



SURE HOME STAYS

Hand Crafted Suites



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Our Vision

Our vision is to provide superior vacation rental management services that will enhance property value and revenue performance, driven by excellence in every aspect of our operation, resulting in customer satisfaction from both our homeowner partners and the guests we serve.





Atlanta, GA



Victoria, BC



Calgary, AB



Halifax, NS



Winnipeg, MB



Saint John, NB

Your all-in-one property manager

Increased Returns: Through various proprietary softwares, we on average, our low-end return is a gross rent of more than 2.5x times traditional market rent. We manage homes that are performing 6.6x market rent.

Asset Protection: Via our proprietary screening software, and partnerships, the outcome of any guest related damage over \$1,000 is .004%.

Hands-off Management: We cover every aspect from; marketing, 24/7 guest relations, guest screening, scheduled cleaning services, repair/maintenance services, bookkeeping, and so. The only time you'll hear from us is when we are depositing booking revenue.



By The Numbers

Our Portfolio

100+
Rooms

70+
Locations

40+
Real Estate Partners

Capital / Funding

\$3 Million
Venture Capital Debt
Financing Raised to Date

\$20 Million+
Real Estate Assets owned
by founders

Guest Experience

4.87 Star
Average stay rating

9,000
Nightly stays

81%
Average Occupancy

99%
Response Rate

Our Team

5
Executives

23
Hospitality Agents

21
Hourly/Interns/Contractors

1
24-Hour Call Center



Our Portfolio

 Current Markets

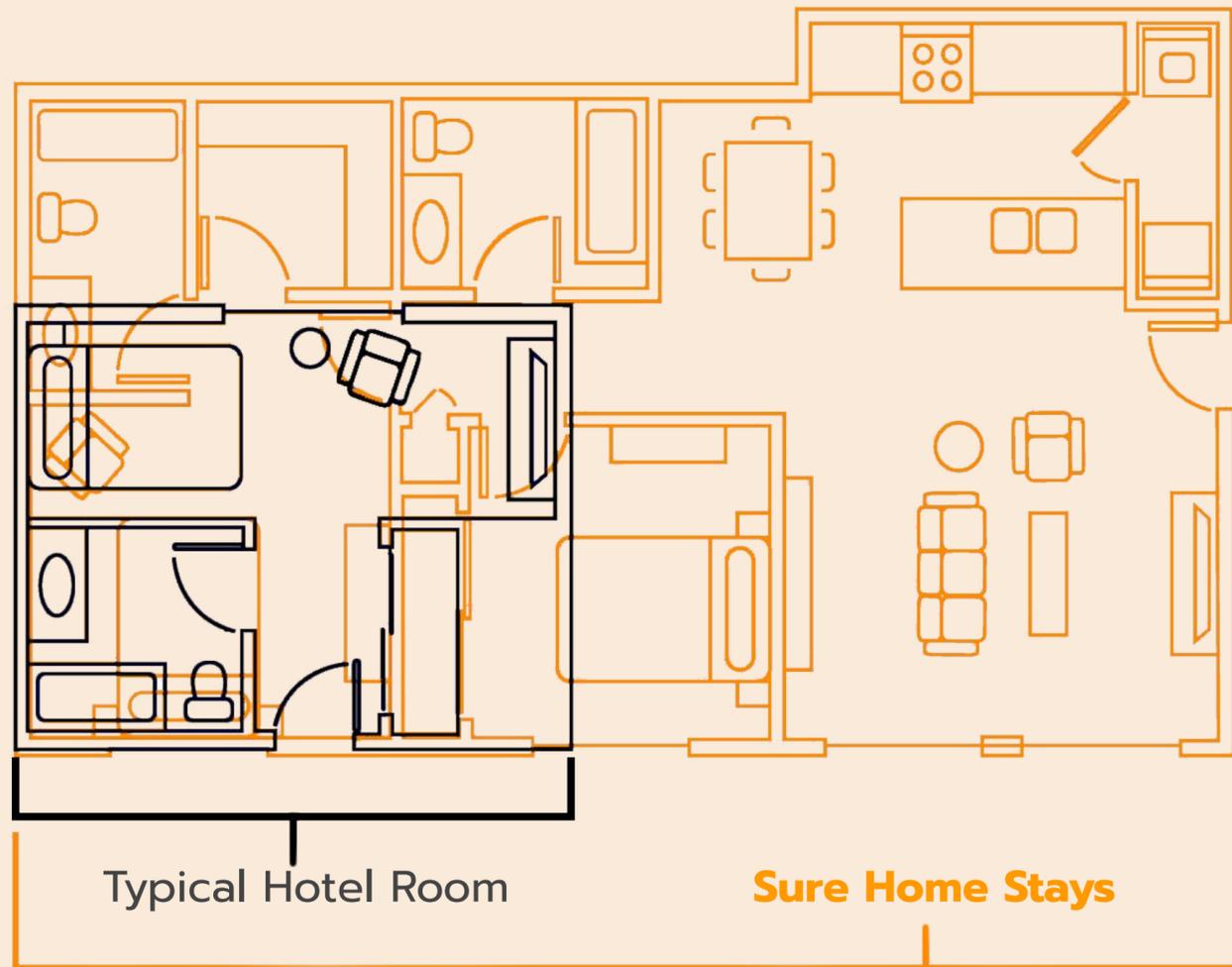
 Target Markets





The Democratization of Travel

Sure Home Stays VS Typical Hotel Room



	<u>Typical Hotel Room</u>	<u>Sure Home Stays</u>
Bedrooms	1	1-3
Average Living Space	300 sq ft	750 sq ft
Average Daily Rate	\$178.00	\$125.00
Destination Marketing Tax & HST	\$30.71	\$0.00
Occupancy	68%	81%
30 Day Extended Stay Total	\$5,340	\$3,750

Guest Savings Of \$1,590



Dynamic Pricing

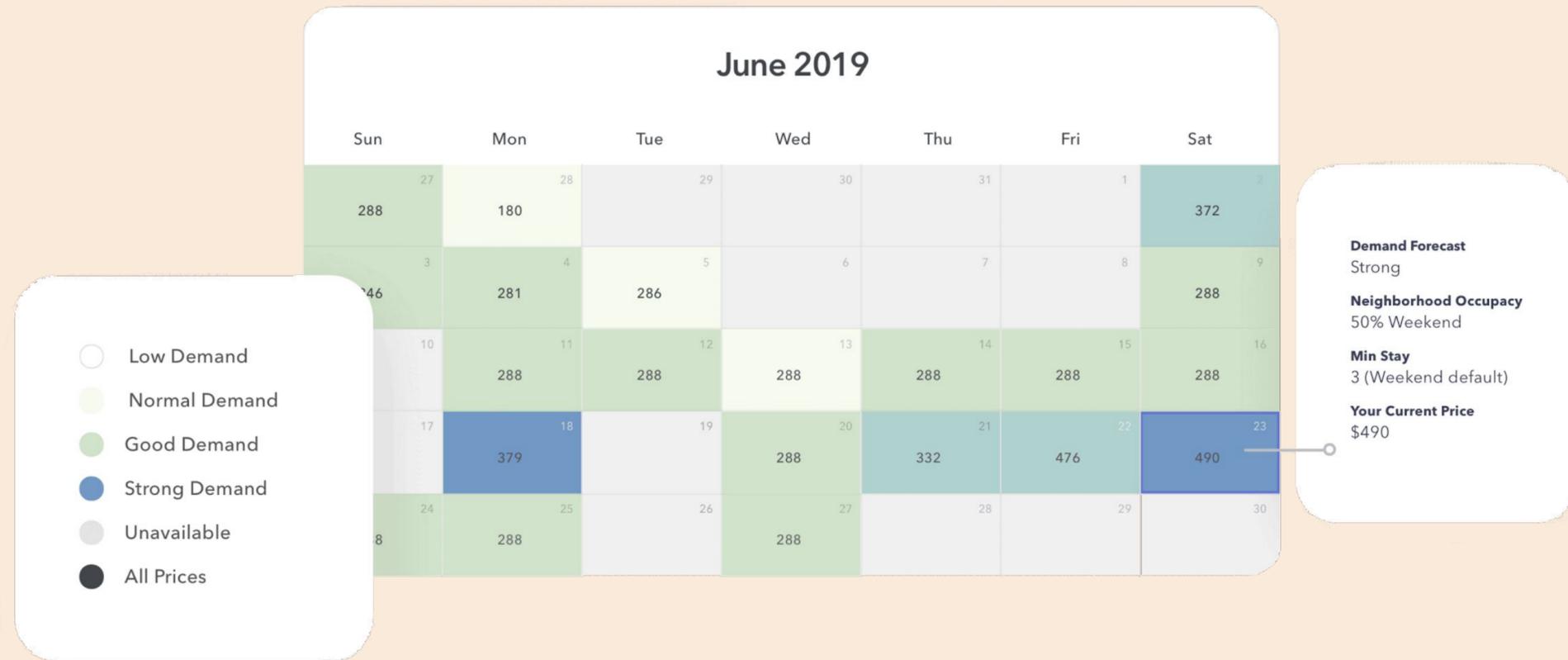
We determine prices based on market supply and demand, seasonal and day-of-week trends, special events and holiday predictions, and the number of days left to book.

