

1 - Usage Weeks

- *How do I find out what weeks I own?*

Please refer to the rotation schedule. Weeks are color-coded for convenience. You may also obtain a hard copy from the front desk at Legends upon request. Each quarter owner is entitled to 12 weeks of usage per year, and 13 weeks every 4 years in lieu of the October maintenance week. The portal will also display your usage weeks on the reservation calendar.

- *What is a "maintenance week"? How does this work for an Owner that owns the "quarter" that the maintenance week falls on?*

The fall maintenance week is different for every floor, and involves annual minor and major repairs for each unit. Housekeeping will also deep clean the unit during this period. During this week, your unit is not available for rent, and this week will count towards your total owner usage. If the maintenance week falls during your quarter, you are then entitled to two consecutive weeks over Christmas and New Year's for that year.

- *When will I receive the Notice of Use Form for the summer season? What are the dates that dictate the summer season?*

Summer reservations can be booked 3 months prior to the start of the Season, which is generally the last Friday in April until the last Friday in October, annually. The summer NOU period will open on December 15th and close on February 1. Likewise, winter reservations can be booked 3 months prior to the start of the Season, which is generally the last Friday in October until the last Friday in April. The Winter NOU period will open on June 15th and close on August 1st. Please note that these dates are subject to fluctuation. Notice of Use request forms will be emailed to owners June 15 and December 15. Owners may complete the form and return to Owner Services prior to the deadline or complete reservations via the Owner's Portal. Owners are responsible for ensuring dates submitted for personal use during the notice of use period are accurate in the system. Please review your use weeks on the reservations activity tab on the portal.

2 - Reservations

- *Can I book a rental reservation with Owner Services?*

If you would like to book a hotel stay or inquire about hotel rates at Legends, Evolution or First Tracks Lodge, please contact our reservations team by calling 1-877-799-3250 ext.1. Please inform the agent that you are a homeowner looking to make a hotel reservation and they will provide you with availability and the owner rate. Owner Services is not able to quote hotel rates or make hotel bookings. Owners may also use the online platform to book hotel stays: <https://www.lodgingovations.com/deals-and-packages/owner-discounts/>

- *How can I check if my unit is available for use?*

If you would like to check on the availability of your unit, please contact Owner Services during office hours (9am-5pm PST, Mon-Fri). For last minute inquiries at the start of your week and to book a last minute owner reservation outside of Owner Services' hours, Owners are able to contact the Legends Front Desk at (604) 938-9999. Please note that a Front Desk Supervisor is required to book owner stays, and is available until 8pm daily.

Owner Services cannot actively manage availability requests and reach out to homeowner's whom previously enquired about availability of their units. Owners may reach out to owner services at anytime to reconfirm availability.

- *If I want to make a last minute reservation for the personal use of my suite, when is the latest time that I can contact Owner Services to do this?*

If you would like to request a last-minute reservation, you may call Owner Services during office hours, which are 9am - 5pm PST, Monday through Friday. If it is an emergency, you may contact the Front Desk at 604-938-9999. Please note that a Front Desk Supervisor will be required to make your owner reservation and is available until 8pm daily.

- *I would like to pay for the cleaning charges for the personal guest that is staying in my suite this weekend. How can I arrange this?*

If you would like to be responsible for your guest's housekeeping fees, please advise Owner Services, who will note this in your reservation. Credit Cards can no longer be stored on file, please contact the front desk just prior to the reservation to provide, 604-938-9999 ext.5.

- *Do I still have to pay the full check out clean fee if I only stayed for 1 night? If I only used one of the 2 bedrooms and only one of the 2 bathrooms?*

Yes, the full housekeeping charge is due upon checkout of all reservations. After every stay, units are fully cleaned by housekeeping staff. The only exception for this charge is if you are a "no-show" for your reservation.

- *Can I get a late checkout on my day of departure?*

No, owner use weeks finish at 11am. Rooms must be vacated promptly to ensure our cleaning staff has sufficient time to prepare the unit for the next owner/hotel guests. However, Owners may obtain a day use card from the front desk that will provide them with access to the facilities for the remainder of the day.

