

- e. Provide all bed and bath linens necessary for the room to be rental-ready, as described in Schedule D. Should this agreement be terminated by either party, the Owner must immediately return all linens provided by MLS.
2. In exchange for services provided hereunder,
 - a. The Owner agrees to pay for the following services:
 - i. **Cleaning and Maintenance Services** as rendered and invoiced to the Owner by MLS at price(s) described in Schedule E.
 - ii. **Deep Cleaning Services** as rendered and invoiced to the Owner by MLS at price(s) described in Schedule E.
 - iii. **Houseware Replacements** as rendered and invoiced to the Owner by MLS at price(s) described in Schedule E.
 - iv. **Additional Services** as rendered and invoiced to the Owner by MLS at price(s) described in Schedule E.
 - b. The Owner agrees (or will be responsible for his/her *non-Snowshoe* third-party Booking Agent's agreement) to enter the following information **for every rental occupancy** in the Booking Center online reservation system:
 - i. First and last name of any guest who will arrive and draw keys.
 - ii. Arrival and departure dates.
 - c. **The Owner understands and agrees Units not showing as clean in Booking Center cannot be occupied.**
 - d. **The Owner understands the deadline for same-day Booking Center reservation notifications is 3:00 P.M unless the unit has been marked Clean in Booking Center.**

ARTICLE III: PAYMENT TERMS AND TERMINATION

1. Payment for Services is due on the date Services are rendered and payable when invoiced, with said invoices generally being issued within thirty days thereafter. MLS does not defer payment due for services rendered, nor will MLS permit payment in the form of installments while this contract is active. This Agreement does not constitute a loan, the creation of a charge account with MLS, or the extension of credit by MLS. **ALL SUMS OWED TO MLS BY THE OWNER MUST BE PAID NOT LATER THAN 30 DAYS FOLLOWING THE INVOICE DATE. SUMS NOT PAID IN THIS PERIOD WILL BE PAST DUE AND SUBJECT TO ADDITIONAL CHARGES IN ACCORDANCE WITH MLS AND ESTABLISHED ASSOCIATION POLICIES.**
2. In the event of a disputed charge, all other charges are considered due and payable by the due date. Only the amount of the disputed charge in a written form may be withheld until the dispute is resolved.
3. All obligations on the part of the Owner to pay for Services rendered under the terms of this Agreement shall survive the termination of this Agreement.
4. The stated rates contained in this agreement may be changed by MLS with 30 day written notice (email will be considered as written notice) to the Owner, at which time the Owner may terminate this Agreement if s/he does not want to abide by the new rates.
5. This Agreement is subject to termination automatically and involuntarily at the discretion of a majority vote of the MLS board, without any action or notice required by the parties, in the event any of the following occurs:
 - a. The Owner has not paid for Services within thirty (30) days of the date Services were invoiced; all provided MLS services may also be terminated after administrative notification has been performed.
 - b. The Owner has not paid Common Assessments within thirty (30) days of the date due; all provided MLS services may be also terminated after administrative notification has been performed.
 - c. The Owner breaches any of the terms of this Agreement.
 - d. The Owner sells, assigns, devises, or otherwise transfers title to the Unit.
 - e. The Owner transfers the present possessory right to the unit through a lease or life estate or any other legal means, the term of which may last longer than one (1) year.
 - f. The Owner or Owner's non-Snowshoe Booking Agent fails to enter guest information as required in **item II.2.b**.
6. All monthly invoices for MLS cleaning services will summarize the date, type, number of services performed and the amount due. All other items will be itemized.
7. This Agreement may be terminated voluntarily by either party by providing the other party written notice of termination. In the case of termination by the Owner, such notice shall include remittance of all sums and linen owed

to MLS. In the case of termination by MLS, such notice shall be provided to the Owner not fewer than thirty (30) days prior to the date of the cancellation of Services.

