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Bryce Mountain
Management & Maintenance
Bryce Mountain Escapes

Overview: Short-term Rental Property Management Services

ABOUT US:

Thanks for your interest in Bryce Mountain Escapes! We help property owners make homeownership and mountain getaways enjoyable in the Basye-Bryce Resort area. We're a locally owned small business with offices in the community, operated by staff from the community, for our community. Owning a home in the mountains requires continuous care. You and your guests come to rest and relax. We do the work, so you can play…or do nothing at all.

Bryce Mountain Escapes is our guest-facing rental brand. **Bryce Mountain Management & Maintenance LLC** (“BMMM”) is the company you'll contract with as a property owner, and the name we use throughout this document.

GETTING STARTED:

Onboarding typically takes two to four weeks once your home is rental-ready, depending mainly on photographer availability. Your written (email) authorization to proceed is all we need to get started — we don't require a signed agreement — and there's no onboarding fee.

That authorization is subject to our Host Terms of Service, which governs our working relationship. The Host Terms of Service is contractual but doesn't require a signature and has no defined term.

Please note that we maintain a moratorium on new property onboarding during two seasonal blackout periods: approximately the week before July 4th through the third week of July, and the weekend before the Christmas/New Year's holiday through the MLK holiday in January.

HOW WE HOST:

For homeowners new to short-term rentals, we will host your property on our booking channels — our direct-book website (www.brycemountainescapes.com), Airbnb, VRBO, Booking.com, Savvy, Find Rentals, Whimstay, and Google Vacation Rentals. For homes that meet specific quality requirements, we will also list your property on Homes & Villas by Marriott Bonvoy.

For existing short-term rental properties, we can host your home by either transitioning your listing to our merchant account (preferred) or host the property from your existing Airbnb account. For existing VRBO listings, we'll transition your property and historical guest ratings to our merchant account. While we're set up to handle everything on your behalf, we can tailor our services to accommodate your participation in the rental process, if desired.

Switching from a self-managed property or another property manager requires careful coordination. We generally prefer to let pre-existing future reservations run out on their original listing, with you compensating the prior manager or host under those original terms, but from day one we require full takeover of guest communications, maintenance, and housekeeping. We charge a reduced service fee for managing these pre-existing reservations. If guest payments for those reservations are deposited anywhere other than our trust account, we'll bill you separately for our fees on those reservations.

Our hosting options give us full visibility into your property's reservation flow (check-ins/outs). This allows us to timely complete (1) turnover cleans, (2) property inspections, and (3) maintenance work orders. Mutual success depends on our ability to manage our resources efficiently and timely address your guest's and property's needs.

OUR FEE:

We price our services differently than typical real estate & property management professionals (generally a % of revenue). We charge a fixed service fee per reservation, which we set at the greater of $50 or 20% of room-rate revenue for a three-night, non-holiday weekend stay.

> **Example**
>
> A typical (non-holiday) weekend at $150 Thursday and $175 Friday & Saturday totals $500 in room-rate revenue. Our fixed fee is 20% of that baseline — $100 — for every reservation we book and collect payment on, regardless of the reservation's actual length or whether it falls on a holiday.

Unlike typical commission models, our fixed fee is based on rental revenue only, which excludes the housekeeping fee (and hot tub fee, if applicable). Because our service fee is fixed, any upside rental revenue from longer stays and/or premium holiday rates accrues solely to you.

Property owners are responsible for monitoring rental activity. At either the owner's or our request, we'll periodically benchmark your property against other local STRs using Claude AI and data from our AirDNA subscription. We then discuss prospective rental rate adjustments and new amenities to improve your earnings. All decisions affecting rental pricing and revenues are solely your responsibility. We execute your decisions. We adjust your property's pricing terms only with your express permission.

