

	Lookout		Mountain		Concierge		
Service	[1]	15% [2]	20% [3]	25% [4]	Hourly \$50** [5]	Hourly \$100*** [6]	lockbox lease [7]
Property management and maintenance							
Property check-drive by, vacant [8]				x	By request	By request	
Property check-walk through, spot check [9]			x	x	By request	By request	
Property check-walk through, each turnover [10]				x	By request		
Property check-including trash removal [11]					By request		
Property issue troubleshooting [12]			As needed at all service levels		By request	By request	
Property issue remedy [13]		[14]	x	x	As needed	By request	
Vendor management [15]			x	x	By request	By request	
Vendor recommendations [16]			As needed at all service levels				
Package assembly and installation [17]					By request	By request	
Supplies inventory maintenance [18]			x	x	(Reimbursement plus 15%)		
Package and inventory delivery [19]		x	x	x			
Key/key code/key card maintenance (CRP) [20]				x			
Owner/Park relations including burn ban updates			As needed at all service levels				
Back up for cleaner (on-call subs) [21]			As needed at all service levels				
Guest services [22]							
Guest point of contact			As needed at all service levels		By request		
Guest complaints			As needed at all service levels				
On call for guest services (non-emergency) response [23]		[24]	x	x			
Guest recommendations			As needed at all service levels				
Guest package delivery [25]		x	x	x	Plus \$25 for returned items		
Contactless check in/lockbox (Cascade River Park) [26]							\$30/month
Local river and weather conditions		x	x	x			
In person guest greeting				x	By request		
Guest FAQ			As needed at all service levels				
Emergency incident logistics and notification			As needed at all service levels				
Event planning and coordination					By request		
Guest message delivery			As needed at all service levels		By request		
Start up							
Consultation [27]					\$150.00		
Photography [28]					x		
Photography-drone					x		
Photography-staging [29]					x		
Photography-seasonal			As needed at all service levels				
Platform guidance			As needed at all service levels				
Pre-listing or non-contract vendor management [30]					By request	By request	

Pre-listing or non-contract package delivery [31]					By request, mileage, reimbursement	By request, mileage, reimbursement
Pre-listing or non-contract package receiving on site					By request	By request
Listing						
Single platform listing, additional listings hourly [32]					\$150.00	
Listing maintenance [33]			x	x		
Cross platform management				x		
Reservation management				x		
Calendar management			x	x		
Calendar coordination	As needed at all service levels					
Co-host listing (listing maintenance by owner)		x	x	x		
Host and maintain listing				x		
Social media advertising via Lookout Mtn Concierge				x	By request	
House book-creation					\$100 [34]	
House book-co-creation, hourly					By request	
House book-maintain and reprint					By request	
Local guide book					By request	
Inventory purchasing [35]			x			
*Rustic, primitive camp sites only						
**Scheduled or unscheduled contract one hour minimum						
***Unscheduled, non-contract urgent service, one hour minimum						
New in 2025						

- [1] Instead of 10%, either by text, call or schedule, I will walk through the property for \$10 per visit. A reasonable amount of trash disposal is expected and included. Excessive trash removal by request.
- [2] Of payout minus cleaning cost
- [3] Of payout minus cleaning cost
- [4] Of payout minus cleaning fee
- [5] When extra services are required, by appointment.
- [6] When I need to drop what I'm doing and get the job done!
- [7] Invoiced by Lookout Mountain Concierge, quarterly and monthly
- [8] Rounds, which means a visual inspection of the property from the road, of all properties are made periodically. 2-7 days per week
- [9] After a cleaner has been in place for several weeks, I stop by unannounced to check in both while the cleaner is there and at other times to maintain quality assurance.
- [10] While I do not inspect the property between each turnover, I visit often enough to maintain inventory and check for damages.
- [11] Rustic/camping property only
- [12] I'm always happy to help assess a situation and help find the best course of action. Hourly charges apply, if not under contract
- [13] Most cases will require a licenced, bonded repair vendor. However, in cases where I can remedy a problem, there may be an extra hourly cost.
- [14] Most instances of repair will be addressed by a licenced vendor. Small repairs incur charges at this service level.
- [15] The owner should expect to communicate directly with vendors such as propane, exterminator, cleaner, etc. I will facilitate their access to the property at no extra cost
- [16] Always happy to connect you to vendors to meet all your needs
- [17] While delivery is included at most service levels, installation and assembly are hourly services at all levels.

[18] Paper towels and toilet paper can be delivered, however other supplies must be mailed/delivered to the property/park. Supplies can be delivered by special request.

[19] From the front office or Marblemount post office to the property. Collection further away charged time and mileage.

[20] Office hours at the park can be limiting. I'm able to go to the office on your behalf

[21] I'll do my best to find a substitute or clean the unit myself. Hourly per cleaner.

[22] Concierge will do everything possible to ensure a wonderful experience of the guest, regardless of contract status.

[23] On call means I follow the rentals property calendar

[24] On-call services are no longer included at this service level. Hourly rates apply.

[25] To return an item to a guest when they forget it and want it shipped

[26] You provide a lockbox and direct your guests to pick up keys and card at the Chevron in Marblemount.

[27] Includes a walk through the property, troubleshooting, initial set-up tips, vendor recommendations, and price point estimate.

[28] I am not a professional photographer, however, I'm not too shabby. I charge an hourly rate for my services.

[29] I am not a professional designer/stager, however I'm able to set up scenes and am familiar with the kinds of set-ups most popular in listing platforms

[30] Non-contract vendor management includes access to Cascade River Park and/or property by appointment.

[31] In cases where you may need additional facilitation including travel, limited purchasing and delivery. Even under contract, some additional charges may apply.

[32] The first listing takes the most work, successive listings at \$35 per hour.

[33] In instances where the owner is the main host, I'll be happy to take pictures for you at no additional cost

[34] Includes the Park Rules document and the local guide as well as a template to start the process. Also includes disclaimers.

[35] In the event LMC needs to spend money to purchase for you, a 15% charge will be added. This includes fuel. Added cost for mileage.