ARTICLE IV: GENERAL BOOKING RULES

1. Mountain Lodge uses an online property management system called Booking Center to track non-Snowshoe Owner usage and guest rental occupancies, and the MLS housekeeping and maintenance services that support these occupancies. The Owner or designated non-Snowshoe third party with the authority to place reservations into Booking Center (in either case known hereinafter as Booking Agent) will notify MLS of all occupancies at <https://agents.bookingcenter.com>. MLS will issue usernames and passwords for access to Booking Center. MLS reserves the right to suspend Booking Center access to all delinquent Mountain Lodge Homeowners Association and/or Mountain Lodge Services accounts.
2. **Non-Rental Owners must enter their reservations into Booking Center to notify Mountain Lodge staff of their arrival/departure.**
3. Booking Center will generate an alphanumeric confirmation code for each valid booking received. Guest reservations must appear in Booking Center with a confirmation code to be considered valid.
4. Booking Agents must notify guests that check-in is no earlier than 5:00 PM and check-out is no later than 11:00 A.M.
5. Booking Agents **must be accessible** via phone or email **in a timely manner** to address guest concerns.
6. "Full Setup" is the housekeeping standard and is mandatory for short-term guest rentals on the MLS Services program.
7. MLS will assess a nightly service fee to the Owner for all guest rental occupancies. Service fees are not assessed on Owner usages, which are defined as *occupancies for which guests do not need to draw room keys from the front desk*.
8. Booking Agents may request "No Setup" housekeeping for any Long-Term occupancy, which is defined as *15 consecutive nights or longer*. No Setup must be indicated in Booking Center for long term occupancy.
9. "No Setup" may be requested for Homeowner stays. See "No Setup" Policy Schedule G.
10. Booking Agent must indicate "Owner-Use" when an owner will be occupying their unit.
11. If Long-Term rentals incur additional common expenses (e.g., security, housekeeping, or maintenance for common areas), MLS may assess additional fee(s) against Owners with those Long-Term rentals, to offset additional expenses.
12. MLS may assess a fee for improper reservations against the Owner in accordance with Mountain Lodge's Occupancy Management Policy, depending on the time and expense involved with rectifying the situation.
13. MLS may assess the Owner fees for the returning of items left behind by rental guests or Owners. MLS must receive a pre-paid UPS shipping label prior to shipping any item.

ARTICLE V: THIRD-PARTY BOOKING AGENTS

1. In the event the Owner has contracted with any non-Snowshoe third party to manage temporary Guest rentals of the Unit, this Article V applies and is enforceable.
2. This Agreement is a legally-binding agreement between the Owner and MLS. MLS will grant agency to manage the Owner's properties to the Owner's designated Booking Agent, and will work with this Booking Agent in good faith to resolve any issues related to the condition of the property or the check-in/out processes. However, MLS has **NO** authority or obligation to become involved in the resolution of disputes beyond these specific occupancy-related issues. MLS is not bound by any agreement for property management between the Owner and a non-Snowshoe third party.

3. The Owner hereby informs MLS that the Booking Agent or company name is _____
(*self-managing Owners enter "SELF"*) and the Booking Agent's contact information and address is as follows:

Phone: _____ - _____ - _____ Email: _____

Address: _____

4. **The Owner is responsible for informing non-Snowshoe third-party Booking Agent of MLS policies and procedures, as the Owner will bear the costs of fees related to failure to follow these policies and procedures.**
5. Any change of the Booking Agent during the term or any extension of this Agreement will be made known immediately to MLS in writing. Upon receipt of any changes, MLS will modify Owner or Booking Agent access to Booking Center accordingly. MLS has no interest or involvement in the disposition of existing reservations in Booking Center in the event of a Booking Agent change, except to stress that **neither the outgoing nor incoming Booking Agents will have access to modify or cancel existing reservations** following MLS transfer of Booking Center access between the two.
6. The Owner hereby authorizes MLS to share with the Owner's Booking Agent any and all information regarding the Unit that is specifically relevant to the management thereof; the status of the Services, the termination of this Agreement, and/or any other information that may be communicated to Owner under the terms of this Agreement. The Owner further hereby authorizes the Booking Agent to communicate all relevant information regarding occupancy or need for Services or Maintenance on the Unit to MLS.

ARTICLE VI: DAMAGES AND NOTIFICATIONS

1. MLS will report and provide photographs of all Unit damage to the Booking Agent within 24-48 hours of guest checkout. Concurrently, MLS will submit a damage claim to the Owner outlining the damage and the value of the claim. The Owner **WILL** be invoiced by MLS for the damage. MLS has **NO** role in collecting from the guest for damages.
2. MLS will attempt to replace or repair all items before the arrival of the next guest. MLS is not responsible for missing or damaged items or damage to the interior of the unit.

ARTICLE VII: RELEASE AND INDEMNITY OF MLS

1. The Owner does for itself, its predecessors, agents, designs, personal representatives, guardians, heirs, executors, limited partners, silent partners, insurers, subrogees, attorneys, and any other entity or individual they are or were affiliated with, release, acquit, and discharge MLS, and its insurers, affiliated companies, representatives, agents, contractors, and all other related entities, of and from any and all claims, suits, causes of action of whatever kind or character, resulting from or relating to the provision of Services as contemplated under this agreement.
2. The Owner agrees to indemnify and hold harmless MLS, its predecessors, agents, assigns, personal representatives, guardians, heirs, executors, limited partners, silent partners, insurers, subrogees, attorneys, and any other entity or individual they are or were affiliated with for any loss or injury suffered by third parties, including but not limited to Guests, that results from a presence of the third party on the property of the Owner. The Owner agrees that such indemnity will include reasonable attorney's fees incurred by MLS in defense of such claim.
3. Indemnity provisions of this Article shall not apply if a cause of action arises against MLS, its agents, or assigns, due to an act of gross negligence or intentional misconduct.
4. Indemnity provisions of this Article shall survive the termination, cancellation, or discontinuation of this Agreement.

