

Tuscana Resort
Orlando
by Aston

General Manager,
Paul Schow



Short Term Rental Program FAQs

(Frequently Asked Questions)

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TRO.Owner.Relations
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tuscanaresort.com
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Q: How does the unit reservation rotation system work?

A: All units in the Aqua-Aston Rental Program are rotated by a computer controlled system based on unit grade and then room revenue. The grading system consists of the following categories: Premium, A, B and C units. Provided below are the qualifications for each unit category:

- **Premium** units are required to have upgraded flooring. This could be carpet that has recently been replaced and is still plush and in good condition, or carpet with vinyl plank, all plank, laminate, tile or a combined option. These units are also required to have flat screen televisions and upgraded furniture.
- **"A"** units are required to have flat screen televisions and upgraded flooring.
- **"B"** units are required to have upgraded flooring.
- **"C"** units will be all other units with none of these features.

This means that the premium units are used first, if there are no premium units then the "A" units are used and so on. The rotation is also programmed to keep the revenue as even as possible but only among each category since the usage will vary among category.

Q: How much money can I expect to make with the rental program?

A: This amount is unpredictable.

Room revenue varies greatly from unit to unit based on several factors such as unit rental start date (when the unit enrolled the program), owner usage, unit grade, expenses... etc.

Unfortunately, we do not have averages for each unit grade to provide since owners continue to upgrade their units sporadically which creates grade fluctuations throughout the year. However, we can provide you our reservation revenue details for 2016. Please see below:

Overall Average Room Revenue Average: \$18,893

2BR Room Revenue Average: \$18,954

3BR Room Revenue Average: \$18,829

These amounts reflect what the unit earned while in our program throughout the year. It is not reflective of the net income the owner received. As mentioned above, net income is subject to vary.

Q: How do I stay informed regarding my unit's performance?

A: Once a unit is enrolled into our rental program, the owner will be given access to our owner's website: <https://astonhotels.ownerrelations.com/>. Via this website, all of our owners can view their specific unit reservations, statements, quarterly condoletters... etc.

Q: How are any damages incurred handled?

A: We have in-house inspectors who do their best to spot damages, if any, incurred after a guest checks out. If any substantial damage is found upon check out that was not present prior to the last guest checking in, the guest is charged for that damage.

However, this is different from wear and tear. Wear and tear is to be anticipated and it is not something that a guest will be charged for. Expenses resulting from wear and tear belong to the owner. Examples of this are: fake leather peeling off a furniture piece, a TV that has stopped working properly, an old mattress becoming lumpy, dishes whose condition has deteriorated and therefore require to be replaced... etc.

Q: Who do I direct any questions I have regarding the rental program?

A: All rental related questions are to be sent to TRO.Owner.Relations@astonhotels.com, with the exception of booking requests.

Q: How can I book owner and/or owner's guest(s) reservations?

- A:
- All owner and owner's guest reservation requests need to be made by the owners only.
 - These requests must be sent to Res.TRO@astonreservations.com and they are required to include the following:
 - Name of the person who will be checking in and whether the person is the owner or guest.
ex. John Doe, Owner
 - Arrival Date, Departure Date, Unit No.
 - Once a request has been sent, please allow 24 to 48 hours to receive confirmation information before re-sending your request.
 - Please keep in mind that there is a 60 day reservation request notice from arrival date required for high season and a 30 day reservation request notice from arrival date for slow season.
 - Please be sure to submit each reservation request individually. This ensures that we are effective when handling all requests since it prevents confusion with overlapping information.
 - If the unit in question is owned by more than one owner, please make sure to specify this in the reservation request. This helps us ensure that the applicable co-owner's information has been entered into our system and all owners are recognized as authorized users.

**** Please note all reservations requests must be made in this format. This is important because the resort must keep a record for all requests made. Also, please note these reservations are subject to an owner usage fee of \$50.00 plus 13.5% tax per stay as specified in the rental management agreement.****

Q: Can I also market my own unit(s) and thereby acquire my own reservations?

A: Yes, you, as an owner, can acquire your own reservations for your unit to maximize your rental occupancy and rental revenue.

