



## Property Management/Rental Program

From the outset, the Lotus Terraces infrastructure and conceptual layout was designed with one primary goal in mind; to address the concerns that the majority of owners have.

### **“Who will look after my investment and what returns will it generate?”**

The concept we offer to each owner is our own Property Rental Program.

How does the program work?

### **Prerequisite**

To join the Villas and Terraced Homes rental program, a property must be furnished with the interior packages offered or be of a standard equal to or above. This measure has been adopted in order that guests staying at the Lotus Terraces, consistently can be guaranteed the quality and service standards that we will be promoting.

### **Rental Pool Program**

To provide each owner with a fair share of rental return, a rental pool program has been created. The program takes into consideration: the size of the participating units, their location, facilities offered, actual occupancies (the number of days units are rented out or have been occupied by their owners), and seasonality and of course, the rental rates for different seasons and special days.

1) The level of rental rates will depend on two seasons as follows:

Low Season	Sept 16 – Dec 14
	Apr 16 – Jun 30

High Season	Dec 15 – Apr 15
	Jul 1 – Sep 15

Special Holidays	Dec 15 – Jan 3
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2) All participating Villas and Terraced Homes are included in the rental pool.

3) Owners have the right to reserve their units well in advance for any time of the year. This is subject to availability, ie the unit has not been booked and confirmed by a guest.

### **Booking and Reservation Engine**

The reservation engine will be internet based. Therefore the availability status of unit types within the rental pool can be viewed on The Lotus Terraces website. Also, owners and guests will be able to make their reservations and deposit payments online or through the on site reservation office.

### **Performance Record**

Through the Lotus Terrace website owners will have password protected access and be able to view the following online information about the performance of their own unit and selected information of the sub and total rental pool.

- **Reservations, tentative and confirmed**
- **Rental Rates**
- **Occupancy status, month/year to date  
(with and without owners own use)**
- **Revenue, month/year to date**
- **Owners return, month/year to date**

### **Sales and Marketing**

The Lotus Terraces has a small, dedicated and experienced administrative team with the responsibility to market and sell all Villas and Terraced Homes as part of the rental pool. This will be done through contracted travel agents within the region and Europe, be supported by the vast number of other marketing opportunities available, including GDS, local and overseas advertising as well as representation during selected travel fairs, if appropriate. Besides, there will be a reservation office within the development supported by a property management system. This will allow owners access to past and future booking status of their unit, the year to date occupancy of their unit as well as that of the same unit types and all other units in the rental pool.

### **Guest Services**

We will pride ourselves for providing owners and their guests with the quality and service standards one would expect in any reputable luxury hotel. Responsible for this will be a team of well trained service personnel including maids, housemen, handymen, gardener, pool maintenance and supervisor, all under the sharp eye of an experienced manager.

Daily maid service, with a complete change of linens and toweling, replacement of lifestyle bathroom amenities, evening turn down service and “the small details” will ensure that guests will feel special, pampered and well taken care of.

### **Villa and Terraced Home Rental Rates**

Rates for high and low seasons, as well as for special holidays will be reviewed annually and agreed on - for the coming year - with owners.

Rate recommendations made will be based on current and expected business trends, competitors’ pricing and performance, and feedback received from travel trade and guests.

### **Property Management Fees**

The fee structure focuses on the objective of owners and management sharing success. That is, to manage the pool of Villas and Terraced Homes as cost effective as possible, without sacrificing quality and standards.

To assure that owners receive cost effective management and maximum returns, fees will have two components:

- Basic management fee that is equal to 10% of the net rental revenue achieved
- Management incentive equal to 15% of the net return/profit owners will receive from their rental income after deduction of property management expenses.

### **Communication**

Periodical property management news updates and an annual meeting will ensure open communication and dialogue between owners and Management.