CONTRACT TERM & TERMINATION:

We don't require a defined contract term. Either you or BMMM may terminate our arrangement with 30 days' written notice. Reservations falling after your termination date are handled one of three ways: we honor the reservation and our service fee still applies; we pay the guest an inconvenience fee (at least $100) to induce them to cancel; or, if we rebook the guest into another property, you're responsible for any rent differential.

OWNER USE OF YOUR PROPERTY:

You're welcome to book your own property as often as you'd like — there's no cap on the number of days or reservations. If you block time for yourself of one month or longer, a non-renting member fee of $35 per month blocked applies. When you do stay, you'll pay a discounted housekeeping fee, typically 15–20% less than the guest housekeeping rate.

VALUE FOR OUR FIXED FEE:

When we host/list your property, the following services are covered by our fixed booking fee:

Listing & Marketing

- Make an initial walkthrough with you and provide recommendations on improvements, de-cluttering, cleaning, safety matters, amenities, security of owner personal property (i.e., owner closet), etc.
- Arrange for professional property photos and drone shots at our expense/investment.
- Prepare your property listing and host it in our property management system.

- Integrate your listing with our booking channels including our direct-book website, Airbnb, VRBO, Booking.com, Whimstay, Savvy, FindRentals, Google Vacation Rentals, and potentially with Homes & Villas by Marriott Bonvoy.

Guest Services

- Respond to guest correspondence and questions (usually within 5 minutes) between 8am–8pm Sunday–Thursday and 8am–10pm Friday & Saturday. An auto-responder advises guests at all other times that we'll get back to them in the morning. If guest messages after hours about a property emergency, the auto-responder provides the number for our 24/7/365 emergency call center.
- Accept or book guest reservations.
- Address guest service requests during their stay on-mountain, prepare guest reviews, and act upon guest feedback. We handle negative-review disputes and damage-compensation claims directly with guests and booking platforms, and keep you informed of any issues and how we resolve them.
- Use an AI-based unified communication inbox/dashboard, which centralizes guest communications from all booking channels and communication mediums. AI answers fact-based guest questions but elevates all other questions to our hospitality manager. Our AI agent actively sells bookend nights for guests that may want to extend their stay.
- Provide a toll-free property emergency call center (24/7/365) who contacts our after-hours and holiday on-call tradesmen or maintenance technicians.
- If a major maintenance issue arises before or during a guest stay that temporarily makes your property uncomfortable or unsafe, we can usually accommodate your guest in a comparable property (preserves guest goodwill and avoids a bad rating).

Property Care

- Perform check-in inspections to verify property is ready before guest arrives.
- Perform check-out inspections to verify guests followed check-out instructions, didn't cause damage, trash was removed, dishwasher was run, etc.
- Schedule housekeeping & linen/towel change (cleaning, restock basic consumable supplies — we provide linens & towels, paper towels, toilet paper, dish soap, dishwasher pods). Guests pay for housekeeping; we recommend annual deep cleans for an additional fee, which may be necessary prior to listing.
- Promptly address maintenance matters (ensure everything is working properly and is presentable) billed at $75/hour (¼-hour increments) and materials billed at our out-of-pocket cost (no mark-up). Holidays, Sundays & after-hours billed at $150/hour. Routine maintenance is billed this way; major repairs requiring outside contractors or trades are passed through to you at actual cost, with no markup. We recommend semi-annual preventative maintenance for an additional fee.
- Monitor snow events and schedule plowing of parking areas and shoveling/salting walkways to the entry door prior to or during guest stays (grounds care and/or maintenance fees apply).
- Pick up trash after every guest check out.

Compliance & Financial

- Maintain a separate Trust Account with FirstBank of Virginia, which is fully segregated from Bryce Mountain Management's operating funds.
- Securely collect payment from guests & remit net proceeds monthly to you with detailed monthly activity & accounting statements.
- Maintain a $250,000 fiduciary bond.

