

THE WESTIN
RESORT & SPA
WHISTLER

THE WESTIN RESORT & SPA, WHISTLER OWNER INFORMATION PACKAGE

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INTRODUCTION

We welcome you as an owner of The Westin Resort & Spa, Whistler !

This Owner Information Package has been prepared as an introductory summary for new owners and a refresher for existing owners. If you have any questions, please do not hesitate to contact myself, Lindy Chapman - Owner Relations Manager. I will be your direct contact at the hotel for any of your questions, bookings, or inquiries.

My contact details are as follows:

Direct line: 604-935-4302
Email: owner.relations@westinwhistler.com

My office hours are typically Monday to Friday from 8:30 am to 5 pm, with statutory holidays off.

Please ensure all owner related requests are done through Owner Relations.

HOTEL OVERVIEW

STRATA CORPORATION

Strata Corporation LMS4089 is located at 4090 Whistler Way, Whistler, BC and is comprised of 588 strata lots of which there are:

- 400 hotel rooms that are owned by individual owners such as yourself (the “Owners”),
- 19 hotel rooms that are owned by timeshare owners, and
- 169 other commercial areas and parking stalls within the property that are owned by Cressey Whistler Project Corporation (“Cressey”), the original developer of the property.

WRM Strata Management & Real Estate Services is the strata manager retained by LMS4089 and assists the Strata Council with the management and maintenance of all the common property and assets for the benefit of all 588 strata lot owners.

MARRIOTT INTERNATIONAL, INC.

Marriott International, Inc (www.marriott.com) is the world’s largest hotel chain with over 8,000 properties in 139 countries and territories. Today, the company’s presence in Canada has grown to more than 275 properties spanning 19 brands including The Ritz-Carlton, St Regis, JW Marriott, The Luxury Collection, W Hotels, Marriott, Sheraton, Delta, Le Meridian, and the Westin, to name a few. The company also operates the award-winning Marriott Bonvoy loyalty program.

The 400 hotel rooms that are owned by the Owners operate as a hotel (the “Hotel”) under the Westin premium brand and are governed by a franchise agreement with Marriott. As a

franchised property, there are no additional benefits or special privileges extended to the Owners for other Marriott properties.

Each hotel room decor conforms to the Westin brand standard and cannot be altered by Owners. This ensures consistency throughout the Hotel and meets the expectations of our guests.

HOTEL MANAGEMENT AND OVERVIEW

The Hotel is managed by Evolution Hospitality under its subsidiary OHR Whistler Management Ltd. (“the Hotel Manager”). The Hotel Manager and each of the Owners are party to a Hotel Management and Rental Pool Agreement for the provision of management services regarding the hotel operations. The Hotel Manager has operated the Hotel since it opened in 2000.

Cressey, as the developer, retained ownership of 169 strata lots, which areas include the lobby, restaurant, meeting rooms, lounge, retail stores, employee housing and the parkade. At incorporation, Cressey entered into 99-year leases with the Strata Corporation to lease out to the Strata Corporation the strata lot areas containing the lobby, restaurant and, meeting rooms at 4.0% of the Hotel’s gross revenues. The Strata Corporation then sub-leased these strata lots to the Hotel with the same lease terms. The Hotel also entered into smaller leases directly with Cressey for the employee housing, sales office, cafeteria and the health club.

The General Manager of the Hotel is primarily responsible for the operation of the Hotel on a full-time basis and is supported by the Executive Committee members and Leadership team. The Hotel also has an Owner Relations contact, a person responsible for corresponding with Owners as well as handling owner reservations and booking requests. The Hotel Manager has also entered into a License Agreement with Westin Hotel Management L.P.

RENTAL POOL COVENANT - PHASE II

The Resort Municipality of Whistler (RMOW) has registered a Section 219 covenant on the title of many hotels in Whistler including our Hotel. The covenant is a Rental Pool Covenant for Phase II properties whereby the Owner generally may use their hotel room for no more than 56 days in a year, of which not more than 28 days shall be in the Winter Period and not more than 28 days shall be in the Summer Period. On any given night the total Owners usage may not exceed 50% of the strata lots.

The Owner must reserve 6 months in advance to ensure they get the booking dates they request. When the Owner uses their unit, it is taken out of the rental pool. The terms of the Phase II Rental Pool Covenant are described in the “Seasonal Residential Use” section of the covenant.

