

# PRICING GUIDE





**CONCIERGE® ALL-INCLUSIVE**  
Elite Property Management

Management Commission	Setup	Monthly Web Fee
<b>33%</b>	<b>\$0</b>	<b>\$0/m</b>



**FULL SERVICE**  
Professional Management

Management Commission	Setup	Monthly Web Fee
<b>15%</b>	<b>\$499</b>	<b>\$75/m</b>



**OWNER MANAGED**  
A La Carte Support Services

Management Commission	Setup	Monthly Web Fee
<b>10%</b>	<b>\$499</b>	<b>\$99/m</b>

33 15 10 Included   
 \$ \$ Available / Fee   
 x x Not Available

**24/7 Automated SMART SALES®**

Smart Sales® means your property is being managed and represented to customers 24/7 through a combination of high-tech, custom built, automation; machine learning; algorithmic processes and tools which combine the best of today's technology with careful, 24-7 human oversight.

Listing On ALL Major Sites (Airbnb, VRBO/Homeaway, Expedia, Booking.Com, Hotels.Com, Flipkey, Travelocity, Etc.)	<span>33</span>	<span>15</span>	<span>10</span>
Dynamic Pricing Engine	<span>33</span>	<span>15</span>	<span>10</span>
24/7 Industry Leading Guest Automation	<span>33</span>	<span>15</span>	<span>10</span>
In-Room Tablets	<span>33</span>	<span>15</span>	<span>10</span>
24/7 (Human) Guest Concierge	<span>33</span>	<span>\$</span>	<span>\$</span>
Review Responses	<span>33</span>	<span>15</span>	<span>x</span>
Interior Design/Renovation Assistance	<span>33</span>	<span>\$</span>	<span>\$</span>

**Safe, Secure, NAKED ACCOUNTING®**

Naked Accounting® means our records are fully exposed. Property owners can see past present AND FUTURE bookings, access all financial records, and even see the names of the guests. With Naked Accounting you know nothing is being hidden from your view.

Professional Collection/Payment Of TOT Taxes	<span>33</span>	<span>15</span>	<span>10</span>
Secure Escrow Of Guest Deposit Funds	<span>33</span>	<span>15</span>	<span>10</span>
E&O Insured Management	<span>33</span>	<span>15</span>	<span>10</span>
PCI-Compliant Card Transactions (Amex/Visa/MC/Discover)	<span>33</span>	<span>15</span>	<span>10</span>
Fully Transparent/Cloud Accessible Reservation Calendar	<span>33</span>	<span>15</span>	<span>10</span>
Fully Transparent/Cloud Accessible Accounting	<span>33</span>	<span>15</span>	<span>10</span>

**ISSA Certified SANI-SWEEP® 3-STEP CLEANING**

Sani-Sweep® 3-Step Cleaning means we send no fewer than THREE ISSA Anti-microbial Sanitation certified team members to your unit on every departure. First, a "Linen Stripper/Asst. Housekeeper" arrives to clear trash and dirty linens, and deliver the clean linens and supplies for the maid. Next the maid arrives and thoroughly cleans the unit. Because she didn't have to carry as much as 160 lbs of linen in & out, she's much less tired and does a better job. Additionally, units are assigned the same cleaner each time as they develop familiarity with your home. Finally a supervisor or maintenance tech conducts a pre-arrival, Quality Control check the day of guest arrival to ensure everything is in tip top shape for guest arrival.

ISSA Certified (Anti-Microbial Sanitation) Professional Housekeeping Team (All Team Members)	<span>33</span>	<span>15</span>	<span>10</span>
Assistant Housekeepers/Linen Team (CLEANERS JUST CLEAN)	<span>33</span>	<span>15</span>	<span>10</span>
Quality Control Check BEFORE EVERY GUEST ARRIVAL	<span>33</span>	<span>15</span>	<span>10</span>
Guest Paid Cleaning Fees	<span>33</span>	<span>15</span>	<span>10</span>
Bath/Kitchen Supplies Provided	<span>33</span>	<span>15</span>	<span>10</span>
Supply Ordering/Stocking/Storage	<span>33</span>	<span>15</span>	<span>10</span>
Supplies Cost Included In Guest Paid Cleaning Fee	<span>33</span>	<span>15</span>	<span>10</span>
Owner Check-In Priority	<span>33</span>	<span>\$</span>	<span>\$</span>
Detailed, Written Maintenance Inspection On EVERY DEPARTURE	<span>33</span>	<span>\$</span>	<span>\$</span>
<b>GUEST DAMAGE GUARANTEE* ON ALL PAID STAYS</b>	<span>33</span>	<span>x</span>	<span>x</span>

## Proprietary **CONSTANT CONCIERGE**©

The future is here with our custom-designed, proprietary technology that blends the best of cutting edge automation with good, old fashioned, 24-7 human attention. We have figured out the best way to deliver top quality guest service in a challenging rural market; and that means outstanding service for your guests, and great reviews for your property.

In-Room Tablets

33 15 10

Automated Early Check-In/Late Check-Out Response

33 15 10

Automated Lost Item Retrieval/Shipping

33 15 10

Automated Animal Mgmt. (Service Animals/Pet Exceptions)

33 15 10

24/7 Human Guest Concierge

33 \$ \$

## PROPERTY SECURITY

Secure and reliable electronic keypad access, detailed maintenance inspections, and our Guest Damage Guarantee all mean that you can rest easy knowing your property is in good hands.

High Security RESORTLOCK Coded Entry

33 \$ \$

Detailed, Written Maintenance Inspection On EVERY DEPARTURE

33 \$ \$

No Hassle, Deposit Free Security On All Paid Stays

33 \$ \$

**GUEST DAMAGE GUARANTEE\* ON ALL PAID STAYS**

33 X X

## TELEPHONE SUPPORT

Rest assured that someone will answer the phone when the guest is in need. Whether they're making a reservation, have questions to ask about their upcoming stay, or they have an issue with the toilet, the guests can always call.

24/7 Guest Phone Coverage / Arrival Support

33 15 10

Late Night Emergency Monitoring

33 15 10

Emergency/Problem Guest Resolution

33 15 X

Sales Calls (Pre Booking)

33 15 X

Reservation Support Calls (Post Booking)

33 15 X

Late Night Guest Arrival Support

33 15 X

Late Night Problem Management

33 15 X

Owner/Non-Paying Guest Of Owner Booking Assistance

33 15 X

Hands On Sales And Marketing Support

33 15 \$

## ADVANCED OPERATIONS

Every manager cleans and tries to keep things in working order. The difference between okay service and Five Star Service, is great systems and great people. When problems get missed, guests are disappointed and they complain in reviews. Sales performance suffers. At Five Star, we pay our people more and we support them with the best systems money can buy. Maintenance problems are caught and cleaning problems corrected before the guest checks in. The result is consistently high reviews and top revenue performance.

Custom Computerized Operation Systems

33 15 10

Complimentary In-Room Tablets

33 15 10

Automated Early Check-In/Late Check-Out Response

33 15 10

Automated Lost Item Retrieval/Shipping

33 15 10

Automated Animal Mgmt. (Service Animals/Pet Exceptions)

33 15 10

ISSA Certified Professional Cleaning

33 15 10

Guest Paid Cleaning Fees

33 15 10

Guest Supplies Provided

33 15 10

Supply Ordering/Stocking/Storage

33 15 10

Supplies Cost Included In Guest Paid Cleaning Fee

33 15 10

Owner Check-In Priority

33 \$ \$

Detailed Owner Preferences On Arrival Checklist

33 X X

Hourly Maintenance Rate

\$55 \$75 \$95

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