



TAMARACK
RESORT



*TAMARACK
PROPERTY
MANAGEMENT
SERVICES*

TAMARACK PROPERTY MANAGEMENT SERVICES

**Looking to make the most of your Tamarack Resort rental property?
Then go with the pros who know Tamarack the best.**

Tamarack Property Management operates the largest property and rental management company at Tamarack Resort. We pride ourselves on taking exceptional care of your home while consistently delivering the maximum return on your investment. Our team represents all property types at the resort, from studio, 1-, 2-, and 3-bedroom condominiums to cottages, chalets, townhomes, and estate homes. You can rest assured that both you and your guests will receive the highest standard of service and a high-touch experience every step of the way.

Homeowners who choose Tamarack Property Management will also benefit from:

- Dedicated customer support team.
- On-site management, staff, and 24/7 security.
- Housekeeping, maintenance, and owner accounting.
- No restrictions on owner usage.
- No unreasonable fees.
- No long-term contracts.

Tamarack Property Management is uniquely qualified to maximize your rental revenue. Here's how we do it:

- Your property is included in our national marketing campaigns to promote Tamarack Resort and our lodging properties.
- Only units managed by us are available to book on our resort website, thus increasing your unit's occupancy.
- Our sophisticated revenue management tools deliver the highest daily rates possible by taking into consideration property-specific attributes, peak time periods, holidays, resort-wide occupancy, and special resort events.
- We also manage the booking of guests who attend private events at the resort (the Arling Center was recently ranked the top wedding venue in Idaho), which provides a robust additional rental audience.





ESTATE HOMES

VILLAS

CHALETS

COTTAGES

TOWNHOMES

CONDOS

HOMESITES

Why choose Tamarack Property Management over the rest?

Tamarack Lodging's skilled and dedicated professional staff is committed to providing the highest level of personalized service to each of our property owners and guests. We are constantly building our guest base to drive both occupancy and average daily rates to deliver the highest possible return for our property owners.

We also provide an abundance of amenities and services to our property owner, including:

- Security services with nightly patrols and external property inspections.
- Housekeeping staff, available seven days a week, providing upon-request services to our rental guests at no charge to our owners.
- Maintenance staff, available seven days a week, ensures the condition and quality of your residence is well-maintained.
- Professional on-site management.
- Homeowner relations manager.
- Complimentary on-site shuttle transportation.
- Marketing, sales, and communications departments continually working to drive occupancy both domestically and internationally.
- Tamarack Property Management residences are featured on our website, including professional photography and a 3D virtual tour for each property.
- Attractive liability insurance options available through our resort insurance provider.
- Direct Deposit and Automatic Credit Card Payments.
- Owner statement accounting.
- Homeowner portal, including occupancy calendars for each individual residence.



FREQUENTLY ASKED QUESTIONS

WHAT IS REQUIRED TO GET MY PROPERTY READY FOR RENTAL?

- Before your residence can be prepared for entering the rental program, the following items and details will need to be completed:
 - Signed rental agreement
 - Completed IRS form W-9
 - Liability and property insurance for short-term rental on file
 - Utilities in service with Tamarack Video & Telecom (TVT)
 - Locks keyed to Tamarack Lodging master system
 - Tamarack linens and amenities installed
 - Property furnished with minimum requirements as noted on the 'Standards List', Exhibit A & B of the contract
 - Management, maintenance, and housekeeping inspections
 - Direct deposit and credit card processing forms
 - Tamarack municipal services online
 - Photos and 3D virtual tour

WHAT INITIAL FEES ARE ASSOCIATED WITH JOINING THE RENTAL PROGRAM?

Once you have entered into a management agreement with Tamarack Lodging, we can assist you in completing the final setup of your residence. During setup, there are fees associated with an initial linen requirement per bed, bathroom, and kitchen. We will also coordinate the county short-term rental (STR) permit required to be a rental, as well as any purchases you may need to meet the requirements of the 'Standards List.'

WHAT OTHER EXPENSES CAN I EXPECT TO PAY?

As an owner, you are responsible for all of your utilities, including local phone, high-speed internet, cable, water, electricity, and gas (if applicable). At various properties at Tamarack Resort, basic utilities may be handled by the Tamarack Municipal Association (TMA). While Tamarack Lodging is responsible for housekeeping services provided to rental guests, owners are responsible for the departure clean related to owner and owner guest stays. In addition, an annual deep clean of the property will occur each year, which includes top-to-bottom cleaning and carpet cleaning. The owner is also responsible for the cost of major maintenance and any parts required to maintain the property in a first-class condition, annual comprehensive maintenance checks, and repairs/replacement of housewares. Reserve Fund will pay for replacement of housewares, linens, and repairs up to \$100.

WHAT IS THE RENTAL REVENUE SPLIT?

The rental revenue split is based on the gross rental revenue, with 3% going to the Reserve Fund, 67% to the homeowner, and 30% to Tamarack. Each unit pays a monthly management fee based on whether it is a stand-alone home with a hot tub located in The Village or The Lodge at Osprey Meadows.

RESERVATION ACTIVITY & YOUR RESIDENCE:

HOW ARE YOU GOING TO MARKET MY PROPERTY?

Tamarack Resort has a powerful marketing team with extensive experience and long-standing ties to our community and the resort business. A large amount of time, money, and resources are invested to drive new and returning guests to the resort and your property. Properties are marketed through local, regional, national, and international print and digital advertising, as well as printed materials, brochures, short-term rental booking sites, and earned and owned media.

WHAT WILL THE NIGHTLY RATE BE FOR MY PROPERTY? CAN I SET MY OWN RATE?