- Annually (by mid-February), prepare and provide federal tax/1099-MISC forms (including a supplemental 1099 schedule of gross revenue and expenses).
- Coordinate with your HOA on your behalf concerning Short-term Rental reporting and HOA issues that may arise from rental guests.
- Coordinate permitting and inspections with Shenandoah County for homes up to four bedrooms (Note: we don't host 5+ bedroom properties unless the owner has secured a Special Use Permit.)
- We withhold and remit your annual Shenandoah County STR permit fee on your behalf. Withholding occurs in December of each year and remit to the County in January for the following year's permit renewal.
- Remit Shenandoah County occupancy tax and Virginia sales tax collected from rental guests (i.e., under our merchant accounts rather than your individual property). BMMM is responsible for timely and accurate remittance.
- Advocate on your behalf with Shenandoah County and HOAs for commonsense STR ordinances and rulemaking.

Owner Tools

- Provide you direct access to your property via our Owner X app and web portal where you can make owner reservations, monitor guest reservations, monitor and request maintenance work orders, review your monthly activity/financial statements, and download annual 1099 supplemental revenue & expense statements.
- Provide owner & guest access to our private pool at our office on Orkney Grade. We try to open it a week before Memorial Day and close it a week after Labor Day. Other than the Lake, it's the only swimming option around for non-member visitors to Bryce Resort.
- Monitor your rental performance and pricing relative to the Basye-Bryce Resort market via our AirDNA Advanced subscription.

FEE STRUCTURE RATIONALE:

When you retain us to become your property manager, we perform the above services routinely regardless of whether or how often your property rents. We're compensated for these services (via our fixed booking fee) only when your property rents — we make money when you make money. This arrangement motivates us to maximize your bookings (2-night minimum is standard, with 3-night minimum during holiday periods).

However, for grounds care, maintenance, quarterly pest control, and other property-related services, we charge these items to your account in the month performed. This is consistent with how you would pay for such services if self-managed. We don't “nickel & dime” our clients; rather, we want you to see and understand everything that we do on your behalf and our focus on keeping your property in top condition.

Property-related services will fluctuate throughout the year depending on a variety of factors including weather, age of your home, quality of prior preventative maintenance, and usage. Any service item that we expect to exceed $250 requires your express consent prior to us performing it.

OPTIONAL RENTAL DAMAGE PROTECTION INSURANCE:

For guest reservations made through any source EXCEPT Airbnb, you may opt to purchase a rental insurance/damage protection policy for $45 (from rental proceeds) applicable to the guest reservation. The insurance policy covers $1,500 property damage/loss, $1,000,000 liability, and up to $15,000 for bed bug remediation ($5,000 max up to three rooms). Airbnb offers comparable insurance (Air Cover) at no cost to the host. **You may opt-out of our rental insurance program and elect to self-insure**. Please note, however, that we do not collect security deposits from rental guests.

SMART LOCKS REQUIRED:

We use RemoteLock access management software, which requires a compatible WiFi-enabled Smart Lock. If you have one, please share the make/model so we can check compatibility. Otherwise, we will provide a Key-In-Code Series 3500 WiFi-enabled smart lock. Every rental property in our portfolio has a compatible Smart Lock that integrates with our property management system. Guests automatically receive unique access codes only for the duration of their stay – they love this self-check-in feature.

You will receive a permanent owner code with unrestricted access to your property. Any reservations that you make for family & friends will also receive unique access codes. Our team members (maintenance, housekeeping, inspectors, contractors) have unique codes so we know who has entered your home, and when. For added access security, we receive an email notification each time a non-employee contractor enters your home.

Our lock management dashboard allows us to monitor your lock status (locked, unlocked, offline), battery life, and all access events. We can adjust guest check-in/out times to accommodate special requests (if available).

Our Key-In-Code smart lock deadbolt and passage (non-locking) lever/knob or smart lock lever (no deadbolt) costs $420–450 depending on door configuration. This price includes the smart lock, new passage lever/knob (if necessary), four AA batteries, installation, and an annual software subscription. After the first year in service, we will bill your account $12 monthly (per lock) to maintain your software subscription.