Events: We determine what dates are in high demand by monitoring future looking data from nearby listings and hotels. You can easily set your own event pricing for groups of listings or your entire portfolio.

Seasons: We determine seasonality for your region based on historical trends in both vacation rentals and hotels. Alternately, you can set your own seasonality – useful if your portfolio has different booking trends.

Local Data: Our system analyzes each listing’s performance and recommends a base price. We then take local trends and apply them onto this base price as a percentage change. Utilize our data and your knowledge of the market to adjust the price level of each listing at any time.

Dynamic min-stay rules: Cascading minimum stays keep min-stays higher further out and lower them as a date approaches. Set fixed minimum stays for holidays and the high season. Automatically reduce minimum stays to fill gaps in your calendar.





Interior Design



Interior & Exterior Design Team

The design of your home inside and outside is very important to getting bookings and should not be decorated like a home to live in, but like a vacation. From the style of the design to the furniture in the rooms and the fun amenities to draw in the guests to click that Book Now button. Our consultation is free because we see ourselves as true partners and want your home to generate the most income possible when you are not using it.

Sure Home Stays has the experience to know what works and what doesn't, so don't be afraid to ask. This is one of the areas where we set ourselves apart, many management companies just list your home as is, which is not the way to attract guest after guest. Our team can help style, furnish, and freshen up your home. We can show you examples of our top performers in person and explain why they are bringing in top dollars.

Maximize Revenue

Unlike most management companies that simply set on and off season rates, Sure Home Stays maximizes revenue using a complex set of variables to ensure your home books. We work to customize each home's rate patterns to maximize profitability. We adjust rates based on many variables. Our rate strategies also adjust for the timing of the reservation, last-minute stays, holidays and special events.

We leverage rates to stay current and competitive, record extensive guest history, use strategic testing to gauge marketing success and secure repeat guests year after year. Ultimately, our software allows us to better serve the specific needs of homeowners, vendors and guests.



Unparalleled Marketing

Sure Home Stays utilizes the widest network of OTA's and gets you listed on the first page! Most management companies use the major North American OTA's which are very popular, however, we have also partnered with the leading OTA's in Asia and Europe. These are the Airbnbs of their respective regions.





Security & Screening

Sure Home Stays employs a four-step verification process and fraud prevention system to ensure all guests are vetted each time. Our dedicated Trust & Safety team utilizes machine learning and cross-references guests against a blacklist. Sure Home Stays will be partnering with security technology firms to further enhance our background checks.