ARTICLE VIII: RIGHTS GRANTED TO MLS

1. The Owner hereby grants unto MLS, its agents, contractors and assigns, a license through and over the Unit for the purposes of providing the Services contemplated in this Agreement.
2. The Owner further grants unto MLS, its agents and assigns, and duly appointed officers and officials of any governmental authority, including but not limited to police officers, fire department employees, sanitation workers, federal agents and the state fire marshal, a license through and over the Unit in order to ensure the safety of Guests, both of the Unit itself and building in general, as well as to ensure compliance with all local, state, and federal laws.
3. The Owner expressly acknowledges and agrees that MLS has a right to place a lien under West Virginia code 38-2-1 et seq. and may record such a lien in accordance with the provisions of West Virginia law.

ARTICLE IX: ADDITIONAL PROVISIONS

1. The Owner expressly agrees that any contact by MLS with any individual or entity that is a signatory to the Agreement as an Owner, shall be conclusively deemed to be contact with each and every person or entity owning an interest in the Unit. The Owner further agrees that any authorization, order, permission, or authority granted or given to MLS by any person or entity that is a signatory hereto on behalf of owner is conclusively deemed to be the authorization, order, permission or authority of each and every person or entity owning an interest in the unit.
2. Should any clause herein be declared void, illegal, invalid, or unenforceable in a court of law, such judgment shall not affect the other provisions herein, which are declared severable, and which provisions shall remain in force and effect.
3. The Owner agrees to pay MLS on demand, all expenses, including reasonable attorney's fees and expenses, incurred by MLS in enforcing its rights to collect sums due from the owner under the terms of this Agreement.
4. The Owner will allow MLS to place in the unit, in a conspicuous place, such as the dining room table or back of the entrance door, information related to building rules and information, hours of operation, location of amenities and list of guest supplies provided in all units.
5. This Agreement, and the rights and obligations of the parties hereunder, shall be construed in accordance with, and governed by, the laws of the State of West Virginia.
6. The headings contained in this Agreement are inserted for convenience only and shall not be deemed to affect the meaning or construction of any provisions hereof.
7. From time to time rates may be adjusted based on overall cost to MLS. All rate changes will be communicated to the Owner on a separate form, while all other items in this Agreement will remain in effect and will **NOT** change the substance of the Agreement.
8. The Owner hereby grants MLS, its agents, contractors, and assigns to inventory all lost and found items left post-occupancy to be inventoried and returned to the Booking Agent. Items found in Units leftover from guests will be placed in the Housekeeping Office and the Booking Agent will be notified. Any items shipped will be so at the expense of the Booking Agent or the guest. MLS will not be responsible for any lost and found items.
9. All Booking Agents must advise all guest occupants of the following policies:
 - a. No Pets
 - b. No Smoking
 - c. No Grills
 - d. No Bikes

ADDITIONAL FEES THAT MAY BE ASSESSED TO THE OWNER

1. Mountain Lodge has a strict “**NO PET**” policy. If a pet is found inside any portion of the building, pet owner must leave with the pet unless safe and secure housing is found for the pet other than a vehicle, and a **No Pet Policy Violation** fee of \$220 plus tax will be assessed to the Owner of the Unit where the violator is staying. Trained, certified service animals are always welcome in Mountain Lodge if they are registered at the front desk upon arrival.
2. All areas inside of Mountain Lodge are designated “**NO SMOKING**” pursuant to the Local Health Department rules and regulations. If any type of smoking is found inside any portion of the building, a smoke cleaning fee of \$220 plus tax will be assessed to the Owner of the Unit where the violator is staying.
3. “**NO BIKE**”: Mountain Lodge does not allow bicycles of any kind inside any portion of the building except for the designated bike storage locker areas, or the most direct route to and from these areas. If bikes are discovered in any unauthorized area the Owner of the Unit where the violator is staying may face a **No Bicycle Policy Violation** fee of \$220 plus tax.

ARTICLE IX: SALES TAX EXEMPTION

1. MLS considers all services, sales, and charges to be state sale tax eligible unless the following items are on file and accepted by MLS.
 - a. Owners who wish to claim sales tax exemption certificate must provide MLS with a completed form F0003 attached to this agreement.
 - b. Owners must timely notify MLS housekeeping department of all services not covered under the exemption certificate so sales tax may be collected and remitted.
2. The Owner is responsible for paying all taxes, interest, and penalties associated with sales tax collections and remittances. MLS will invoice Owners for tax deficiencies, interest, and penalties associated with sales tax audits.
3. In providing the completed Form F0003, the Owner accepts the responsibility to report and pay sales tax and relieve MLS of all responsibility of collecting and remitting sales tax on their units.