- *When staying during my use period, how may I place my unit back into the rental pool if I depart earlier than my previously scheduled departure date?*

If you wish to depart earlier than your previously confirmed departure date during your occupied use period, you may speak with a front desk supervisor to make arrangements. An early departure form will need to be completed and signed by the front desk supervisor to have the unit placed back into the rental pool. Units will only have departure dates amended and placed back into the rental pool if the early departure form is completed and approved by a front desk supervisor. You may also, alternatively, reach out to Owner Services during regular business hours to confirm the unit can be returned to the rental pool earlier than scheduled.

- *If I refer a rental guest to stay at Legends, will my Resort Home be assigned to them for their stay?*

Lodging Ovations encourages Owners to assist with the promotion of their property. If a guest requests a particular room number for their stay, Lodging Ovations will make the best effort to accommodate their request; however, please note that specific unit assignments cannot be guaranteed as the Front Desk requires flexibility when assigning all hotel stays.

- *Can my friends/family/assistant contact Owner Services to book reservations in my unit?*

You are welcome to authorize a third party to book reservations in your unit. Before you have this person contact Owner Services, please send an email to Owner Services authorizing us to give this person booking privileges. Please note that it is our policy to verify identification if we have not heard from you, so to avoid any frustrations, please ensure that authorization has been provided before hand.

3. Internal Exchange

- *I would like to exchange a week of my ownership, what do I have to do?*

The internal exchange process is fairly simple for owners of the same unit:

First, you must contact the Owner Services or the owner with whom you would like to exchange dates. If you do not have this owner's contact information, you can contact Owner Services with the details of your request, and they will either give you the contact information (if authorized to do so), or contact this owner on your behalf.

Once an agreement is reached, you will need to forward the correspondence to Owner Services, who will then send both owners the Internal Exchange form should revenue tracking be required. This must be filled-out and signed by both parties, and returned to Owner Services to be kept on file.

Lastly, both parties will receive a reservation confirmation. Alternatively, if the complying owner would like to place the requesting owner's relinquished week in the rental program, the requesting owner will

be responsible for the additional accounting fee of \$49+ tax, as well as the housekeeping charge, payable upon checkout. Unused nights can now be placed into the rental pool for the exchange weeks.

For Owners exchanging outside their unit:

Revenue tracking for exchanges outside your unit is not possible. Owners may elect to personally trade their use periods (be it the full week or nights within your week) with an owner of another unit. Each owner would simply reserve the desired dates for their unit and indicate the other owners name as your guest. No exchange fee is charged and responsibility for the exchanges rest solely on the owners exchanging.

4. Accommodations

- *As an Owner, can I use the pool, hot tubs and parking lot if I am not staying in house?*

Yes. If you would like day-use of the facilities, please contact Owner Services by email at least 24 hours in advance to check on availability at the property. Please note that if the property is at full capacity, it will be at the Owner Services discretion to provide day-access to ensure the comfort of all guests staying in-house.

Upon arrival, you must check-in at the Front Desk, where you will be given your keys. Parking charges apply; but owners can also park at Creekside free of charge. Please be sure to email Owner Services at least 24 hours in advance during regular business hours. **Only registered owners on title may obtain day use privileges for insurance reasons. Day use privileges cannot be extended to family/friends.**

- *If I arrive at 1:00am, will the front desk still be open?*

Yes, the Front Desk is open 24 hours a day, 7 days a week.

- *How many people can a 1 bedroom and den accommodate?*

Accommodations at Legends are as follows:

1 Bedroom/ + den - 2 comfortably, 4 people max.

2 Bedroom/ + den - 4 comfortably, 6 people max.

3 bedroom - 6 comfortably, 8 people max.

- *How many people does the meeting room at Legends accommodate?*

There are two meeting rooms at Legends, A & B. The meeting rooms at Legends are able to accommodate up to 140 guests, depending on the set-up. The maximum guests according to set up is as follows:

Set-Up Style

	Meeting Room A	Meeting Room B	A & B Together
Board Room	28	22	58
Classroom	42	30	70
Theater	80	60	140

To book a meeting room or inquire about rates, please call the Lodging Ovations Hotel Line at 1-877-799-3250.