Social media is cross referenced utilizing Artificial intelligence, credit cards are pre-checked for fraud, deposits are held at confirmation, and processed one-day prior to check-in. Guests are not granted access until all the pre-screening verification is completed.

DEDICATED INSURANCE
Exclusively through Co-operations, all Sure Home Stays leased units have commercial-grade \$1 million premises liability and \$1 million excess liability coverage.



More detail on the next page.





Security & Screening

RISK ASSESSMENT

Our team is provided with a risk assessment for the guest, so we can remove the guesswork from screening through analytical driven artificial intelligence.

DIGITAL FINGERPRINT

Every guest in our ecosystem is digitally identified to make sure they only have a single reservation at a time. We use artificial intelligence and machine learning for validation.

FLAG TOP RISKS

We receive a detailed list of the top risks flagged for, even small details that on their own would not be relevant such as outstanding bylaw tickets or driving infractions.

GUEST INFORMATION VALIDATION

Guests sometimes don't provide all of the information required. We make sure to ask them and validate the missing pieces prior to getting property access.

THIRD PARTY BOOKINGS

We flag and protect against third party bookings by asking guests for additional information, notifying our team if anything stands out.

BUILDING & MANAGEMENT REGISTRATION

We offer a dedicated view for property management companies and building owners where they can see who's inside their facility and how they've been verified.

CONTINUOUS MONITORING

We scan every reservation across all platforms from enquiry to confirmed booking. We conduct a new assessment if the guest's reservation details change, notifying your team.

PHONE & EMAIL VERIFICATIONS

We verify the phone number and its carrier to ensure it's a real cell phone number, flagging it if it's not. Our system also checks the guest's email to see if it's been associated with a different user, a business or even if it was created recently.

PAYMENT & SECURITY DEPOSIT

We verify the guest's credit card against a global database of chargebacks and reports. You'll also have the ability to charge a dynamic security deposit based on the guest's risk level and make sure they actually have the funds on their card.

SOCIAL MEDIA VALIDATION

We check the guest against all social media platforms to make sure they're real and have a presence, letting your team know if we flag anything abnormal.

DIGITAL CONTRACT

The guest will sign a digital contract that is legally binding and was crafted by top lawyers with expertise in real estate and privacy laws.

ID VERIFICATION

We use an ID scanning system used by banks and insurance companies to verify that the ID is legitimate and hasn't been altered in any way.

PRIVACY COMPLIANCE

Our entire platform is PII and PCI compliant. We don't store any personal information about your guests, abiding by international privacy laws.

ONLINE FRAUD

We flag risky desktop, mobile and tablet IPs, proxy servers and even high risk countries that are known to be associated with online fraud.

LOCAL GUESTS

We automatically check if the guest is a local. We never rely on user input alone and run multiple checks throughout their booking journey to identify if the guest is physically located near the listing.

BREACHED CREDENTIALS

Our system checks if the guest's email address was recently exposed to a security breach, flagging them for additional verification.

BACKGROUND CHECKS

We check if the guest is on any criminal databases or if they've been previously convicted for rental fraud. We use 160k databases to flag for any anomalies. We check against Interpol's most wanted and terrorist no fly lists.



Security & Access



Sure Home Stays team provides seamless guest access with robust security:

Upon a guests booking confirmation, a digital access code is generated, which will provide them access to everything they need during their stay.

Codes are unique to each guest and only work during their stay. Sure Home Stays staff and vendors have their own unique codes as well.

This system allows Sure Home Stays to fully monitor who has accessed all areas of the building at all times. The custom codes also allow for seamless guest experience and increased security. Sure Home Stasy will always retain a master key.

In future upgrades, keypads will be replaced with proximity readers and biometric scanners.





Asset Protection

Each of our homes are equipped with a state-of-the-art home security system.
Peace for your neighbours. Privacy for our guests. Security for you.

Noise monitoring

Prevent noise issues by tracking not just how loud it is, but how long it is loud for, so you won't be alerted every time a door slams.