This covenant is good for Whistler tourism as it preserves a high inventory of warm beds and allows a high turnover of visitors, something that other resort towns do not have.

The Phase II covenant also means that Owners are **not** allowed to rent out their unit themselves. It is the Hotel Manager’s responsibility to rent out any available inventory on behalf of the Owners to the public. Owners may have guests stay in their unit but are not able to

accept financial gain from this. A copy of the Phase II Covenant is available on the Owners website under the Owner Information tab.

STRATA AND OWNERS' COUNCIL

The Owners Council (OC) discusses topics directly related to Owners and their units such as hotel operations, owner concerns or upcoming projects for areas leased or owned by the Owners.

Current members of the OC include:

Surrinder Chahl, Eric Foos, Derek Lee, Edwin Shiu, Mick Slivecko, Gary Wong, Brent York,

The Strata Council (SC) discusses topics related to all 588 strata lot owners including those areas involving the common property and assets, retail space or parking. The SC is governed by the Strata Property Act

Current members of the SC include:

Surrinder Chahl, Eric Foos, Derek Lee, Edwin Shiu, Mick Slivecko, Gary Wong, Brent York

Meetings are typically held in Vancouver or by Zoom on the last Wednesday of every other month. Any strata lot owner is welcome to attend SC meetings but will need to arrange with the Strata Manager for an invitation to attend an OC meeting.

HOTEL COMMUNICATION & INFORMATION

The Owner's website is a great source of information and is updated regularly with information: <https://westinwhistler.ownerrelations.com/>.

Please contact Owner Relations if you need assistance registering or accessing the Owner's website.

The Hotel Financial Operating Summary and the Hotel Expenses are posted between the 20th and 25th of each month on the Owner's website under the Report on Business tab. The monthly financial statements for your unit are posted under the Monthly Statements tab.

The General Manager and Council may also periodically email messages to Owners.

SOCIAL MEDIA

Social media is extremely influential in how travellers now make travel decisions. Feedback from other guests is just as important as our own communications. If you have a spare moment, please share your positive feedback on Trip Advisor (www.tripadvisor.com). It takes just a few minutes and no account set up is necessary. This has become an important part on how potential guests decide which hotel they are going to stay at for their vacation.

It is best to address any service-related matters right away during your stay. Either contact the Guest Experience Director, Owner Relations, or the Manager on Duty at the front desk

immediately to assist you with any concerns you have or to provide them with any constructive comments.

Lindy Chapman, Owner Relations Manager

Direct line: 604-935-4302

Email: owner.relations@westinwhistler.com

Manager on Duty

Direct line: 604-935-4332

Marriott will also email you a survey a few days after your departure. This survey also takes a few minutes to complete. Your good ratings will assist us in driving more business.

CLEANING FEES

While staying at the Hotel under an Owner booking request, there are no extra check out cleaning fees that an Owner will have to pay at the end of each stay.

PET FRIENDLY HOTEL

As part of Westin's brand standards, we are a pet friendly hotel. There are no fees for Owners or regular guests who wish to bring their pets to the Hotel. We do require a pet waiver to be signed. We will provide a Heavenly Dog Bed with food and water dishes after check in.

PARKING & SKI VALET

All guests, including Owners, may use the valet & self parking options, as well as ski & bike valet services. There is an additional cost for Owners as these services are operated by third parties.

OWNER LOCKERS

You will have access to your personal owner locker when staying in your unit. You should have received your locker key from the previous owner at the time of completion and possession of your unit. Owner Relations does not have a master key for any of the owner lockers. We do recommend that you provide a copy of your key to Owner Relations in case access is required by the Hotel in future (i.e. any future renovations). Otherwise, the cost of any locksmith may be charged back to the Owner. The hotel is not responsible for the contents of the locker.

INSURANCE

For greater clarity, Owners do not need to purchase any additional insurance for their unit unless they want coverage for their owner locker. The owner locker within your unit is the only area not covered by the Hotel's insurance policy. If you are storing anything valuable in your owner locker, we strongly recommend that you purchase additional insurance or have it added to your residential policy. The Hotel will not be responsible for any lost or stolen items from the

owner locker. A copy of the latest Hotel insurance certificate is included in the annual Notice of AGM package that was sent out. The Notice of AGM is also posted on the Owner's website.