IN WITNESS WHEREOF, the parties have signed this Agreement on the _____ day of _____, 20____.

MLS PRINT

Unit Owner's Name PRINT

MLS SIGNATURE

Unit Owner's SIGNATURE

Address

City State Zip

Email Address

Land Line Phone

Mobile Phone

(Additional owners should be attached on Exhibit 1 (Additional Owners) and become part of this agreement.)

Units that are owned by more than one person, the named person above shall be designated the sole representative of all owners and therefore shall be held responsible for all payments and collections.

**EXHIBIT 1
Additional Owners**

_____ Unit Owners Name Print
_____ Address
_____ City State Zip
_____ Email Address
_____ Land Line Phone
_____ Mobile Phone

_____ Unit Owners Name Print
_____ Address
_____ City State Zip
_____ Email Address
_____ Land Line Phone
_____ Mobile Phone

_____ Unit Owners Name Print
_____ Address
_____ City State Zip
_____ Email Address
_____ Land Line Phone
_____ Mobile Phone

EXHIBIT 2
Unit Designations

UNIT Number	_____
UNIT Type	_____
Base Cleaning Rate	_____
Self-Cleaning Stove	_____
<u>Total Cleaning Rate</u>	_____
Maid Service Rate	_____
Deep Cleaning Rate	_____
Carpet Cleaning	_____

UNIT Number	_____
UNIT Type	_____
Base Cleaning Rate	_____
Self-Cleaning Stove	_____
<u>Total Cleaning Rate</u>	_____
Maid Service Rate	_____
Deep Cleaning Rate	_____
Carpet Cleaning	_____

UNIT Number	_____
UNIT Type	_____
Base Cleaning Rate	_____
Self-Cleaning Stove	_____
<u>Total Cleaning Rate</u>	_____
Maid Service Rate	_____
Deep Cleaning Rate	_____
Carpet Cleaning	_____

UNIT Number	_____
UNIT Type	_____
Base Cleaning Rate	_____
Self-Cleaning Stove	_____
<u>Total Cleaning Rate</u>	_____
Maid Service Rate	_____
Deep Cleaning Rate	_____
Carpet Cleaning	_____

UNIT Number	_____
UNIT Type	_____
Base Cleaning Rate	_____
Self-Cleaning Stove	_____
<u>Total Cleaning Rate</u>	_____
Maid Service Rate	_____
Deep Cleaning Rate	_____
Carpet Cleaning	_____

UNIT Number	_____
UNIT Type	_____
Base Cleaning Rate	_____
Self-Cleaning Stove	_____
<u>Total Cleaning Rate</u>	_____
Maid Service Rate	_____
Deep Cleaning Rate	_____
Carpet Cleanings	_____

UNIT Number	_____
UNIT Type	_____
Base Cleaning Rate	_____
Self-Cleaning Stove	_____
<u>Total Cleaning Rate</u>	_____
Maid Service Rate	_____
Deep Cleaning Rate	_____
Carpet Cleaning	_____

UNIT Number	_____
UNIT Type	_____
Base Cleaning Rate	_____
Self-Cleaning Stove	_____
<u>Total Cleaning Rate</u>	_____
Maid Service Rate	_____
Deep Cleaning Rate	_____
Carpet Cleaning	_____

UNIT Number	_____
UNIT Type	_____
Base Cleaning Rate	_____
Self-Cleaning Stove	_____
<u>Total Cleaning Rate</u>	_____
Maid Service Rate	_____
Deep Cleaning Rate	_____
Carpet Cleaning	_____

SCHEDULE A
Cleaning and Maintenance Services

CLEANING SERVICES

Complete Cleans

After each checkout, MLS will perform the following services:

Kitchen

- Place dirty dishes in dishwasher and wash; empty if time permits.
- Clean refrigerator & freezer, empty ice trays and old ice. Refill ice trays.
- Clean toaster, microwave, stove, and oven.
- Sweep and mop all floors.
- Clean sink.
- Remove all spices, sugar, condiments, etc. from unit.
- Replace any missing standard inventory items.
- Restock an adequate supply of paper towels, dish cloths, dishwasher detergent, and trash bags.
- Polish all chrome, stainless steel, and glass.
- Inspection for working flashlight and properly-charged fire extinguisher.