Motion & temperature

Know when your guests arrive or check out, and if the A/C of heating has been left on.

Camera-free

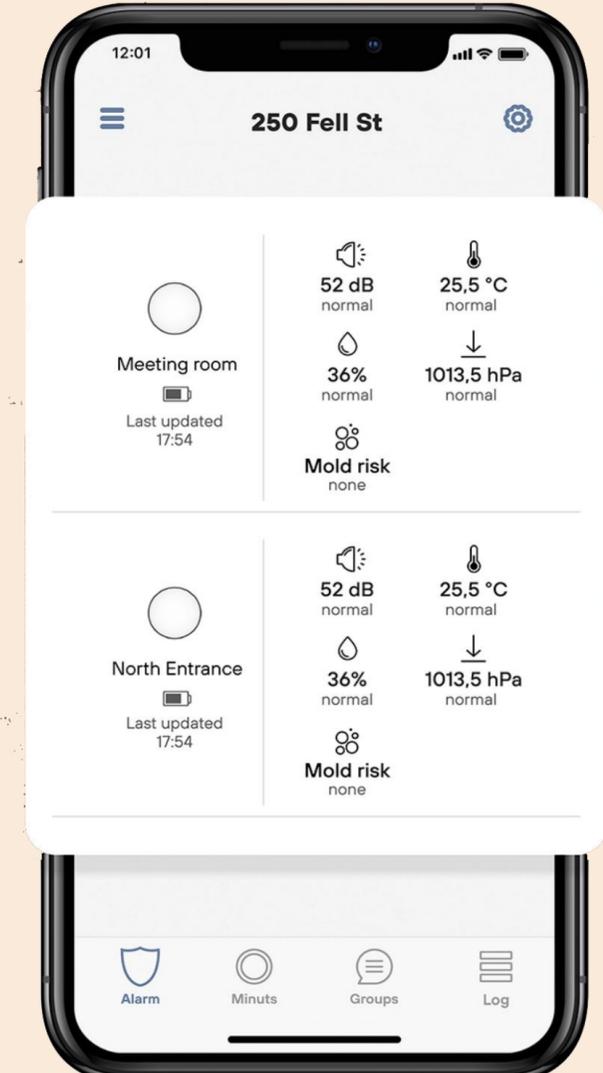
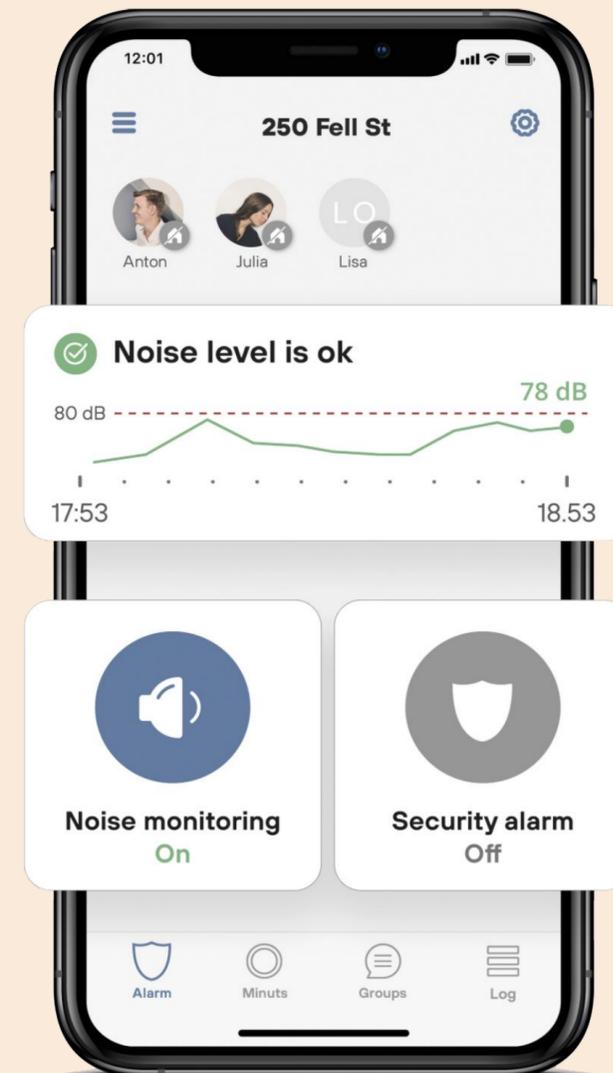
Peace of mind knowing your property is 100% privacy-safe.