NON-RESIDENT OWNERS

NR4 forms are prepared by Owner Relations and approved by the finance department before being sent out to non-resident Owners. We aim to have the NR4's sent out by email to all non-resident Owners by early March.

Submit the NR4 and your December monthly financial statement to your accountant for your income tax preparation. The Hotel Manager will directly submit a copy of all NR4's annually to Canada Revenue Agency (CRA).

We were informed in February 2013 that Form 805 Non-Resident Waivers are no longer required by CRA and we will no longer be issuing them.

The Hotel Manager will not provide any recommendation or guidance to any Owner (Canadian or non-resident) related to income tax matters. Owners should seek their own professional tax advice.

GST/PST

The Hotel Manager submits to CRA on behalf of Owners all the taxes collected on revenues, net of input tax credits. Please consult with your tax advisor whether you should file an annual GST form with a "Nil" balance. The Hotel Manager also remits all Provincial Sales Tax to the Ministry of Finance.

The Hotel Manager upon request will provide a GST form 506 "Election and Revocation of an Election Between Agent and Principal". The Owner is not required to submit the form to CRA but should keep the form in case of an audit.

<https://www.canada.ca/en/revenue-agency/services/forms-publications/forms/gst506.html>

PROPERTY TAX

The Hotel Manager pays the property tax on behalf of the Owners on the due date set by the Resort Municipality of Whistler. Property taxes are reflected on your monthly financial statements. From January to June, we deduct monthly instalments based on the forecasted tax amount. After we receive the property tax notice, there will be an adjustment to reflect the actual amount due.

The only exception to this is when the Owner's unit is in a deficit balance at the end of April. We would then ask those Owners to bring their unit to a zero balance prior to our payment of the property taxes. Otherwise, the Owner will be personally responsible to pay the property taxes directly to the Municipality.

The amount shown on your property tax notice is based on your unit only. The amount of property tax we deduct also includes your proportionate share of the Hotel leased & common area's taxes as well.

OWNER'S RESORT CARDS

An Owner's Resort Card can be issued to each Owner on title for your unit. Owners must present their Owner's Resort Card to receive benefits outlined above. If you lose your Owner's Resort Card, it may take Owner Relations one week to order you a new card.

OWNER BENEFITS

- 50% discount off food and non-alcoholic beverages in both the Grill & Vine Restaurant and the Fire Rock Lounge.
 - Take out from the Grill & Vine or Fire Rock, Grab & Go items, In-Room Dining, and Refreshment Centre are not eligible for the discount.
 - Discount is available for up to 4 people maximum per unit owned.
 - Discount is non-transferrable and for Owners ONLY – please present your Owner's Resort Card to your server. If you do not have your card with you, the full amount will be charged and non-refundable.
 - Meals can be charged to the room if staying at the Hotel or settled by credit or debit card. Discount must be applied at the time of paying the bill in the restaurants and cannot be adjusted at front desk.
 - Discount is also available to Owners not staying at the Hotel.
 - Discount is not available for Christmas Day Brunch, Christmas Dinner, New Years Dinner or any Specialty Menus.
 - Please note that an automatic 20% gratuity will be added to your Grill & Vine or Fire Rock bill. The gratuity is on the full amount of the bill prior to the discount being applied.
- Complimentary wireless internet
- VIP bathroom amenities in room
- Evening housekeeping service available on request
- Friends and Family rates available on request for The Westin Resort & Spa, Whistler subject to availability
- Parking Discounts
 - Owners receive a discounted parking rate of \$30+tax/night for self parking, or \$34+tax/night for valet parking (Subject to change)
 - Valid for owner pool bookings only
- Owners may use the Hotel facilities free of charge year-round (even if you are not staying at the Hotel). These facilities include the indoor/outdoor all-season pool, gym, and soothing hot tubs. To use the facilities (if you are not staying at the Hotel) you will need to present your Owner's Resort Card to the front desk agent, and they will provide you with a key to access the gym and pool areas.