Living Area

- Close fireplace damper (if present).
- Clean all furniture and arrange appropriately.
- Check lamps and light/fan fixtures; as necessary, polish lamps, dust shades, replace bulbs.
- Dust room, including accessories and furniture. Vacuum carpet.
- Check pullout sleeper sofa; as necessary, replaced soiled linens or mattress pad. Vacuum/clean debris, check for proper operation and any damage to frame or mattress.
- Place pillows, linens, and blankets for pullout sleeper sofa in closet.
- Clean windows and door glass, as necessary.
- Verify presence of internet modem and TV/internet service info.
- Verify all remotes are working properly and replace batteries, as necessary.

Bathroom

- Clean mirror(s), faucet(s), sink, tub, shower, and toilet.
- Check shower curtain for rips, stains, or mildew; replace or launder as necessary (charges may apply).
- Polish all chrome.
- Remove trash.
- Restock adequate supply of toilet paper, hand/bath soap, and facial tissue.
- Replace required supply of bath towels and wash cloths.
- Sweep and mop the floor.

Bedroom

- Strip all linens from the beds.
- Clean all furniture and arrange appropriately.
- Wipe headboard and footboard.
- Check lamps and light/fan fixtures; as necessary, polish lamps, dust shades, replace bulbs.
- Dust room, including accessories and furniture. Vacuum carpet.
- Make bed(s) with full set(s) of clean linens
- Check for stains, holes, or excessive wear in clean bed coverings.
- Clean windows and door glass, as necessary.
- Verify presence of internet modem and TV/internet service info.
- Verify all remotes are working properly and replace batteries, as necessary.

Miscellaneous and Decks

- Dust floor heaters.
- Replace all trash can liners.
- Ensure all appliances are working and replace if necessary.

- Remove all cobwebs from the unit.
- Check outlets and electrical cords for damage.
- Ensure all thermostats are set appropriately, depending on next known occupancy.
- Ensure the safety screw is firmly attached to all windows.
- Secure the Unit; all windows and doors must be closed, locked, and curtains closed.
- Report all unit damage in accordance with the terms of the Agreement.

Mid-Stay Maid Service

MLS will provide maid services in accordance with the terms of the applicable Standard Operating Procedures required by your Rental Management Company. Owners who do not use a Rental Management Company and choose to “opt-in” and require their guest to have a Mid-Stay Maid Service must notify MLS by November 30, 2021 and September 30th of each subsequent year. Each Mid-Stay Maid Service will include the following.

- For guest stays of four or more nights the Mid Stay Maid Service will be performed at the half way point of the reservation, i.e. for a four night/five day stay the service will be on the third day and for a five night/ six day stay the service will be on the fourth day.
- Exchange of all soiled bath linens.
- Exchange of all bed linens upon request by guest.
- Exchange dish towels and dish cloths.
- Replenish dishwasher powder.
- Removal of all trash.
- Visual inspection for damages.

DISINFECTING OF UNITS AFTER EACH GUEST STAY (Until COVID-19 measures are discontinued)

- All bed coverings other than MLS-supplied sheets and pillowcases will be disinfected front and back.
- All shower tub liners and curtains will be disinfected front and back.
- All high-touch areas will be disinfected.
- All (to include non-soiled) linen will be laundered.

*****If any items need to be repaired or replaced, the Owner shall be charged according to the terms of the Schedule D for labor, parts, replacement items or any other charges.*****

MAINTENANCE SERVICES

- Maintenance will respond to all Emergency Services to ensure that the unit meets rental contract requirements and that it does not affect the operations of other units.
- Respond to guest calls and perform maintenance necessary to limit or reduce damage to the unit or other adjoining units.
- Immediately repair or replace any item with an estimated cost of less than \$300
- Contracted Services ordered by the Homeowner and scheduled with MLS Maintenance in advance
 - Homeowner will be charged the minimum labor fee for any work in a homeowner’s unit. That work may include but not limited to taking pictures, measurements, providing instructions at the Homeowners request for work that the Homeowner is planning to perform or contracting to be performed, if the work is awarded to MLS within 30 days of the request, that amount will be deducted from the final invoice.

MLS is not responsible for lost or cancelled rental bookings as a result of delays in replacing unit items or performing unit maintenance.

Should replacement items exceed \$300 limit; MLS will prepare a cost estimate for the replacement including labor and submit to the owner. The owner will have 5 days if they want MLS to perform the work and order the replacement.

SCHEDULE B

Deep Cleaning Services

If any items are to be repaired or replaced including any type of light bulbs, the Owner shall be charged according to the terms of the Schedule D for labor, parts, replacement items or any other charges.