Q: How can I do this?

A: It can be as simple as word of mouth, putting up flyers, using social media... Ultimately, how you market your unit is up to you. The idea is that, you, as the owner, are able to act as a rental agent for your unit. This means that we, as the rental program, will continue to rent your unit as normal and you are also able to bring in more reservations into your unit without losing out on any of our reservations. In other words, ***the unit will not lose its position in the Program's rotation reservation system by reason of its rental by Owner's Guests.***

Q: What information should I cover when marketing my unit?

A: When listing the property, please make sure you do the following:

1. A room charge amount should be set. This amount should not include any fees that are payable at property (check-in).
2. All additional fees' information should be provided to guest(s) prior to check-in as listed below:
 - A Security Deposit in the amount of \$300.00 (USD) is required at check-in to cover any possible damages to the unit. This amount is released after check out if no damages are incurred. This deposit can only be waived if the guest(s) chooses to purchase a non-refundable protection plan that can cover up to \$1,500 (USD) of incidental damages for a one-time fee of \$39.00 (USD).
 - A Daily Amenity Fee of \$15.00 (USD) plus 13.5% tax is required to be paid at the time of check-in.
 - All reservations are subject to a one-time cleaning fee of \$55.00 (USD) plus 13.5% tax for any 1BR or 2BR units and \$65.00 (USD) plus 13.5% tax for a 3BR unit payable at the time of check-in. *Please note this charge is separate from the cleaning charge applicable to owners if the stay lasts 5 days or more. This charge still applies; it is just payable by the owner, and it is the same \$55.00 plus 13.5% tax (USD) for a 1BR or 2BR and \$65.00 plus 13.5% tax (USD) for 3BR unit .*
 - All reservations are subject to the payment of one nightly rate plus 13.5% tax at the time of booking and the remaining balance must be paid 14 days prior to arrival. Cancellations received 3-14 days prior to arrival will forfeit the deposit aforementioned. Cancellations received within 2 days prior to arrival forfeit the full balance paid.
3. A credit card authorization form must be obtained from the guests in order for our Reservations Department to process all charges applicable. This form is provided next.

Tuscana Resort Orlando by Aston
The Fountains Resort Orlando by Aston
1395 Tuscana Lane
Champions Gate, FL 33896
E-mail: res.tro@astonreservations.com
Fax (407) 390 0663
Credit Card Authorization Form

Name on Reservation:

Confirmation number:

Room Type:

Date of Arrival:

Date of Departure:

I, _____, hereby authorize Tuscana Resort Orlando by Aston/The Fountains at Champions Gate by Aston to charge my credit card for the following:

- ✓ Room + 13% Tax: \$
- ✓ Cleaning Fee + 13% Tax: \$
- ✓ Amenity Fee + 13% Tax: \$

At time of booking \$

Fourteen days prior to arrival \$

Credit Card #:

Expiration Date:

****A copy of the front and back of the credit card you are authorizing for use must be included with this returned form**.** Should there be any changes you must notify the hotel as soon as possible, **before the day of arrival**. If you use a Debit Card funds will be automatically transferred, reversal of charges can take up to two weeks. By signing this form you are agreeing to accept charges to your credit card, you are stating that you understand all policies and procedures, and you understand this form will serve as confirmation as well as a receipt.

Signature

Date

Q: What do I do once I have received a reservation request?

A. Since all reservations must go the Manager's on-site office at the Property (the "Manager's Office"), you would need to follow the booking procedures listed below:

- The reservation request along with the required Credit Card Authorization Form must be sent to Res.TRO@astonreservations.com just as any other reservation request and the request is required to include the following information:

- Name of the owner who is requesting the reservation and the unit he/she owns that is to be used.
- Name of the guest who will be checking in.
- Indication if the reservation is a regular **owner's guest reservation** for which only cleaning fee and owner usage fee is applicable or if the reservation is a direct reservation in which case payment will be collected from guest. If direct reservation, please disclose nightly rate agreed upon. For reference, please refer to www.tuscanaresort.com to see what current rates are.
- Arrival Date and Departure Date
- Guest Credit Card Authorization Form

- Once a reservation request has been made, please allow 24-48 hours for confirmation information to be sent before re-submitting your reservation request. Please note our Reservations Department is closed on Sundays.