PROPERTY STANDARDS & RECURRING SERVICES:

1. *Bedding protection*. We require all beds to have mattress bedbug encasements, mattress pads, and pillow protectors. We can purchase and install for you if you don't have them, which you'll reimburse to us from the proceeds of your first reservation(s). Reimbursement is at our out-of-pocket cost for materials, plus labor (usually $25–40) to install.
2. *Bedding & bedding laundry*. Our market-competitive housekeeping fee (paid by guests) includes linens & towels. However, it doesn't include laundering owner property such as comforters, bedspreads, blankets, pillow protectors, mattress pads, shower curtains and other small washable items. We periodically need to clean these items (less if you don't allow pets). We will launder them (at our housekeeper's discretion) for an extra fee, ranging from $20 to $2 per item (set forth in service agreement).
3. *Batteries & bulbs*. We stock these in each unit — we call them *Essentials Kits* — for $15. The Kit includes four each AAA & AA Energizer batteries, two Energizer 9V batteries, and four Sylvania LED 60W equivalent bulbs. These are the most common maintenance items needed by guests, housekeeping, inspectors, and maintenance personnel. Specialty bulbs will be purchased and billed to your account if applicable and when needed.
4. *Household items*: We require our properties to contain the following items: vacuum cleaner and/or Swiffer Wet Jet, broom & dustpan, 2-A:10-B:C fire extinguisher, smoke detector in every bedroom and one per floor (at least one of which must be a smoke/CO detector if the home has a fireplace, gas logs, pellet stove, or woodstove), and a modest first aid kit.
5. *Owner's Closet*: While not a requirement, we highly recommend owners designate one or more closets or cabinets (depending on volume of personal items) with keyed or electronic locks. In our experience, if a guest can access personal items they will use them.
6. *Hot tub service (if applicable)*. If you have a hot tub or are considering adding one to increase the attractiveness of your property, we require hot tub maintenance between reservations or at least once/month during slower periods. Our local contractor is flexible with services tailored to your reservation flow and particular hot tub requirements. Service visits are $75 and include

chemicals. Filters and other maintenance items are billed at cost. Water changes (quarterly for chemical tubs, annually for salt tubs) are $150.

7. *Pest control/extermination*. We require quarterly interior & exterior treatment to reduce the invasion of spiders, wasps, flies, stink bugs, and lady bugs (especially on unseasonably warm days during cooler weather months). We have a master-contract with PestNow. Prices range from $90 (single family home) to $40 (condominium interior only) per quarter. Service quality is guaranteed with no-cost callbacks. You can include annual termite protection for an additional $110 per year.
8. *Yard/lawn/landscaping maintenance (if applicable)*. We want to create a favorable guest experience, the most important of which is first impressions. We keep your landscaping free of fallen branches, leaves and weeds, lawns (if applicable) mowed, trees/shrubs trimmed, gutters cleaned, and driveways (if not paved) free of weeds. We also plow snow from driveways, shovel walkways to the entry door, and apply ice melt during winter storms. We provide these services at an affordable rate and keep an eye on your property at least bi-weekly. Grounds keeping and snow shoveling fees are $50/hr and snow plowing is $100/hr billed in ¼ hour increments.
9. *Firewood.* We have two firewood contractors that weekly ensure seasoned quarter-split hardwood is delivered and stacked (generally ¼ cord at a time) between October and March. It's $400/cord (or about $100 per re-stock delivery for ¼ cord). Or you can choose to not offer firewood, and we'll advise guests to purchase it by the bundle at the kiosk in our office parking lot or at the Basye Community Store.
10. *Chimney inspection/cleaning.* We arrange for a chimney inspection once per year (and cleaning if necessary) in the summer when pricing is favorable. Generally, inspections are $100 and an inspection + cleaning is $200. Note: homes with gas logs retrofitted into wood-burning fireplaces do not require annual inspection or cleaning provided the flue was inspected/cleaned prior to retrofit.
11. *Gutter cleaning.* If your home has gutters, we will clean them at least once per year, usually in early December after leaves have fallen. Some homes may require more than one cleaning per year.
12. *HVAC Filters*. Keeping your HVAC filters clean improves the quality of your home's cooling and heating performance. For homes with central heating and cooling, we purchase bulk-packs of filters (usually 12) and change them every three months. For mini-splits, we clean washable filters twice per year in the spring and fall. For homes with baseboard heat and window/thru-wall air conditioners, we clean the washable filters once per year in the springtime.
13. *Frozen pipes prevention*. For homes built on piers with exposed water lines, we require heat tape, which we activate in mid-October and deactivate in mid-April. During periods of particularly cold temperatures (< 15 degrees), we perform heat checks for your home, and turn the main water supply off if unoccupied during a bitter cold snap.