Bedroom

- Take all linen off bed(s) for laundering.
- Rotate Mattress.
- Wash the Bed Frame.
- Wash headboard with Murphy's Oil Soap (only woodwork). All other materials will be washed with appropriate cleaners.
- Vacuum under Bed.
- Pull all nightstands and dresser out from the wall and wash all sides and insides with Murphy Oil Soap.
- Wash all wood trim on the walls.
- Wash all doors.
- Wipe down hot water heater.
- Clean all shelving in closets.
- Dust all lamps and lampshades (Replace lampshades if needed).
- Clean all windows.
- Clean the windowsills.
- Vacuum carpet.
- Clean all picture frames and glass.
- Clean all light fixtures.
- Replace any burnt out light bulbs and replace spare inventory.
- Dust TV, VCR, DVD, Stereo, and Modems.
- Make bed and inspect clean linens for holes, tears, and excess wear.
- Wash all curtains or valances (if they are washable).
- Make a list of all items that need to be repaired and replace all items.
- Shampoo Carpet.

Bathroom

- Take all light globes off and wash.
- Clean all light fixtures and replace bulbs if needed.
- Clean all appliances and sink top.
- Clean all woodwork with Murphy's Oil Soap.
- Clean inside and outside of the toilet.
- Clean all towel racks.
- Clean the bathtub, walls, and fixtures.
- Inspect the drain if slow report to maintenance.
- Clean the shower rod.
- Clean the shower curtain or replace if needed.
- Sweep and mop the floor.
- Make a list of all items that need to be repaired or replaced.

Kitchen

- Remove all dishes out of the cabinets and drawers and wash.
- Wash all cabinets and drawers.
- Wash all woodwork with Murphy's Oil Soap.
- Take all shelves and drawers out of the refrigerator and wash.
- Clean refrigerator; pull out and clean behind.
- Wash and defrost freezer.
- Inspect the drain if slow report to maintenance.
- Pull the refrigerator out from the wall and clean behind.
- Take all burners and burner pans off the stove and wash. (Replace the burner pans if necessary).
- Lift top of the stove and clean.
- Clean oven.

- Clean stove hood.
- Clean all wall hangings.
- Clean the silverware tray(s).
- Clean and de-lime the coffee pot.
- Clean all countertops and appliances (Replace appliances if needed).
- Clean inside and outside of the trash can.
- Clean the microwave.
- Clean the toaster inside and out.
- Clean the inside and outside of the dishwasher.
- Pull out stove (avoiding any floor damage); clean all sides and floor.
- Sweep and mop floor.
- Neatly arrange all dishes, pots and pans, glassware, and silverware back into the cabinets and drawers.
- Make a list of any items that need to be repaired or replaced.

Living Room

- Pull out sofa bed, rotate mattress. Wipe the frame, clean behind.
- Clean all woodwork with Murphy's Oil Soap.
- Clean all vents.
- Clean all ceiling fans.
- Clean all windows inside and outside if possible.
- Clean all window seals.
- Clean all light fixtures.
- Dust the TV, VCR, DVD, and stereo.
- Clean glass doors on fireplace.
- Dust all lamps and lampshades. (Replace shades as necessary)
- Replace any burnt out light bulbs.
- Clean all tables and dining room chairs with Murphy's Oil Soap.
- Pull all furniture out from the walls and dust all sides of the furniture.
- Clean all picture frames and glass.
- Vacuum floor and shampoo.
- Professionally clean the upholstery on the sofa if necessary.
- Wash all curtains or valances.
- Make a list of any items that need to be repaired or replaced.

Entry Hall, Laundry Areas and Decks

- Vacuum and shampoo all carpeted areas.
- Wash top and sides of washer and dryer.
- Clean the dryer vents.
- Clean the inside of the washer.
- Clean decks/balconies.
- Clean the inside of the dryer.
- Clean all woodwork with Murphy's Oil Soap.
- Sweep and mop entry area, laundry area, and under the washer and dryer.
- Make a list of any items that need to be repaired or replaced.

SCHEDULE C

Notice of homeowner's intent to perform their own annual deep cleaning

*Note: only complete this form if you wish to perform the annual deep cleaning and/or the carpet cleaning yourself.
This form must be completed each year the homeowner decides to perform their own annual deep cleaning.*

Name of Unit Owner _____ Unit Number(s) _____

Today's Date _____ Signature of Owner _____

I will BE PERFORMING MY OWN ANNUAL DEEP CLEANING and request MLS to not perform the annual deep cleaning for the above listed unit(s). I will be performing the following items included with my Annual Deep Cleaning of my unit.

_____ ANNUAL DEEP CLEANING

_____ CARPET CLEANING

You must check both Annual Deep Cleaning and Carpet Cleaning if you are performing both services, if you wish to have MLS provide the Carpet Cleaning, then only check the Annual Deep Cleaning.

I understand I must submit this form each year for authorization to perform these services myself, I must abide by the required deadlines, and my unit is subject to inspection by MLS to ensure satisfactory completion of the deep cleaning requirements and standards. I understand I will be charged according to Schedule E (maintenance rates) of the MLS Services Agreement for any required services I do not perform satisfactorily.