- Please keep in mind that there is a 60 day reservation request notice from arrival date required for high season and a 30 day reservation request notice from arrival date for slow season. *Furthermore, all requests are subject to availability.*

- If Owner's Unit is already reserved at the requested time, Manager will make every effort to accommodate Owner by moving the pre-existing reservation to another unit. If that proves impossible, either because the Program is fully booked or because the party holding the reservation will not accept the move, Owner's Rental Guest will be offered alternative occupancy dates for the unit.

- Payment for the stay, and any ancillary charges made by Owner's Rental Guest, will be done through the Manager's Office in the same manner as it would with a normal Guest generated by the Manager. Resort rental expenses will be charged against the revenue generated by Owner's Rental Guests as they would with respect to any other rental revenue.

- Please be sure to submit each reservation request individually. This ensures that we are effective when handling all requests since it prevents confusion with overlapping information.

**** Please note that any communications from potential guests that you have acquired on your own will be directed to you and you would communicate directly with the guest as needed. In this case, Aston Hotels & Resorts will not act as a travel agent on behalf of the owners. If any issues are encountered during the guest's visit, these are to be relayed to you, as the owner, and we depend on you relaying the issues accordingly to us in order to resolve all issues in a timely manner and to your guest's satisfaction. ****

Q: How much are the cleaning fees for each reservation? Who pays these fees?

A: The cleaning fees applicable are the following:

- \$55.00 plus 13.5% tax for a 2BR unit
- \$65.00 plus 13.5% tax for a 3BR unit

If a guest stays for 4 nights or less, the cleaning fee is paid in full by the guest. If a guest stays 5 days or longer the cleaning fees listed above are deducted from the owner's rental revenue.

Q: What are the recurring services provided for my unit per the rental management agreement and what are their recurring costs?

A: On a *monthly* basis, you are charged the following:

- The management fee of a \$100.00. This charge is reflected on your quarterly rental statement in the amount of \$300.00 which is the total for each quarter.
- Monthly Labor (\$48.00 monthly)
- Parts Charge (\$30.00 monthly)

On a *quarterly* basis, you are charged the following:

- Pest control (\$30.00 quarterly)
- Welcome Packs for guests (\$32.00 quarterly)
- Air Conditioning filter changes (\$20.00 quarterly)

On an *annual* basis, you will be charged the following:

- State & County required rental license/tourist tax application/renewal costs applicable for the following:
 - DBPR HR - 7028 - Department of Business and Professional Regulation's (DBPR) Division of Hotels and Restaurants (H&R) Vacation Rental License
 - DR - 1C - Collective Registration for Short-term Rental of Living or Sleeping Accommodations/State Sales and Use Tax -
- Osceola County Local Business Tax Receipt:
 - Osceola County's Residential Condo License
 - Osceola County's Short Term Rental Condo License
- Osceola County Tourist Development Tax
- Condo Insurance required for all condos being rented on a short term basis which averages from \$500.00 - \$600.00 per year for each unit.

Q: When are the rental distributions and statements sent? How do these correlate to the 1099-MISC/1042-S form I am to use for tax purposes?

A: All rental distributions applicable are processed at the end of the month following the end of the quarter. For clarification, please refer to the breakdown below:

- | | |
|------------------|---|
| • Q1 (Oct - Dec) | Distributions are processed at the end of the following January |
| • Q2 (Jan - Mar) | Distributions are processed at the end of the following April |
| • Q3 (Apr - Jun) | Distributions are processed at the end of the following July |
| • Q4 (Jul - Sep) | Distributions are processed at the end of the following October |

*** Please note the quarters are labeled based on the respective distribution dates (date rental earnings applicable are paid to the owner). This is because, for tax purposes, the revenue earned should be filed under the year the earnings were actually paid. Therefore, the quarters are labeled in agreement with the information provided in the 1099-MISC/1042-S forms that owners receive at the end of each year. ***