5. Revenues and Monthly Fees

- *When will I receive revenue? In what form will I receive it?*

Revenue statements are available within 30 days of each calendar quarter ending. If you have a bank account and have set up a Pre-Authorized Payment account, your rental revenue will be direct-deposited within 30 days of the quarter ending. Otherwise, you can expect to receive a revenue cheque in the mail. Please note, revenue statements are now only available via the Owners Portal.

- *How do you ensure that each suite/quarter is given fair consideration for rental? Does my Owner usage influence this consideration?*

Rental occupancy and owner occupancy percentages are tracked, and rental assignments are assigned in a fair and equitable manner based on unit type using Vail Resorts proven algorithms. While the system does make every effort to equalize revenue generation, this does not take into guests requests received at the time of reservation or during the check in process (i.e. higher floor, away from elevators, close to pool, mountain view, Creekside view etc.).

- *I called you 2 months ago to see if my unit was available for a particular weekend. You said that a rental guest was assigned to my unit. However, when I received my revenue statement last week, there wasn't any revenue for the dates I inquired about. What happened?*

Hotel stays are unpredictable and cannot be confirmed as they can be moved for any number of reasons. Hotel bookings can change on an hourly basis, as this is how a hotel normally operates. Weeks you have deposited into the rental program are managed by the hotel staff, who may be required to move and/or reassign stays in order to accommodate all reservations. Please refer to your rental management agreement if you would like further information.

- *Why does the portal not display Rental Activity?*

In order to maximize occupancy and rental revenue opportunities for Homeowners at Legends, once your unit had been placed in the Rental pool, Lodging Ovations has exclusive use of the unit to operate

as a hotel. Availability is constantly fluid and changing in a hotel environment. Updating real time availability and booking status of your unit is not possible. Owner Services is your source to obtain availability information of your unit.

- *I deposited 1 night of my Christmas week into the rental program. It did not rent, but the Village and Legends were really busy. Why would my suite not rent?*

Over certain holiday periods, minimum stay requirements will be in effect for hotel guests. Shorter reservations are accommodated closer to the arrival date; however, during this period one-night stays are uncommon among hotel guests.

- *When are Assessment Fees due? How do I pay them?*

Strata Fees are due at the beginning of every month, and can be paid through your Pre-authorized bank withdrawal (preferred), or by cheque. Please note, accounts overdue 30 days will automatically be charged interest at a rate of prime plus 6% compounded annually. Owners whom have insufficient funds in their bank account will be assessed a \$25 NSF fee.

- *What costs are included in my total monthly assessment?*

The monthly assessment fees include the shared Strata expenses, Contingency Fund, Home Owner's Association expenses, HOA Capital-Reserve Fund, Strata Capital Reserve Fund, Tourism Whistler Fees, and property taxes. A full breakdown of the budget and monthly assessment schedule is available on the Owners Portal.

- *What is an NR6 Form? Which Owners are required to complete it?*

An NR6 form is a non-resident tax application, and only non-resident owners are required to fill it out. The form enables non-residents to apply to the Canada Revenue Agency (CRA) to waive the 25% withholding taxes on revenues. Due to liability implications, only grandfathered homeowner's will receive the NR6 application.

6. Your Resort Home

- *How do I get the keys for my in-suite storage locker? Ski-locker room?*

Your realtor is responsible for transferring all keys from the previous owner and providing these to you. If you did not receive these keys, your locks will need to be re-keyed by Alpine Lock & Safe at your or your realtor's expense. Staff at Legends do not have a copy of these keys. The strata has allocated one key fob per quartershare owner for access to the owner ski locker room. Additional fobs are available for purchase from the front desk for \$5/fob. Fob's are reprogrammed bi-annually, usually May 1 and November 1, please visit the front desk during this periods to have fobs reprogrammed for access to the owner ski locker. Owners are responsible for providing their own lock for your owner's ski locker.

Owners are recommended to install a combination style lock on their owner ski locker so owner's guests may have access to store skis and equipment. The guest ski locker area is for exclusive use of hotel guests.

- *What is the telephone number for the front desk at Legends? Is there a direct line phone number for my suite?*

The telephone number for the Front Desk is (604) 938-9999. Please contact Owner Services for your unit's direct telephone number.