All Homeowner Annual Deep Cleaning Authorization Forms must be submitted to MLS by April 1st of each year.

Homeowners must complete all annual deep cleaning by September 1st, at which time MLS will inspect the Unit for satisfactory completion of the annual deep cleaning requirements and standards. If Units are not deep cleaned by the deadline, MLS will then perform the task and a \$50 surcharge will be added.

OFFICE USE

Received via _____ Received Date _____

Approved _____ Denied _____

Date Spring Clean was performed: _____ Inspection _____

Notes for Inspection

SCHEDULE D
Houseware and Linen Requirements

Every Unit shall have two more than the number of occupants it sleeps of all glassware, cups, cereal bowls, plates, dinner knives, dinner forks, salad forks, and teaspoons, and the following:

Kitchen

- 2 serving bowls
- 2-quart baking dish with lid
- Colander
- Flashlight (under kitchen sink)
- Large cooking pot with lid
- Medium cooking pot with lid
- Small cooking pot with lid
- 2 skillets (large/deep skillet recommended)
- Cookie sheet or pizza pan
- 9 x 13 baking pan
- 8 x 8 baking pan
- 6 steak knives
- Bottle opener
- Plain cooking spoon
- Slotted cooking spoon
- Spatula
- Kitchen knife set
- Corkscrew
- Cutting board
- Grater
- Measuring spoon
- Measuring cup
- Manual can opener
- Mixing bowl set: 3 mixing bowls
- Vegetable peeler
- 3 potholders
- Coffee maker
- Toaster
- 2 pitchers
- 4 ice trays (if Unit does not have ice maker)
- Blender
- Mixer
- Crock pot

Bathroom Items

- 1 toilet brush with caddy
- 1 toilet plunger
- Hairdryer under each bathroom sink

Bedroom Items

- 2 extra pillows for the guests on the pull-out sofa
- For king beds, if you use standard pillows you need three; if you use king pillows you only need 2
- Bedspreads (preferably something that has a pattern or has color to hide stains better)
- Fitted sheet in place of bed skirts for those beds that have a footboard.
- 2 blankets per bed including sleep sofa.

Schedule E
Housekeeping/Maintenance Rates

Standard Units					
Unit Type	Cleaning Rate	Mid Stay Rate	Deep Clean Rate	Carpet Clean Rate	
Standard Units	1 Bedroom	\$71	\$30	\$200	\$94
Standard Units	2 Bedroom	\$99	\$40	\$275	\$109
Standard Units	3 Bedroom	\$125	\$50	\$350	\$129
Standard Units	St. Moritz	\$105	\$40	\$300	\$115

Non-Standard Units					
Unit Type	Cleaning Rate	Mid Stay Rate	Deep Clean Rate	Carpet Clean Rate	
274, 334	1 Bedroom A	\$72	\$30	\$200	\$94
130	1 Bedroom B	\$81	\$30	\$200	\$84
103, 149, 157, 165, 202, 241, 265, 269, 282, 303, 304, 333, 382, 384	2 Bedroom A	\$104	\$40	\$275	\$109
114, 123, 129, 155, 159, 169, 170, 235, 290, 316, 365	2 Bedroom B	\$100	\$40	\$275	\$109
278, 327	2 Bedroom C	\$104	\$40	\$275	\$109
255	2 Bedroom D	\$109	\$40	\$275	\$109
259	2 Bedroom E	\$105	\$40	\$275	\$109
314	2 Bedroom F	\$105	\$40	\$275	\$109
325	2 Bedroom G	\$105	\$40	\$275	\$109
343	2 Bedroom H	\$105	\$40	\$275	\$109
359, 361	2 Bedroom I	\$109	\$40	\$275	\$109
125, 184	2 Bedroom J	\$110	\$40	\$275	\$109
357	2 Bedroom K	\$109	\$40	\$275	\$109
270	3 Bedroom A	\$145	\$50	\$350	\$139
245	3 Bedroom B	\$139	\$50	\$350	\$145
116	3 Bedroom C	\$131	\$50	\$350	\$144
146	St. Moritz A	\$106	\$40	\$300	\$115
248, 348	St. Moritz B	\$110	\$40	\$300	\$115

Additional carpet cleaning rates may apply for additional cleaning for stain removals.
Additional rate of \$5.00 each applied to Annual Clean to all units that do not have self cleaning oven.