Retail Discounts:

- The Spa at Whistler: 20% off regular priced treatments (blackout dates may apply – please make a booking in advance)
- 15% discounts on your purchases at the “Shops at the Westin”. Please present your Owner’s Resort Card for discount (some restrictions may apply)
- 10% discount at the Whistler Blackcomb store. Please present your Owner’s Resort Card for discount (some restrictions may apply)

FINANCIAL STATEMENT AND DISTRIBUTIONS

DISTRIBUTIONS

Individual Owner’s Distribution Share means, for each Owner, a fraction of the Cash Available for Distribution multiplied by a fraction whose numerator is that Owner’s Individual Owner’s Distribution Entitlement and whose denominator is the aggregate of all Owners’ Individual Owner’s Distribution Entitlements, provided that if any Individual Owner’s Distribution Entitlement is a negative amount it shall be deemed to be zero for the purposes of determining either the numerator or the denominator of such fraction.

The reason for the current distribution method versus a distribution based on IUD is because the latter does not take into account Owner’s usage. For example, an Owner can have a high IUD but a low cash available for distribution due to high Owner’s usage.

EXAMPLE

Owner	\$5,000	Cumulative Funds Held for Owner
Total 400 Units	\$2,000,000	Cumulative Funds for all 400 Owners
$\$5,000/\$2,000,000 = 0.25\%$		

$\$100,000$ (total distributed amount, this amount varies each month) $\times 0.25\% = \$250$ Distribution for Owner

The total distribution amount is prepared by the Hotel Manager each year during the budget process and may be adjusted throughout the year based on review of the month-to-month results. The monthly distribution amount for each unit is based on the “Cumulative Funds Held for Owner/Owed by Owner”. The “Cumulative Funds Held for Owner/Owed by Owner” is the balance on your account each month. The balance will fluctuate with the season (typically highest after the busy winter season) and with Owner usage. The higher your “Cumulative Funds Held for Owner/Owed by Owner” balance is, the larger your distribution will be with this formula.

If you are set up on direct deposit with a Canadian bank account, you will receive the distribution on the 25th of the month. If you are not set up with direct deposit, a cheque will be mailed out shortly after the 25th of the month.

Review your “Cumulative Funds Held for Owner/Owed by Owner” on your last monthly financial statement. This amount must be more than \$25 in order to receive a distribution in the following month.

DEFINITIONS:

- Cash Available for Distributions
 - How much the unit has earned during the month.
- Distribution
 - How much has been paid out through distributions.
- IUD
 - Interest Upon Destruction, based on the value of each strata lot in relation to the total value of all the strata lots (and not in relation to the area of the strata lot). Where revenues are “POOLED”, the income distribution is determined by the unit’s Interest Upon Destruction.

ILLUSTRATIVE EXAMPLE OF UNIT EARNINGS

Below is an illustration of the cash available for distribution and funds distributed based on room type.

Cash Available for Distribution			
	Deluxe Studio IUD 100	One Bedroom IUD 140	Two Bedrooms IUD 215
2022	\$20,189	\$28,265	\$43,407
2021	\$5,573	\$7,802	\$11,981
2020	\$5,688	\$7,964	\$12,230
2019	\$19,296	\$27,014	\$41,486
2018	\$20,274	\$28,383	\$43,588

Funds Distributed			
	Deluxe Studio IUD 100	One Bedroom IUD 140	Two Bedrooms IUD 215
2022	\$28,026	\$39,236	\$60,256
2021	\$0	\$0	\$0

2020	\$3,304	\$4,625	\$7,103
2019	\$15,366	\$21,512	\$33,036
2018	\$14,880	\$20,832	\$31,992

**Please note that the amounts distributed will vary depending on relative cumulative balances of each unit and dependent on the Owners' usage to date.

Distributions are after all property taxes, Whistler resort fees, insurance, and strata fees have been paid for. The only cost not paid for is your cost of financing your purchase, if any.

Important Change to Owner Privileges when their Entitlement Balance is Negative:

At the December 4, 2013, Special General Meeting, a motion to add a clause on Deficiencies to the Hotel Management Agreement (HMA) was passed. Owners will risk losing booking privileges and services if their entitlement balances are negative. Clause 6.13 of the current HMA reads as follows:

6.13 Deficiencies. In the event that an Owner's Individual Owner's Distribution Entitlement less proportionate shares of the Capital Upgrade Reserve and Working Capital Reserve pursuant to sections 6.7 and 6.7.1 is a negative amount, then:

1. such Owner shall not be entitled to receive any distribution of Cash Available for Distribution.
2. upon written notice from the Manager such Owner shall promptly remit to the Manager an amount equal to such negative balance.
3. the Manager shall be entitled to decline any booking request received from such Owner.
4. the Manager shall be entitled to refuse to provide guest room services to the Owner's Strata Lot while being used by the Owner or its invitees.
5. the Manager shall be entitled to refuse to provide the Owner with access to its Strata Lot unless the Owner immediately remits to the Manager an amount equal to such negative balance; and
6. if the Owner with the negative balance is also the registered owner of a Strata Lot for which the Owner's Individual Owner's Distribution Entitlement is a positive amount, upon written request of the Owner, the Manager will set off the negative balance against the positive balance and provide the Owner with documentation in respect thereof.

FINANCIAL STATEMENT LINE BY LINE DEFINITIONS

REVENUES

Rooms

Revenues generated from all the segments such as individual travellers, groups, and wholesalers. This also includes incremental revenues generated from Marriott Bonvoy Guests.

Food & Beverage

Revenues generated from the Grill & Vine Restaurant, Catering, In-Room Dining, Grab n' Go and Refreshment Centre

Other

Telecommunications: revenues generated from long distance calls: 1-800 calls and internet
Sub –Rentals: revenues generated from movies, ski-lift tickets, golf packages, owners' share of parking revenues attrition and cancellation

DEPARTMENTAL EXPENSES

Rooms

The cost of labour and expenses for the rooms division

- Rooms Labour: represents management, front office agents, reservations agents, housekeeping attendants, laundry attendants, door and lobby attendants.
- Expenses: direct expenses for rooms such as guest room supplies, laundry dry cleaning, travel agent commissions, cable, uniforms, etc.

Food & Beverage

The cost of labour, food & beverage cost of sale and expenses for the F & B division

- Rooms Labour: represent management, Grill & Vine service, banquet service, in-room dining attendants, refreshment center attendants, culinary and stewarding.
- Cost of food and beverage, the cost associated with the purchase of goods.
- Expenses: direct expenses for F & B such as laundry, cleaning supplies, china and glassware, audio visual expenses, promotions etc.

Telecommunications

Expenses: long distance cost, cost of trunk line

Sub-rentals

The expenses represent the cost of movies and ski valet.

UNDISTRIBUTED EXPENSES

Administrative and General

The cost of labour and expenses for the administrative and general departments as follows:

- Labour for the Executive Office, Finance, Human Resources, Security, Information Technology
- Direct Expenses such as printing and stationery, professional fees, bank charges, system support, recruitment.

Credit Cards Discounts

The fee associated with processing the credit cards.

Sales & Marketing

The cost of labour and expense for the Sales & Marketing department as follows:

- Labour for the Sales Managers and Conference Services Managers
- Direct expenses such as collateral, advertising and trade shows

Property Maintenance

The cost of labour and expenses as follows:

- Labour cost for the engineers
- Direct expenses such as kitchen requirement repairs, painting and decorating, light bulbs, landscaping, snow removal, mechanical and electrical.

Utilities

The cost of electricity and gas

FIXED EXPENSES AND OTHER

Management Fee

The fee paid to the Manager (OHR Whistler Management Ltd). as outlined in the Hotel Management Agreement.

Franchise Westin Fees

The fee paid to Westin Hotels & Resorts. This fee is calculated as a percentage of room revenues.

Commercial Leases

This expense is paid to the landlord for the lease of the lobby, restaurant, ballroom, and meeting rooms. This is calculated as a percentage of the total Hotel revenues. There are other lease payments to the landlord for areas used for staff housing, health club, sales office, and cafeteria space.

Owner Council Expenses

Asset Manager's Fee

Equipment & Other Leases

This line covers operation's leases such as cell phones and mikes used for communication within the Hotel and the Hotel shuttle lease.

Strata Fees & Contingency Reserve

This fee covers the following:

- Contingency Reserve Fund (CRF) contributions
- Whistler Resort Management (WRM) fees
- Strata Audit
- Asset Manager fee

Tourism Whistler Fee

Fee paid to Tourism Whistler. Tourism Whistler uses the funds for marketing and advertising of the Resort.

