

LOCATIONS

MOUNTAIN MANAGEMENT

Big White SKI RESORT

IT'S THE SNOW

OWNER'S GUIDE

OUR MISSION

Our mission is to deliver industry-leading hospitality service and build lasting relationships with guests while providing our owners with the highest possible return for their vacation property.

OUR VALUES IN ACTION



SUPERIOR SERVICE

Locations Mountain Management Services Ltd. (LMMS) is in the business of helping people. Our guest-centric approach is demonstrated in our awareness of our guests' needs, attention to detail, and willingness to go above and beyond to exceed expectations.



TRUSTWORTHINESS

We prioritize open communication, creative problem-solving and effective execution. We are reliable and consistent – regardless of the scope – and pride ourselves on offering a worry-free experience that's based on a proven track record of success.



INNOVATION

LMMS puts time and effort into researching and applying solutions that will net our owners the most from their vacation property. Using cutting edge software and proven technology systems, we harness the power of multiple channels, dynamic pricing, and optimized listings to get you top dollar for your home.



ACCOUNTABILITY

The core of accountability is responsibility. Our team at LMMS upholds our commitment to you, our valued owner, first and foremost. We recognize the profound trust you place in us and take great pride in delivering exactly what we say we will in an efficient, consistent, and transparent manner.

BROCK CURZON

Owner & Big White Manager
250-300-0288 | brock@staylocations.com

ELLIOTT COCKRAM

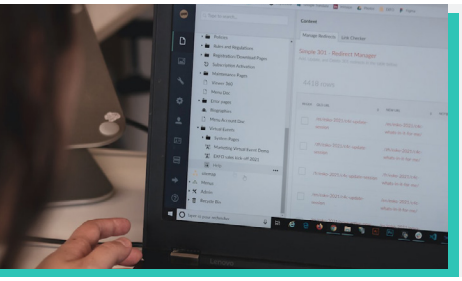
Office Manager
elliott@staylocations.com

SERVICES WE OFFER

INITIAL ASSESSMENT

We offer a free initial assessment of your home in order to provide a revenue projection across all seasons. We will also evaluate the decor, furniture quality, appliances, linens, and other items in order to recommend improvements for maximum revenue return.



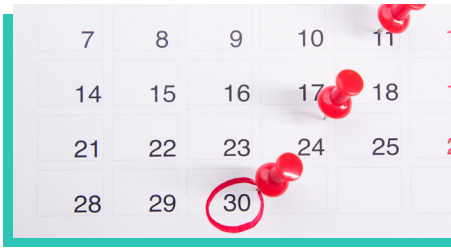


LISTING CREATION

LMMS creates a detailed breakdown of each property with tailored descriptions designed to engage potential guests. This is paired with professional photography and staging services to capture high quality photos to display your home in its best light.

ACCOUNT MANAGEMENT

We offer easy contact for owners' queries and with our 24-hr online calendar system, you have the option to block dates with complete flexibility. You decide when your property is available for bookings and rent it on your terms while leaving the rest to us.





PRICE OPTIMIZATION

There is no guessing when it comes to your investment. We use a combination of specialized technology and knowledge of the local rental market in order to set the perfect price for your vacation property. Our strategy involves dynamic pricing, filling the calendar and maximizing rental revenue for you, the owner.

GUEST COMMUNICATION

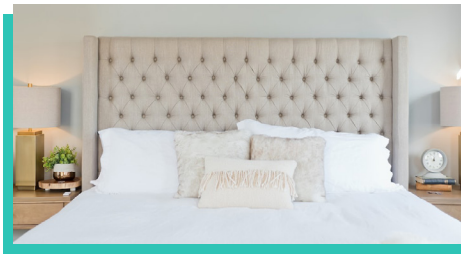
Availability is key, especially when it comes time for a prospective guest to book a reservation. Staff at LMMS are always available to answer inquiries and we pride ourselves in offering prompt responses with enticing dialogue. We are not in the business of keeping guests waiting. Whether it's answering an email on a holiday weekend or responding to a guest phone call late at night, we understand that responsiveness is critical in capitalizing on your vacation property. We handle all communication in a timely manner from the first inquiry, until well after the check out has passed, answering any questions or concerns that may come up along the way.



SERVICES WE OFFER

LINENS & LAUNDRY

We can source hotel-quality linens and will launder all linens inside the home whenever possible. If linens are laundered off-site, they are bagged and tagged to ensure they do not get lost or mixed up.





PROFESSIONAL CLEANING

Cleaning is taken care of by our sister company ProStyle Cleaning, so we keep everything in house, which means absolute reliability and everything under our control. A clean unit is a crucial piece of any guest's positive vacation experience. We organize professional cleans paid for by your guests to ensure clean units and great reviews, which ultimately results in repeat and referral bookings.

REPLENISHMENTS

As with professional cleaning and hotel-quality linens, fully stocked replenishments contribute to higher overall ratings and repeat guests. We help exceed guest expectations by providing paper towels, coffee filters, dishwasher detergent, dish soap, hand soap, waste bin bags, toilet paper, soap, shampoo, and conditioner for each new guest and extra if they request more. In our storeroom ON the mountain, we have a full supply of all consumables, any of which an owner can purchase from us for an additional charge.