Replacement Inventory and Large Assets Rates	
Cost of Item	Mark up %
Less than \$100	35%
Between \$100 and \$500	15%
Over \$500	12%

Maintenance Labor Rates	
Category	Rate
Minimum	\$20
Hourly	\$35

Replacement Item Approval Requirements	
Cost of Item	Approval Requirement
Less than \$300	No owner approval required prior to replacement
Over \$300	Owner notification and approval required prior to replacement

The HK Rate Sheet will be updated every year and delivered to the owners by Sept 1 each year.
Owners will have 30 days to accept rate changes, failure to accept will result in termination of the agreement

SCHEDULE F
Sales Tax Exemption Form
(On next page)

**Do not send this form to the Streamlined Sales Tax Governing Board.
Send the completed form to the seller and keep a copy for your records.**

This is a multi-state form. Not all states allow all exemptions listed on this form. Purchasers are responsible for knowing if they qualify to claim exemption from tax in the state that would otherwise be due tax on this sale. The seller may be required to provide this exemption certificate (or the data elements required on the form) to a state that would otherwise be due tax on this sale.

The purchaser will be held liable for any tax and interest, and possible civil and criminal penalties imposed by the member state, if the purchaser is not eligible to claim this exemption. A seller may not accept a certificate of exemption for an entity-based exemption on a sale made at a location operated by the seller within the designated state if the state does not allow such an entity-based exemption.

1. Check if you are attaching the Multistate Supplemental form.

If not, enter the two-letter abbreviation for the state under whose laws you are claiming exemption.

2. Check if this certificate is for a Single Purchase Certificate. Enter the related invoice/purchase order # _____.

3. A. Name of purchaser

B. Business address _____ City _____ State _____ Zip code _____

C. Purchaser's tax ID number _____ State of Issue _____ Country of Issue _____

D. If no tax ID number, enter one of the following: FEIN _____

E. Driver's License Number/State Issued ID number _____ State of Issue _____

F. Foreign diplomat number _____

G. Name of seller from whom you are purchasing, leasing or renting _____

H. Seller's address _____ City _____ State _____ Zip code _____

Print or type

4. Purchaser's Type of business. Circle the number that best describes your business.

- | | |
|---|---------------------------------------|
| 01 Accommodation and food services | 11 Transportation and warehousing |
| 02 Agriculture, forestry, fishing, hunting | 12 Utilities |
| 03 Construction | 13 Wholesale trade |
| 04 Finance and insurance | 14 Business services |
| 05 Information, publishing and communications | 15 Professional services |
| 06 Manufacturing | 16 Education and health-care services |
| 07 Mining | 17 Nonprofit organization |
| 08 Real estate | 18 Government |
| 09 Rental and leasing | 19 Not a business |
| 10 Retail trade | 20 Other (explain) _____ |

Circle type of business

5. Reason for exemption. Circle the letter that identifies the reason for the exemption.

- | | |
|--|---|
| A Federal government (Department) _____ | H Agricultural Production # _____ |
| B State or local government (Name) _____ | I Industrial production/manufacturing # _____ |
| C Tribal government | J Direct pay permit # _____ |
| D Foreign diplomat # | K Direct Mail # _____ |
| E Charitable organization # _____ | L Other (Explain) _____ |
| F Religious organization # _____ | M Educational Organization # _____ |
| G Resale # _____ | |

Circle or check reason for exemption

6. I declare that the information on this certificate is correct and complete to the best of my knowledge and belief.

Signature of authorized purchaser _____ Print name here _____ Title _____ Date _____

Sign here

Name of Purchaser

State	Reason for exemption	Identification number (if required)
AR		
GA		
IA		
IN		
KS		
KY		
MI		
MN		
NC		
ND		
NE		
NJ		
NV		
OH		
RI		
OK		
SD		
TN		
UT		
VT		
WA		
WI		
WV		
WY		

SSUTA Direct Mail provisions are not in effect for Tennessee.

The following nonmember states will accept this certificate for exemption claims that are valid in their respective state. SSUTA Direct Mail provisions do not apply in these states.

State	Reason for exemption	Identification number (if required)
XX		
XX		
XX		
XX		
XX		

SCHEDULE G

NO SETUP POLICY

- **The No Setup Option will be offered, to homeowner stays only.**
- **No Setup fees will be \$30 for one bedroom, \$40 for 2 bedroom and \$50 for a 3 bedroom.**
- **When housekeeping staff remove all linens and towels they will leave any unused toilet paper and paper towels in the unit.**
- **No Setup must be requested in writing (via the Booking Center notes section or by contacting the Housekeeping Manager by email if you rent through Snowshoe) no later than 24 hours before the last renter checks out.**
- **Unless the proper notification is received by the Housekeeping Manager, rooms will be fully cleaned and fully set up as soon as practicable after a checkout.**
- **Once a room has been fully setup, the homeowner will be charged for a full setup with no exceptions.**
- **To avoid conflicting directives to housekeeping, if a unit is managed by a property manager other than the homeowner (except those managed by Snowshoe), then the property manager is the party who must request the No Setup Option.**

In order to protect this important homeowner perk, the above stipulations must be strictly adhered to by all homeowners and Mountain Lodge staff.