



What is included in our management fee?

At Vacasa, we care for your home like it's our own. When you work with us, you're hiring a team of specialists dedicated to the upkeep, security, and success of your property. We want to make sure you have a good idea of how many amazing benefits and services are included in our management fee. From high level tasks like bookings and guest services to on-the-ground inspections and upkeep performed by our local teams, Vacasa makes it easier than ever before to stay on top of your vacation home.

Here's a breakdown of what's covered (**and what's not**) when it comes to our management fee.

What we do for you

Administration

No setup fee

No credit card fees

No travel agent fees

No administration fees

No fees for home visits

No additional advertising fees

Marketing Services

- ▶ Strategic advertising targeting the people most likely to book
- ▶ Online listings unique to your home on sites like VRBO, HomeAway, VacationRentals.com, TripAdvisor, FlipKey, Airbnb, and Vacasa.com
- ▶ Professional HDR photography & 3D virtual tours

- ▶ SEO copywriting
- ▶ World-class marketing unique to each home
- ▶ Sophisticated rate optimization technology
- ▶ Rate analysts who constantly monitor your home's performance
- ▶ Review team to manage guest reviews

Exterior Maintenance

- ▶ Propane refills
- ▶ BBQ cleaning and upkeep
- ▶ Entryway, sidewalk, patio, and deck sweeping
- ▶ Exterior lightbulb replacement
- ▶ Change batteries in remotes, keyless locks, clocks, etc.

- ▶ Hot tub service (Routine cleaning, dump, and refill in regions that do not require a certified technician. Does not include pool spas – this is handled by pool maintenance.)
- ▶ Lockbox installation and code changing
- ▶ Scattered trash/debris pickup

Interior Maintenance

- ▶ Full cleans after every stay
- ▶ Starter supplies for each reservation (shampoo, conditioner, hand soap, toilet paper, paper towels, laundry detergent, dishwashing liquid, dishwashing pods, dish brush, kitchen trash bags, and trash can liners)
- ▶ Cleaning-related laundry
- ▶ Lightbulb replacement
- ▶ Internet/cable troubleshooting
- ▶ Toilet seat tightening
- ▶ Vacuum bag and belt replacement
- ▶ Smoke detector, CO2 detector, and fire extinguisher inspection

Management Services

- ▶ Maintenance tracking
- ▶ Site visits for simple solutions (flipping a breaker, troubleshooting electronics, bringing supplies, etc.)
- ▶ Administrative time coordinating repairs (communicating with owners, finding parts, updating tickets, etc.)
- ▶ Inspection and general diagnostic checks
- ▶ Arrangement for emergency or necessary repairs at owner's expense
- ▶ Comprehensive initial and quarterly inspections
- ▶ Making copies of keys
- ▶ Lost and found management
- ▶ Online and phone reservations and fielding guest inquires
- ▶ 24/7 guest support
- ▶ Guest screening and fraud protection
- ▶ Tracking of applicable county/city permits (owner pays for license)
- ▶ Collection and payment of all applicable state, local, and lodging taxes on owner's behalf (at the end of the year, we'll send you a 1099 tax form)

Owner Responsibilities

- ▶ Basic Utilities
- ▶ Wireless internet/cable service
- ▶ Yard maintenance
- ▶ Roof/gutter cleaning and maintenance
- ▶ Cost of snow removal (if applicable - Vacasa can arrange and schedule)
- ▶ Appliance repairs or replacements
- ▶ Electrical malfunctions
- ▶ Plumbing issues
- ▶ Normal wear and tear (furniture, linens, vacuums, etc.)

Our comprehensive management fee allows us to provide the best possible service to you and your guests. At Vacasa, we take the hassle out of managing a vacation rental while maximizing your income—guaranteed.