- *If I have a friend that wants to rent my suite from me, what rate should I charge them?*

As per the Legends Prospectus contract, owners are not permitted to privately rent out their units under any circumstances. Lodging Ovations has been contracted as your property manager to provide rental services. Your guest is recommended to contact the Lodging Ovations Hotel line at 1-877-799-3250, and is welcome to request the use of your unit. This would be accommodated, subject to availability.

- *What are the details of the insurance policy for Legends? Are Owners covered?*

The Legends Strata and Home Owners Association carries insurance through the insurance brokerage of BFL Canada that covers the building, contents, business interruption, and commercial and general liability. The Legends Owners' Association has expanded its coverage policy to include commercial general liability coverage for injury or damage that may occur in a Resort Home when occupied by a rental guest. It is recommended that Owners purchase contents and liability insurance for personal coverage when residing in your Resort Home. The Legends commercial policy provides coverage for rental guest use only. Homeowners should supply their insurance provider/broker with a copy of the insurance details (posted to the documents section) to ensure sufficient coverages are in place.

BFL Canada Personal Line 1-877-517-6513

Cooperators Insurance Whistler (604) 938-6100

- *How do I find out who my co-owners are, and their contact information?*

If you do not have any of your unit's co-owner contact information, you can contact Owner Services with the details of your request, and they will either give you the contact information (if authorized to do so), or contact the owners on your behalf. Alternatively, if you would like to release your contact information, please inform Owner Services and we will update this in our records. Please note that it is at each quarter owner's liberty to divulge their identity and in the past, some owners have chosen to remain anonymous.

- *How can I find out information regarding the value of my property and if there are additional quarters for sale?*

Please contact your local real estate office for more information.

- *Where can I get a copy of the Legends Prospectus?*

Your real estate agent should have provided this to you upon purchasing your unit. If you did not receive one, please contact the real estate agent who acted on your behalf. The cost of a duplicate copy of this document is CAN \$50.00. The disclosure statement is also posted on the Owners Portal.

- *Are the suites equipped with high speed Internet?*

Unlimited high-speed Internet (wireless) is available for owner use through basewireless. Instructions on how to connect can be found in the in-room binder located on your coffee table.

- *Why does the A/C not operate some nights?*

The Air Conditioning Chiller unit will not operate below 14 degrees Celsius. If temperatures are expected to be below 14 degrees Celsius at night, we recommend operating the A/C during the day to cool your property. The Fan for the unit will continue to operate, opening a window in the evening will provide fresh air to the suite to assist with cooling.

- *What do I do if I have a maintenance issue in the suite?*

If you have a maintenance issue in your suite, please contact the front desk to report. The Front desk will dispatch a maintenance technician whom can investigate the issue further while the issue is occurring. Please do not wait until you return home to report to Owner Services.

- *How do I schedule additional housekeeping services for my unit?*

You may schedule housekeeping services in advance of your stay through Owner Services. If you are in house, you may schedule housekeeping services by contacting housekeeping direct at ext. 7006. Please note, 48 hours advance notice is required to schedule additional housekeeping services. The housekeeping office is open 7 days a week, 8am – 4pm. If you are unable to reach housekeeping, please leave a message, housekeeping will call back to confirm the additional service. Services available and rates are noted in the owner's guide.

- *What is the parking garage height?*

The Legends parking garage height is 7'4". A limited number of over height parking is available directly to the left as you enter the parkade, maximum height is 8'. No additional over height parking is available in creekside.

7. Strata Council & HOA Board

- *How often does the Strata Council and HOA board meet?*

Your strata council meets approximately every 4-6 weeks throughout the year.

- *Where can I read the meeting minutes?*

Meeting minutes are posted on the Owners Portal in PDF format.

- *Can I attend the Strata and HOA Board meetings?*

No, only Strata and HOA Council members are able to attend these meetings. However, you may email your points of concern or suggestions to Owner Services to be brought up at the next meeting. In addition, Owners are invited to attend the Annual General Meeting which is usually held in November.

- *How can I find out about the Annual General Meeting?*

You can contact Owner Services in the fall for information regarding the upcoming AGM but notification packages will be emailed to you by Mid October every year. AGM notification packages can also be found on the Owner's Portal.

- *How can I become a member of the Strata Council or HOA board?*

If you are interested in running for the Strata Council or HOA Board for a minimum of 1-year term. Elections will take place at the Annual General Meeting of owners.