ADDITIONAL PROPERTY OWNER RESPONSIBILITIES:

Several costs and responsibilities always remain yours, regardless of our management. Please talk to us about how we can help you save money and reduce hassle.

1. *Property & Liability Insurance.* You're responsible for ensuring your homeowner's or condo owner's insurance adequately covers your risk of injury, damage, or loss. BMMM is not responsible for insurable risks caused by rental guests.
2. *Certain Expenses:* You're responsible for timely payment of real estate taxes, property taxes, HOA fees, and applicable utilities. We request owners to name us as an authorized party on your property's electric, internet, and propane (if applicable) accounts. Doing so will allow us to resolve service and technical issues faster on your behalf.

3. *Special property promotions*. We make your unit available on our booking channels, advertise in the Shenandoah Valley Travel Guide, and maintain a web link on Bryce Resort's website, but we don't have the capacity to market or promote any particular property unit. We encourage our owners to promote their properties however they'd like. We will support you in any way we can!
4. *HVAC maintenance*. We recommend preventative maintenance at least once per year. Ask us about our master contract with a reliable provider that's highly responsive.

We know this is a lot of detail. In this business, every detail matters! More details to come if you decide to join our growing family of property owners.

EXHIBIT A

Services & Pricing Comparison

For your reference, the table below positions our services and fee model against other vacation rental managers active in our area and against two of the larger national operators. Figures are current as of June 2026 and drawn from each company's published owner-facing materials; sources are listed at the end.

Service / Feature	Bryce Mountain Management	Blue Maple (local/regional)	Vacasa (national)	Evolve (national)
Footprint	Basye / Bryce Mountain only	Shenandoah Valley + eastern WV, ~160 homes	Multi-state / national	National, no in-house local ops
Booking channels	Direct-book site, Airbnb, VRBO, Booking.com, Savvy, FindRentals, Whimstay, Google Vacation Rentals; qualifying homes also on Homes & Villas by Marriott Bonvoy	Direct-book site, Airbnb, VRBO + 10+ other sites (not individually published)	Own site/network plus Airbnb, Vrbo, Booking.com, and other third-party channels (full list not published)	evolve.com plus direct partnerships with Airbnb, Vrbo, Booking.com, Expedia, Google Vacation Rentals, Hopper, and Homes & Villas by Marriott Bonvoy
Fee model	Fixed fee: greater of $50 or 20% of a 3-night baseline weekend; excludes housekeeping & hot tub fees	25% of revenue; excludes guest-paid cleaning/booking fees & taxes	~18–35% of revenue (often ~30%); cleaning/hot tub/damage-waiver billed to guest separately	10% (Core) / 15% (Plus) of revenue + one-time $250 onboarding; excludes cleaning & maintenance entirely
Fee on a $500 baseline weekend	$100 (fixed — doesn't rise with longer/holiday stays)	~$125 (25%)	~$125–175 (25–35%)	~$50 (10%) — plus owner-arranged cleaning/maintenance not included
Onboarding timeline	~2–4 weeks once home is rental-ready; email authorization only, no onboarding fee	~2–4 weeks (new rentals ~4 weeks)	Not publicly specified	~4 weeks via guided sign-up; one-time $250 onboarding fee
In-house local maintenance	Yes — staff + local trades, $75/hr (¼-hr increments); major repairs passed through at cost, no markup	Yes — sourced local trades	Limited, largely outsourced, varies by market	No — owner sources and pays own provider
In-house housekeeping	Yes — all cleaners are employees, for quality control; no contractors	No — cleaners paid per-clean ($80–$120), work independently; contractor model	Mixed — increasingly independent contractors rather than employees in many markets	No — owner sources and pays own cleaner