Property Tax

The property tax is calculated based on a revenue bell curve from January to June. The amounts are deducted from the Owner during this period. Once the property tax invoice is received from RMOW an adjustment will be made on the Owner's statement to reflect the difference between the actual and accrued figures deducted. Please note that the amount

showing on the individual Owner's statements will differ from the original invoice. The variance reflects the property tax for the common area lease that is charged and paid by the Owner.

Insurance

The amount paid to insure the property and its contents. The personal contents kept by the Owner in the private locker in the Owner's suite is not covered by this insurance.

MISCELLANEOUS CHARGES & OTHER

Depreciation and Add Back Depreciation

This amount represents the depreciation amount for all capital purchases. Considering that the depreciation amount is a non-cash item it is added back since it has no impact on cash available for distribution. The purpose of showing the depreciation amount is so Owners could use this amount if they choose so when filing their personal income tax.

FF&E Reserve

This reserve is for the replacement of any furniture, fixtures, and equipment as well as a reserve for the repair and maintenance of the Hotel's physical facilities. The Owner authorizes the Hotel Manager to utilize the FF&E reserve for such purposes subject to the approved Operating Plan and Budget by OC. The FF&E reserve is for the benefit of all Hotel strata lots collectively and not for each individual strata lot. The reserve is calculated as a percentage of the gross revenues:

- 4-6% of the gross Hotel revenues, as approved by your OC each year.

FF&E Reserve – Capital Upgrade Reserve

These are the funds committed and spent on the Hotel renovations from the Capital Upgrade Reserve that was held back.

Property Tax Adjustment

Adjustment of the property tax collected to match the actual cost once determined from the RMOW.

CASH AVAILABLE FOR DISTRIBUTION

Distributions during Current Month

Amount paid out to the Owner of this unit this month.

CUMULATIVE TOTALS

Cumulative Profit/Loss from March 17, 2000: total amount earned by this unit since the opening of the Hotel.

Distributions to Date

Cumulative amount paid out to the Owner of this unit since the opening of the Hotel.

Capital Upgrade Reserve

Contributions to fund future Hotel renovations and long-term capital needs made by the Owner of this unit which was established for long term capital needs.

Working Capital Reserve

The Manager will establish and maintain a Working Capital Reserve from time to time for anticipated seasonal or other shortfalls in an amount approved by the Owners Council.

Cumulative Funds Held for Owner/Owed by Owner

Remaining balance of funds for this unit held to cover shortfalls for the balance of the year.

Gross Revenue Calendar

This area shows the unit's daily revenue before expenses.

OWNER RESERVATION GUIDELINES

OPTIONS FOR RESERVING YOUR UNIT

All booking requests will be made through the Owner's website, but an Owner can always email Owner Relations to check availability. The request will then be confirmed back to the Owner with either a confirmation number or it will be declined if the request could not be accommodated.

When an Owner makes a reservation during the Booking Calendar times, they are guaranteed their unit and the dates requested. After the deadlines, we hand over the remaining hotel availability to the sales & reservations departments to sell and maximize revenue for the Owners. Owners can make booking requests after these times, but it is based on availability and their unit is not guaranteed. Below are the official booking rules.

An Owner may book their unit for a guest using the rental pool if they provide Owner Relations with the full name in advance or fill in the guest's information on the booking request page on the Owner's website.

CALENDAR BOOKINGS

In the middle of March, Owner Relations will send out an email notifying Owners that they can start booking for the upcoming winter season. The deadline is always April 15th to submit booking requests for the winter season.

In the middle of October, an email will be sent out notifying Owners that they can start booking for the following summer season. The deadline is always November 15th to submit booking requests for the following summer season.

Winter Season: November 16 – April 15 (April 15th booking deadline)

Summer Season: April 16 – November 15 (November 15th booking deadline)

If you book by the deadline dates, your unit is guaranteed. It is important to ensure the correct dates when booking, especially over peak time periods as hotel availability can be booked up quickly.

RESERVATION REQUESTS OPEN 30 DAYS PRIOR TO THE FOLLOWING MONTH

After the deadline passes for Owner bookings, we release the remaining inventory to the Hotel to sell (wholesale, groups, transient reservations, etc.). If an Owner has **not** made their booking requests by the above deadlines, then the Owner will need to wait until the booking opens 30 days prior to the following month. i.e., on May 1st the Owner's booking calendar will indicate any days which will be available for June. Owners can make their booking request only if the hotel is forecasting less than 80% occupancy for the requested dates.

