Short Term Lodging Program Ratings Overview

The Lodging Program consists of four rating categories; the following is a basic guide to this 4-tier system.

The Lodging Operation conducts annual evaluations of all Short Term Rental units. The purpose of every evaluation is to ensure all rental guests receive a consistent standard of lodging when they visit the Vail Racquet Club Mountain Resort. These annual evaluations are an extremely important part of the Lodging Program's success. By updating the quality and appearance of each unit, the Vail Racquet Club can offer a dependable standard of excellence our lodging guests can rely on. This translates into repeat business and recommendations from our past guests, and helps to make the program a success for all homeowners.

Each annual evaluation provides a current rating of the unit and also identifies what improvements need to be made in order to maintain the rating and/or achieve a higher rating. In order for a unit to enter the Short Term Lodging Program it must achieve at least a "Gold" rating. Additionally, a mountain style theme is suggested and should be carried throughout the unit due to our alpine setting. Furthermore, units should be coordinated as inconsistencies in décor and design may result in a lower rating.

All ratings are designated by the Vail Racquet Club Lodging Operation and are administered by a Ratings Committee. These ratings are in compliance with the Lodging Quality Assurance (LQA) Program, a Valley wide rating system instituted by the Vail Valley Partnership, the Town of Vail, and Vail Resorts. The Vail Racquet Club Mountain Resort has achieved an overall LQA rating of Gold. This is a great achievement and speaks very favorably of the Lodging Program's in-house evaluation program and, most importantly, recognizes the wonderful upgrades that so many owners have accomplished.

In order for the VRCMR to maintain the overall Gold rating it will be necessary to remain compliant with the standards set by the LQA. These standards continue to change as new competition comes into the travel market place and as guests expectations continue to evolve. Accordingly, each year we find that the bar keeps getting raised as to what constitutes a Platinum, Gold, Silver, or Bonze rating. Therefore, the Rental Operation reserves the right to make desirable changes to the following criteria based on guest's expectations in a very competitive marketplace and to maintain the overall Gold property rating.

Platinum:

Platinum units are classified as those that have been totally and completely remodeled and represent some of finest in the area. The unit goes beyond a "Wow!" first impression and is "Perfect" as it embodies excellence in appearance and in every detail. Additionally, these units have been completely renovated using the highest quality finishes and products throughout the unit. These superior finishes are noticed in the trim, doors, baseboards, heaters, window sills, wall texture, electronics, light fixtures, electrical outlets, switches, cover plates, heaters, fireplaces, hearth areas, bathrooms and kitchens. Superior materials have been used such as quartz, granite, stone, contemporary porcelain tiles, hardwood flooring and designer carpet. High quality hard surface flooring must be present in the living, dining and kitchen common areas. Carpet is acceptable in the bedrooms and on stairs. The cabinets are custom made with soft closing features and the kitchen appliances are stainless steel comparable to GE Profile or better. All furnishings and appointments are brand new, stylish, completely coordinated and upscale. The details, accents, and artwork compliment the overall setting. There is a smart flat screen TV in the living room and one flat screen TV in each bedroom.

Gold:

Gold units are in exceptional condition with a crisp, fresh, refurbished and stylish look. First impressions are, "Wow, this is a great place!" The furnishings are well coordinated and up to date with current interior motifs. The kitchen and bathrooms have been remodeled and updated with quality finishes such as granite, tile, and stone. The artwork and décor are striking and the doors, door knobs, trim, baseboard heaters, window treatments, carpet, flooring, and appliances are in excellent condition, as most of these items have been replaced and updated. Units with this rating are not lacking in any noticeable detail.

Silver:

Silver units are in excellent condition and well coordinated. The first impression is, "Very nice". The furniture is in great shape and upgrades are definitely apparent, but the overall appearance lacks the stylish and fresh look that a Gold property possesses. Some of the artwork and décor are of lesser quality and tend to date the unit instead of enhance the look. Also, older style cabinets and laminate countertops may be present, but are still in great shape. The doors, door knobs, trim, baseboard heaters, window treatments, carpet, flooring and appliances are in excellent condition, but only some of these items have been replaced and updated.

Bronze:

Bronze units are in good condition and comfortable, but need one or more things to bring it to a Silver or Gold rating. First impressions are "It's ok, but I was hoping it would be nicer." The unit lacks some character, coordination and style. Many furnishings are newer; however the unit is dated and has original fixtures. These furnishings would include trim, doors, door knobs, baseboard heaters, flooring, carpet, light fixtures, kitchen and bathroom cabinets, countertops, tiles, and fixtures. The furniture and décor meet only the minimum requirements and the guest may feel that the quality and dated

condition of the unit is not acceptable. *Bronze units do not qualify for the STR program.*