In-house inspections	Yes — all inspectors are employees, coordinating directly with maintenance & housekeeping to ensure properties are guest-ready	Not separately offered — readiness checks folded into the cleaner's visit, not a dedicated role	Partial — a 140-point check is bundled into the housekeeper's cleaning visit, not a separate inspector	No — relies on owner's own cleaning crew for readiness
Turnover housekeeping	Arranged & scheduled; guest pays fee	Arranged by Blue Maple	Arranged by Vacasa; guest-paid fee	Owner arranges & pays local provider directly
Grounds care / snow removal	Yes, fee-based, biweekly+ checks	Not publicly specified	Not typically offered	Not offered
Hot tub servicing	Yes, $75/visit; includes chemicals	Not publicly specified	Guest-paid hot tub fee, contractor-serviced	Not offered
Pest control	Yes, quarterly, master contract	Not publicly specified	Not typically offered	Not offered
HOA liaison	Yes, direct coordination on STR matters	Not publicly specified	Not offered	Not offered
County STR permitting	Yes, Shenandoah County (≤4BR)	Yes, registration & tax remittance in its jurisdictions	“Where legally allowed,” generic	Discounted tax/licensing help, Plus/Pro only
Occupancy/sales tax remittance	Yes, under Bryce merchant account	Yes	Varies by market	Some locations only
Local regulatory advocacy	Yes — County & HOA rulemaking	Not advertised	No	No
Smart lock hardware & software	Provided & installed ($420–450)	Not publicly specified	Owner-provided, must be compatible	Owner-provided
Trust account segregation	Yes — FirstBank of Virginia	Not publicly specified	Not advertised	Not advertised
Fiduciary bond	$250,000	Not publicly specified	Not advertised	Not advertised
Guest support hours	8a–8p Sun–Thu, 8a–10p Fri/Sat (~5-min response target)	8am–midnight, 365 days	24/7	24/7
Owner portal/app	Yes — OwnerX	Not publicly specified	Yes	Yes — Owner App
Owner personal-use policy	Unlimited owner reservations; $35/month fee for blocks of 1+ month; discounted (~15–20% off) owner housekeeping rate	Not publicly specified	Not publicly specified	Can block anytime; recommends keeping ≥6 months/year available
Contract term / exit	No defined term; either party may terminate with 30 days' written notice	1–3 year contract	90 days' written notice; no refund; keeps listing & reviews if owner leaves	No long-term contract
Switching from an existing manager	Reduced service fee on pre-existing reservations during transition; requires full takeover of guest comms, maintenance & housekeeping	Coordinates directly with prior manager; will rework underpriced existing reservations with owner's OK	Not publicly specified	Not publicly specified

Pool/amenity access	Yes — private shared pool, seasonal	No	No	No
1099 tax prep	Yes, by mid-Feb + supplemental revenue/expense schedule	Not publicly specified	Standard	Standard 1099-K

Sources

Vacasa: vacasa.com/homeowner-guides/vacation-rental-management-fees; awning.com/post/vacasa-owner-contract; operto.com/blog/vacasa-owner-agreement.

Evolve: evolve.com/support-faq; evolve.com/owner/vacation-rental-management.

Blue Maple: staybluemaple.com/property-management.