Please contact Owner Relations directly to make any adjustments or cancellations. Do not contact reservations for any booking related inquiries or changes as they do not have access to the Owner's website. You can contact Owner Relations Monday to Friday from 8:30 am to 5 pm (excluding statutory holidays).

Lindy Chapman, Owner Relations Manager
Direct line: 604-935-4302
Email: owner.relations@westinwhistler.com

DISCOUNTED RATES

Included in the Owner benefits are Owner Pay rates and Owner Friends & Family rates.

Owner Pay rates are discounted rates available to Owners who would like to book an additional room to their Owner pool reservation while staying on property. There is a maximum of one room booked under the Owner Pay rate per unit owned and any additional rooms would have to be under the Owner Friends & Family rate. The discounted rate is only available when the Owner stays on the property and in a Deluxe Studio Suite or a One Bedroom Suite.

All other discounted reservations would fall under the Owner Friends & Family rate. The discounted rates are subject to availability and **will not** apply during peak seasons such as Christmas, New Year's, Presidents Week, Easter and Spring Break weeks, long weekends, or any other peak times through the year. Rates are subject to change at any time.

Please contact Owner Relations for more details on the specific rates and availability.

CANCELLATIONS

Spring/Summer bookings (April 16 to November 15) have a 14-day cancellation policy. If you cancel within 14 days of your arrival date, the unit will remain out of the rental pool and the reservation will be cancelled.

Fall/Winter bookings (November 16 to April 15) have a 30-day cancellation policy. If you cancel within 30 days of your arrival date, the unit will remain out of the rental pool and the reservation will be cancelled.

If you do not arrive for your scheduled booking, the unit will also remain out of the rental pool.

WHILE STAYING AT THE WESTIN RESORT & SPA, WHISTLER

If you do have concerns during your stay, it would be appreciated if you could share it with one of us as your constructive feedback will assist us in rectifying the challenge during your stay as well as provide in-training for our transient workforce.

Andrew Misquitta - Guest Experience Director
Lindy Chapman - Owner Relations Manager (direct line: 604-935-4302)
or the Manager on Duty (direct line: 604-935-4332)

INFO SHEET FOR SELLER'S AGENT

If an Owner from the Westin Resort & Spa, Whistler decides to sell their unit, the following is a list of useful things for the Owner's agent to remember:

- 1) Please advise the buyer's agent and both conveyancing law firms that the main contact at the hotel who can provide closing information and legal documentation is:

Lindy Chapman, Owner Relations Manager

Direct line: 604-935-4302

Email: owner.relations@westinwhistler.com

- 2) The Owner can obtain the unit's financials, reservations and other helpful information about their unit and the hotel on the Owner's website:

<https://westinwhistler.ownerrelations.com/>

- 3) Setting up viewing times at the Hotel:

- a. Contact Owner Relations in advance and we can arrange to show any unit(s) during the weekdays.

- b. Due to projected higher occupancies on weekends, we will not be able to confirm if a particular unit will be available. However, if you email Owner Relations in advance, she will let the manager on duty know that you will be calling on Saturday or Sunday morning to see if a particular unit is available or is still in use by the hotel guest. If available, they can provide a key for your access to that unit before the next guest checks in at 4 PM.

- 4) The Capital Upgrade Reserve reflected on the Hotel Investor's Statement is a contribution to fund for future hotel renovation. The Working Capital Reserve is a reserve established from time to time for anticipated seasonal or other shortfalls. During the negotiation process, please ensure that the buyer is aware that the amount due to the Seller is the Cumulative Funds Held before Capital Upgrade and Working Capital Funds.

- 5) Both lawyers will need to contact Owner Relations before conveyancing so that she can provide them the Lawyer's Information Package and Hotel Financial Information required for the Closing Statement of Adjustments.
- 6) Please ask the new owner to contact Owner Relations to provide banking information so that future monthly distributions from the Westin can be remitted to them without delay. The new owner will also be provided with a new temporary password to the Owner's website and a new Owner's Resort Card for hotel discounts. Please coordinate the transfer of the owner locker key(s) to the new owner which Owner Relations can assist with if needed.
- 7) The lawyer/notary should send to Owner Relations after completion the Hotel Management Agreement Assignment (Schedule A) signed by the seller and buyer.