we are happy to discuss this policy further.

HOW ABOUT SMOKING?

Smoking is not allowed in any of our homes.

WHY SHOULD I CHOOSE INVITEDHOME OVER OTHER MANAGEMENT COMPANIES?

The choice is always yours, but we typically find that our program outperforms every other option for our owners. If you are currently renting your home yourself, we can generally earn you more income than you're already making, without the hassle and stress of managing the process yourself. If you are using another management company, we are happy to discuss what we can offer that sets us apart and provide you with rental projections to help you with your decision.

OUR KEY DIFFERENTIATORS:

- 1. Our sophisticated global marketing and sales strategies** keep us on the leading edge of the ever-changing vacation rental industry. We work directly with representatives from all of the top listing sites like HomeAway, FlipKey, VRBO and AirBnB to stay current and to get the best placement for our homes.
- 2. Our best-in-class website receives 25,000+ unique visitors each month**, ensuring more exposure for your home than many companies could ever provide. With the help of robust and dynamic marketing strategies, our direct-booking rate is often as high as 55%.
- 3. Our mobile platform** enables guests to easily book from anywhere, at any time, on any device.
- 4. Our dynamic pricing model** gives you 500+ nightly rates per year- we adjust these daily rather than seasonally, to keep in line with shifts in market demand.
- 5. Our local team of highly trained and dedicated professionals** provide **superb attention to detail** in housekeeping, maintenance and guest services. Our team goes above and beyond to accommodate special requests and ensure a **superior quality of guest experience to keep them coming back to your home year after year.**
- 6. Global reach** - We are in some of the most sought-after resort destinations in the country and we're still growing. Our guests come from all 50 states and 25 countries around the world. And we have one of the highest customer satisfaction rates in the industry.
- 7. You have our undivided attention.** Unlike many other local property management companies who are also invested in selling real estate, **our sole focus is on managing your vacation rental** and optimizing the results. Think of us as your asset managers. We want to keep your investment performing at its best for the short and long-term. If you need a realtor, we have trusted agents who specialize in vacation homes that we can recommend.