PROPERTY MAINTENANCE

LMMS has highly skilled professionals on staff and on-call to take care of any maintenance issues that may arise. While managing your home, it is our team's responsibility to care for and maintain your property. Our duties don't end with replacing light bulbs. We are capable of tackling emergency maintenance, improvements, and renovations either by utilizing our own staff or our network of professional contractors of plumbers, gas fitters, carpenters, and electricians.

ONLINE PRESENCE

LMMS FEE

35% of gross revenue (nightly rate + cleaning fee)

Additional Services: Cost + 15% (i.e., hot tub maintenance and repair, snow removal, renovations, etc.)

ADVERTISING CHANNELS

LMMS uses professional photography as well as search optimization across multiple listing platforms to help your vacation property stand out from the competition.

Our online presence, continuous community engagement, and social media pages help drive traffic to our easy-to-use website and **convert potential visitors into paying, repeat guests.**

airbnb

Vrbo

Booking.com

Expedia

Hotels.com™

PET-FRIENDLY ACCOMMODATIONS

Talk to us about how welcoming pets can help increase your short-term rental revenue by **as much as 16%.** It will also ensure that your property's calendar is more likely to be fully booked year-round and set your property apart from the competition in the off season.

We can protect your property by inspecting it during the clean and rectifying any issues at the guest's expense, such as removing odours with an ozonator or spot cleaning the carpets. We can also restrict the size and type of pet allowed to you or your strata's preferences.

THE OWNER ONBOARDING PROCESS

When you come onboard as one of our valued owners, we will:

- Send you a questionnaire asking for the details of your property
- Provide an assessment of your property and any recommendations to maximize its revenue potential
- Conduct a deep clean of your property, conducted at an hourly rate
- Take high-resolution photos of your property, showcasing all of its rooms and amenities
- Create a highly marketable listing of your property on our advanced booking software and push it to all the major advertising channels, such as Airbnb, VRBO, Booking.com, and Expedia
- Market and advertise your property on Google, Facebook, Instagram, and in conjunction with Big White marketing initiatives
- If your property has a hot tub, employ a trusted and efficient spa company that will handle every aspect of cleaning and maintenance throughout the season
- Have our sister company, ProStyle Cleaning, clean your property after each guest stay, ensuring quality control and optimal cleanliness for guest satisfaction
- Block off any dates on your property's calendar when you or your friends want to stay at your property, and offer you a discounted cleaning rate for these stays
- Take a management fee of 35% of gross revenue (nightly rate + cleaning fee) earned from your guest stays, not including any additional services (cost + 15% for snow removal, renovations, etc.), and send you the net payout by e-Transfer or bank transfer within 14 days of the end of the month

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Owner & Big White Manager
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Office Manager
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SHORT-TERM RENTALS

Locations Management Group has been operating successfully **for more than a decade** and LMMS has been operating at Big White **since 2020.**

Our team advertises on all the major channels like Airbnb, VRBO, Booking.com and Expedia. The software and systems we use harness these channels and have functions built in to yield the highest revenue possible. We provide owners with live access to their vacation rental calendars, allowing them to pay as little or as much attention as they like. We are also in touch with the latest rules and regulations, helping owners understand the requirements, taxes, and technicalities of owning a vacation property. Our goal is to generate the most income for our owners' homes, while ensuring a worry-free experience that is based on a proven track record of success.

Click to contact us for more information on the earning potential of your vacation property.

REVIEWS

STERLING P. Guest
★★★★★ airbnb
Super simple nice clean place. Brock responded to my questions faster than my wife does, it was impressive.

JOEL S. Guest
★★★★★ airbnb
Excellent location. Check in seamless. Place exactly as per pies. Really easy to access, and highly recommended. A-1.

RACHEL M. Guest
★★★★★ Expedia
This is a great spot! SO close to everything, easy check-in and parking. Brock was super speedy and accommodating. HIGHLY recommend.

MICHAEL T. Guest
★★★★★ Expedia
Excellent location and value. Any questions and concerns were answered immediately (within 10 minutes) and instructions were clear.

MEL A. Guest
★★★★★ Expedia
Would highly reccomend Brock's place, location is amazing, and the apartment was 5 stars! Brock was very responsive and accommodating, thanks for a great stay!

KRISTEN E. Guest
★★★★★ airbnb
It was a great place for a great price, would definitely visit again! Check-in/ Check-out was laid out clearly and communication was super quick and helpful if needed!



THE LMMS TEAM



BROCK CURZON

Owner & Big White Manager
250-300-0288
brock@staylocations.com

Brock is a career tradesman who has managed vacation rentals for 8 years. Being an avid mountain enthusiast, it's fitting that he is the manager of our Big White operations. In his rare time off, you can find him biking down the side of a mountain or adventuring with his daughter.



ELLIOTT COCKRAM

Office Manager
elliott@staylocations.com

Elliott is the office manager for our Big White operations. He has over 15 years' experience as an administrator, manager, and bookkeeper. He is married with a daughter. Despite his best efforts, he remains a novice skier.