Your nightly rate will vary. As a large property management company, knowing the market mix, maintaining flexibility, and applying strategy allows for continued growth and increased revenues. Allowing individual owners to set rules or rates would impede our overall success and eliminate the strategies that enable revenue optimization.

HOW MANY NIGHTS CAN I EXPECT MY PROPERTY TO BE RENTED DURING THE YEAR? HOW MUCH REVENUE CAN I EXPECT TO EARN?

While we cannot predict revenue or nightly use, we have historical data to help elaborate on your residence's potential for future bookings and use. The number of rental nights generated by your property can be impacted from year-to-year based on snow conditions, the economy, owner and owner guest use, location of the property, interior décor, repeat clientele, and guest amenities available to rental guests both in residence and at the property.

HOW DOES MY PROPERTY COMPARE TO THE OTHER PROPERTIES THAT YOU MANAGE? DO YOU HAVE A RATING SYSTEM FOR THE PROPERTIES YOU MANAGE?

Tamarack Lodging evaluates each property compared to its peer group (both properties we manage and similar properties in the area we do not) in determining rates. Specifically, Tamarack reviews the subject property for finishes, décor, location, size, available bedrooms, bathrooms, distance from Resort and amenities, and individual properties amenities. Further, the Resort has a dedicated Revenue Manager who watches market conditions, current promotions, booking windows, and pacing to update pricing daily, ensuring we optimize revenue for our Program's Homeowners.

HOW DO YOU DECIDE WHICH PROPERTY TO BOOK FOR A RENTAL GUEST? IS THERE A METHOD TO DISBURSE RESERVATIONS AMONGST ALL RESIDENCES IN RENTAL?

There are several options for our guests to complete the reservation process. When a guest calls the front desk requesting a particular size, location, features, type of residence, or any special needs, they are led through an extensive consultative process by one of our Front Desk Agents who assists them in selecting the property best suited to them. Based on this process, we do everything possible to fulfill our guests' requests and needs. Guests may also arrange their entire reservation through our website, TamarackIdaho.com. The website also searches specific criteria: location, property type, ski access, and size. When guests call or book online with no specific requests or needs, our management system suggests the best placement for the reservation based on the revenue and owner usage.

HOW CAN I RESERVE MY PROPERTY FOR PERSONAL USE?

We have a Home Owner Relations Manager who you will utilize as your primary point of communication for personal property use throughout the year. Each owner will have the credentials to access the owner's portal where they can view the availability calendar and book an owner's block. Owners may contact the Home Owner Service Team to make or change reservations at any time, depending upon availability of the property.

IS THERE A LIMIT ON THE NUMBER OF NIGHTS I CAN USE MY RESIDENCE?

There is no limit on the number of nights an owner can use their residence. If the owner's goal is to maximize revenue and maintain a profitable asset, they should make the property available for as much of the year as possible. If your goal is to maximize revenue, it is important to recognize that significant owner occupancy will reduce the overall opportunity for revenue. While this is most obvious during holiday and peak occupancy periods, regular and shoulder seasons yield the remainder of the revenue opportunity.

CAN I LET FRIENDS AND FAMILY USE MY RESIDENCE? CAN I RENT MY RESIDENCE MYSELF?

While you are under contract with Tamarack Lodging, use by the owner's family and friends is allowed with the understanding that the owner is not to rent the residence directly or through any entity other than Tamarack Lodging. This restriction is explained more clearly in the Rental Management Agreement. The property is further subject to the TMA Bylaws and Covenants.

TAKING CARE OF YOUR RESIDENCE:

HOW IS MY RESIDENCE SECURED?

If, at any time, someone other than a Tamarack employee is authorized to access the property, they must present I.D. to receive a key from the front desk. The key must be returned by the end of the day. After each guest departs, our housekeeping staff completes a post-stay residence inspection. Our staff checks the residence for damage belongings left behind and ensures all doors and windows are secure, all appliances are turned off, the heat is turned down, and the lights are turned off.

IF A GUEST DAMAGES MY PROPERTY, WHO PAYS FOR IT?

While each homeowner is responsible to carry \$1M Liability Insurance to protect against any significant disaster, each reservation is required to purchase a Damage Protection Fee, which covers damage up to \$1,500 or \$3,000 depending on the size of the home.

HOW DOES HOUSEKEEPING WORK?

As an integral part of any guest experience, our housekeeping department maintains continuous training and quality control. We perform a departure full-clean after each stay. Our Housekeeping Area Managers and Inspectors perform pre-arrival inspections. Whenever possible, our properties are organized into geographic areas, with an assigned Area Manager and staff of housekeepers, which enables them to become familiar with each property and improves the quality of service provided.

CAN I GET OUT OF MY CONTRACT IF I CHOOSE TO?

Our goal is to build strong, long-term relationships. If at any time you are not happy with our service, cancellation is easy. Should you choose to terminate, you are only required to give a 120-day notice in writing and stay with Tamarack Lodging until your last existing reservation is over.

DO YOU CHARGE EXTRA/HIDDEN FEES?

We deliver best-in-class, full-service management without nickel-and-diming our homeowners. We don't charge for things like revenue optimization, marketing, guest care, or other expenses that many management companies charge on top of your standard commission.

IT IS OUR GOAL TO BUILD A STRONG, LONG-TERM RELATIONSHIP WITH YOU.

If you are ready to learn more about working with us, give us a call at 208-325-1020. We'd love to hear from you. If you'd prefer to do a little more homework first, check out our Frequently Asked Questions insert, which is overflowing with valuable information about contracts, fees, marketing, preparing your property for rental, and much more.



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TAMARACK FOOD & BEVERAGE, LLC

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