



Gouda, June 2009

Subject; **ChaletsPlus your partner for the rental of chalets and apartments**

Dear Sir/Madam,

We would like to present our company, **ChaletsPlus**, through this letter.

Who we are and what we do.

ChaletsPlus is the specialist in the management and rental of **large luxury chalets and apartments** in the extensive ski area of the Zillertal Arena on the border of the Salzburgerland and Tyrol, Austria, and then, in particular, the Königsleiten, Wald im Pinzgau, Neukirchen and (Hoch)Krimml towns. Today other ski areas are in the portfolio too, such as Saalbach/Hinterglemm, Grosseck/Speiereck. ChaletsPlus does not go for volume but focuses on specific qualitative projects. ChaletsPlus has more than 15 years of experience. In 2009 our number of overnight stays will be approximately 110,000 and Oberpinzgau is good for more than 25% of all overnight stays. Our total accommodation supply now concerns approximately 200 properties.

We value the real holiday feeling: before, during and after the summer/winter holidays. This is realised by our services and communication statements.

We only aim for good to high-quality service.

We are an **Internet home shopping site** with an office in Gouda and are members of the Stichting Garantiefonds Reisgelden and the Thuiswinkel.org organisation. We work at our office in Gouda with a number of administrative employees for processing reservations and maintaining telephone contact with our customers. We know the area and all accommodation chalets and apartments have been or will be visited and inspected by us personally to safeguard high quality. Our driven, committed and enthusiastic employees ensure that ChaletsPlus can personally anticipate on the preferences of home owners and holidaymakers.

What does ChaletsPlus offer owners:

1. A **professional partnership** with a built-up professional organisation that ensures the best rental of your property.
 - Active, intensive, international promotion of your property;
 - ChaletsPlus takes charge of the full reservation procedure and administration.
 - Certainty in quality and service.
2. A **risk-free partnership** without financial contribution or risks for you:
 - Partnership based on a 'no cure, no pay' basis; you will only pay a commission when you receive guests through ChaletsPlus.
 - Certainty of payment before the arrival of guests.
3. A **flexible partnership** where you will continue to enjoy your property as you wish:
 - You can use your property whenever you wish to use it.

Internet marketing

Your apartment is presented and can be booked online 24 hours a day, 7 days a week. The holidaymaker can quickly find ChaletsPlus' website due to its **high positioning** in search engines and partnerships on the Internet. The **international nature** (30% of our guests are German, Belgian or Scandinavian!) of guests means that you can make the best possible use of the holiday period distribution and, therefore, will also have occupancy outside the high season.

ChaletsPlus' website is **a.** more functional than a travel brochure, **b.** more up-to-date due to the online availability of accommodation, **c.** fuller due to an extensive photo report and description of every property and due to extensive tourist regional information, **d.** and, moreover, more selective: the site visitor will immediately see the price for the selected period.

Your apartment is presented with an extensive **photo report** and description on the www.chaletsplus.com Internet site. We ask for a one-off contribution for this of 150 euros per apartment. You can supply the photo material yourself both of the outside of the apartment and of the inside of the property. On average, we base ourselves on approx. 8 to 10 photos per property. In addition, you can also have **a virtual tour** of 360° photos as an option.

This is a combination of interactive hotspots and a clickable map that ensures that the whole location can be presented interactively. On the map, an arrow follows the click direction of the 360 degree photo and, therefore, the orientation and the direction will be strongly improved due to this. The hotspots are also provided with zoom animation, which creates the feeling of 'walking around' the area.

The rental amount per period and per stay duration is determined based on the number of people, the location of your chalet/apartment, the furnishing and fittings, the state of maintenance and, of course, based on our many years of experience. The 'supply and demand' factor, of course, is also calculated. This creates an excellent balance between price and quality of your holiday property.

Commission

ChaletsPlus works on the basis of 'no cure, no pay' and will only receive a commission when your chalet/apartment is rented by ChaletsPlus guests. The commission percentage (15% to 25%) will depend on the duration of the contract and on whether we can work with partners. (See "Partnership with partners" below.)

ChaletsPlus will take charge of the following (in partnership with a local manager):

- Receiving guests
- Issuing keys
- Cleaning properties
- Bed linen and towel provision (beds will be made)
- Paying the municipal tourist tax

Property owners (personal use, etc.)

Rental brokerage contracts are concluded with the property owners for a duration of between **1 and 5 years at most** with a tacit extension period. As the property owner, you indicate in writing when you wish to use the property a calendar year in advance. The other periods are then free for rental purposes.

Personal possession will be shown on the website as 'occupied'.

If the property is rented, this will be indicated with 'not available'.

Personal rentals when agreements are made with family and/or friends must always run through ChaletsPlus. We can, of course, take into account price agreements, discounts, etc.

We would urge property owners to place an extensive **information folder** in their chalet/apartment that should contain information for guests and the house rules. These house rules should define, for example, the careful use of the property, no skiing shoes, no smoking in the property, etc. We have recently recommended to all property owners that they install special ashtrays on the terrace and/or balconies for a cleaner environment.

In partnership with the "Respect the Mountains" organisation, we wish to make guests aware of the beauty and options that the mountains have to offer and that they should be used with due care and attention so that also the next generation can enjoy them. Together we can try to keep the living environment and nature of the Alps.

In addition, we also recommend property owners to have a '**guest book**' in which guests can write down their experiences. Experience has shown that this produces valuable tips.

Partnership with partners

ChaletsPlus works with partners to ensure the best possible occupancy levels.

If the rental property is rented through a ChaletsPlus partner, ChaletsPlus will receive from the property owner a higher commission for the rental of the rental property.

The property owner can let us know in writing through e-mail a calendar year in advance if the owner does not wish to rent out the rental property through partners. You cannot see on the website whether the chalet/apartment is rented out through a partner. This will be shown upon settlement.

Receiving guests

In Austria, we have our own reception desks and, therefore, employees are local people.

They are in charge of the issue of keys, receiving guests and helping guests during their stay, the final cleaning of the property and the bed linen and possibly towels.

In addition, we also recommend that all property owners conclude a management contract with the host and/or hostess on site for the 'small' maintenance' of the properties; that is, changing light bulbs, fixing technical faults, clearing up snow, mowing lawns, heating, etc. First, everything possible will be done to ensure that any shortcomings are rectified. Should this not be possible, property owners will be contacted to consult on the issue at hand.



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After the stay

All ChaletsPlus guests receive a 'welcome home e-mail message' when they arrive home in which we indicate that we believe service and quality are important and, therefore, would appreciate feedback if at all possible. This 'welcome home message' is supplemented by a survey form with specific questions.

ChaletsPlus, a successful rental formula that ensure that a maximum return can be realised.

We are convinced that we can make the rental of your chalet/apartment a success together with you and hope we can meet up to explain a few issues in greater detail.

Kind regards,

ChaletsPlus
Yvonne Jansen