



Co-Ownership Scheduling FAQs

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HOW MUCH TIME WILL I HAVE IN MY PROPERTY EACH YEAR?

Your access depends on the number of shares you own. Each share gives owners up to 44 stay nights, and they are tracked on a 365-day basis. For example, if your ownership anniversary date is 18 October 2021, we'd count the total number of stayed nights between 19 October 2021 and 19 October 2022.

WHAT IF I WANT TO STAY FOR LONGER IN MY PROPERTY?

As a benefit to owners, you are able to book time beyond your maximum annual stay night threshold of 44 nights, pending home availability. A modest nightly operating fee is assessed to cover operating and ownership costs. The fee is used to offset costs for other owners, and there is no markup added. Owners will find rates to be dramatically less than booking a similar, non co-ownership property.

HOW DO SHORT-NOTICE STAYS WORK?

Short-notice stays give owners more flexibility to book time in their homes without having to plan far in advance. Open dates in the app can be booked as short-notice stays 2-30 days ahead of your arrival date. Short-notice stays do not count toward an owner's general stay count (6 general stays per share of ownership), but they do contribute to your total annual stay nights . (Note: For homes with unsold shares, the short-notice booking window is 2-7 days ahead of the arrival date.)

HOW DOES THE SCHEDULING APP WORK?

The app is powered by the SmartStay scheduling system. It's easy to use and equitable for owners based on their number of shares owned. The app displays real-time availability and supports two types of owner stays: general and short-notice. General stays are made 8 days to 24 months in advance, and each owner has access to a general stay that falls on a special date (e.g., public holidays or popular local events). Short-notice stays are made 2 to 7 days in advance of arrival. Over time, the SmartStay system will learn each owner's stay preferences and make suggestions for dates you might prefer.

DO OWNERS HAVE A PRIORITY RANK ORDER FOR SCHEDULING?

No, owners schedule their stays based on real-time availability; there is no set ranking order to select dates. This gives all owners equal access to dates important to them, regardless of when they purchased their home.

HOW MANY GENERAL STAYS CAN I SCHEDULE?

Owners may hold up to six general stays at a time per 1/8 share owned. Stays must be for a minimum of two nights. A stay with a duration of 2-7 nights counts as one general stay, while a stay with a duration of 8-14 nights counts as 2 general stays.

HOW LONG ARE OWNER STAYS?

The maximum length of a stay is based on shares owned. Owners of one share can enjoy a stay anywhere from 2 to 14 nights. A stay with a duration of 2-7 nights counts as one general stay, while a stay with a duration of 8-14 nights counts as 2 general stays. Owners of two shares have the option to book stays up to 28 nights. In off-season periods, owners also have the option to extend the length of their stay.

WHAT IS A SPECIAL DATE?

Special dates include bank holidays as well as popular local events. They vary for each region, but they are clearly marked with a blue dot in the scheduling calendar in the app. Special date stays require a 3-night minimum.

HOW MANY SPECIAL DATES CAN AN OWNER HOLD?

Owners may hold up to one special date stay at a time per share.

WHAT IF I DON'T GET THE SPECIAL DATE I WANT?

SmartStay is designed to be equitable, and each owner is guaranteed one special date per share. We recognize you may not always secure your first choice of a special date in a given year (e.g., Christmas), but our 24-month stay calendar gives you the opportunity to request the date in the future.

HOW FAR AHEAD CAN I BOOK A STAY?

Owners can book their home from 2 days to 24 months in advance of arrival. For example, if today is 21 October 2021, you can set dates for arrival beginning 23 October 2021, up to and including 30 October 2023.

WHAT IF I NEED TO CANCEL A STAY THAT I'VE BOOKED?

Owners can cancel with no penalty 60 or more days before arrival. Cancellations will trigger a notification to other owners, alerting them of the newly available dates. For cancellations made within 59 days of arrival, there is no penalty for the cancelling owner if the dates are rebooked by another owner. If the dates are not rebooked, the dates count toward the cancelling owner's annual stay night cycle for the year.

ARE ALL STAY REQUESTS ACCEPTED? HOW AM I NOTIFIED OF THE STATUS OF MY REQUEST?

If a date is shown as available in the calendar, you can instantly secure the stay, and you will see your booked stay dates listed in the **Upcoming** tab under **Stays** in the app.

WHAT TIME IS ARRIVAL AND DEPARTURE FOR OWNERS?

Standard arrival and departure is noon, but owners can request earlier arrivals and later departures. All efforts will be made to accommodate your requests if the calendar and cleaning schedules permit. You will be notified if this is possible 48 hours prior to your arrival and/or departure.