



Owner's Journey



The following 8 simple steps explain fully how we can work together to maximise your enjoyment and financial returns from your property.



- **We are flexible and non-exclusive;** *we only sell the weeks you want to make available, and you can sell directly and/or use another agent.*
- **No upfront Costs;** *we only take commission when we take a rental booking. There are no other hidden costs or fees and it is easy & hassle free for you to list your property with us.*
- **We are not Property Managers;** *If you already have great cleaners and tradespeople we are happy to work with them. If you don't, we have a large network of hard working cleaners, property managers, and trusted tradespeople who we are happy to recommend to you.*

Step 1: Initial Discussions & First Visit to Property

We believe it is important for you to have all the facts before renting your property with us. Before we sign a contract a member of our team will meet you to discuss how we work. If you are not in resort, we can Skype or call you. We will;

- Talk through the Owner's Journey Process with you & answer any questions you may have.
- Organise an Initial Visit to your property to gauge the quality and presentation/features of your property to accurately create a weekly rental pricing plan.
- There is no obligation, if you decide not to proceed then that is fine!

Step 2: Expert Advice & Pricing

Setting the correct prices for your property is essential to generating target sales revenue. We will;

- Create a weekly pricing schedule showing your property's rental prospects & achievable earnings potential.
- Provide enhancement recommendations your property could benefit from to maximise future earnings.
- Connect you with our network of trusted tradespeople who will ensure your property is well maintained.
- Offer you emergency support, e.g. in case of water leaks, loss of power etc.

Step 3: Listing your Property

We believe it is important for us to know every chalet and apartment individually so we can clearly describe your property to our clients and ensure our listings are accurate. We will visit your property for a second time to complete the following free of charge and as part of our listing;

- Agree to adhere to The Owner's Agreement; a two part contractual document detailing what we will do for you, and what we expect from all our owners.
- Create a detailed list of all your property's unique selling points and benefits
- Compile a comprehensive appliance and property features checklist
- Produce a high quality floor plan including bed configuration
- Locate the property on Google Maps, and in relation to local amenities and ski lifts
- Take high quality photographs; compatible for website use
- Bring your property to life to our online audience by creating a high quality promotional video
- Collect all information a client may need when staying in the accommodation.

Step 4: Generating Enquiries & Sales

We promote the visibility of our site through various media including social platforms, Google Ad campaigns, and website sponsorship. We have high visitor traffic to our site for you to reap the benefits from a worldwide online audience.

Flexibility is at the heart of the business model for our owners; we are happy to cater for owners who want to sell every week of the season, or those who only want to sell a handful of weeks. To convert enquiries into sales we will:

- Answer each client enquiry individually to correctly match their needs
- Provide the availability and price, while reinforcing the property's unique features and selling points.

- Confirm the gross price and availability with you before taking the reservation. We will usually finalise the booking within 48 hours. On receiving the deposit, we will confirm the reservation with you.

If sales are slow, we will;

- Recommend offers and sale boosting marketing techniques to ensure you make extra revenue from your property
- It is completely optional for you to take part in our special offer campaigns, We use these to maximise our sales and increase occupancy.

Step 5: Deposits & Pre-Arrival

Once the client has paid their final balance and full security deposit we will;

- Send the client pre-arrival information including how to get to the property and what to do on arrival.
- Send your cleaner/property manager the booking information a week prior to the clients arrival, to allow them to prepare for the bed configuration and linen required.
- We will meet and greet the clients on arrival, deliver lift passes and check everything is ok with the property and their holiday.

To protect our owners we will;

- Take a pre-determined security deposit from clients
- No security deposits are returned until confirmation is received that the property has been treated with care.

Step 6: In Resort

We believe it is important that owners and clients to feel reassured that their property/holiday is being cared for and someone is available in resort to visit the property should something go wrong.

If there are ever any issues we will;

- Contact you &/or your property manager immediately
- If a tradesman needs to be called out we will always confirm this with you first and you can instruct your property manager or we can arrange this for you depending on your preference.
- In the case of absolute emergencies we will step in and make necessary arrangements to limit damage to your property and the client's holiday.

Step 7: Post-Holiday Follow Up

- After the clients leave we will; Liaise with the cleaner/property manager to check for issues with the property.
- When we have the all clear from the cleaner we will return the security deposit to the clients.

In the unlikely event that the property is damaged, we will;

- Ask your cleaner/property manager for photo evidence and an invoice for the damage
- We will then contact the client on your behalf to confirm the deductions from their security deposit with documentary proof and justification. Funds will be deducted from the security deposit and included in your monthly payment.

Step 8: Results

During the season we focus heavily on selling low weeks as well as peak weeks. We will;

- Constantly monitor prices and the amount of enquiries we are receiving for all of our properties
- Compile a weekly analysis of our competitor's current offers and discounting policy
- When necessary we will contact you to invite you to take part in special offer campaigns to create interest and generate more revenue.

At the end of each month we will;

- Send you an Owners Payment Summary for all bookings finalised during that calendar month.
- You approve the figure, and we will transfer the funds to your UK bank account. This is usually done within the first week of the next month.