Smart home alarm

Get an instant notification if any unexpected motion is detected in your property.

Recognize other alarms

Minut can recognise and alert you to other alarms going off, such as smoke and CO.





Significant Property Claims



We have had over 400 million global guest arrivals on our platform, last year alone we had over 49 million trips, we call a significant property claim, anything over \$1,000. The occurrence of a damage claim reported was .004%. Which means you would need to host every single day for 63 years before you have a problem.



*- Alexandra Dagg, Director of Public Policy (Airbnb),
Calgary Counselors, Short-Term Hearing.*



Good Neighbor Policy

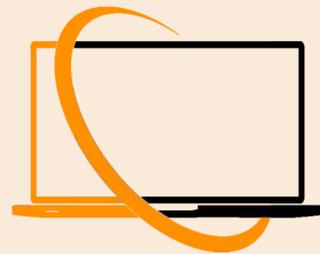
Common Area Etiquette	Three strike rule for all Sure Home Stays staff interacting with building residents; for example, no supplies in the lobby, elevator priority to residents, etc.
Local Property Management	Available 24/7 to all guests and building staff, but out of the way when not needed.
House Rules	Security deposit collected on all stays to ensure full compliance to building rules.
Guest Screening	Detailed list of historically fraudulent profiles (names, credit cards, phone numbers, IP addresses).
No Party Policy	Thorough screening, minimum stay requirements, premium pricing and constant monitoring.
Smart Homes	Smart connectivity improves nuisance and noise detection, triggering real-time alerts for immediate actions against potential disturbers.
The SHS Promise & Service Recovery	All Sure Home Stays staff are fully empowered to ensure 100% guest satisfaction and follow-up, reducing negative reviews across all platforms.





Owner Support

Our homeowners are our partners and we take that relationship very seriously. We understand our Homeowner Partners want a management company that cares for their home as much as if it were their own. We understand entrusting your home to a professional management team is an important decision. We will work with you to help make the most out of your investment.



Owner Portal

Through your online easy to use Owner Portal and mobile app, you have access to important information regarding your home. A few of those features are:

- Create owner blocks.
- Real time live calendar.
- Create work orders for requested work.
- Track the status of pending, active and closed work orders.
- View documents associated with your property.
- Run reports such as monthly statements, profit & loss statements, etc.
- Submit questions, concerns or tasks to be completed.

Financial Reports

You can use your Owner Portal to view a variety of reports on the fly, no need to request said reports ... they are all there right at your fingertips.

- Monthly Statements, which are also emailed to you by the 10th of the following month.
- Profit & Loss Statement, in a summary or detailed format.
- Property Revenue Comparison, which is where you can compare two periods. Such as a specific month from last year to this year.

Guest Damage Guarantee

One of the biggest concerns homeowners have is guest damage. If a guest damages something in your home, we handle the repair and/ or replacement immediately.

We want to make sure your home always reflects what is photographed and keep it in pristine condition. It will never be left in your hands to eat the cost or worry if it is being taken care of.

This guarantee also includes fines incurred by the guest. If the guest incurs a noise violation fine, parking fine, etc. All you have to do is forward all documentation to Sure Home Stays and we will reimburse you right away.



Housekeeping Team

Certain pleasures are inextricably linked with our idea of vacation: the smell of freshly laundered linens, the glisten of an unused appliance, natural light through streak free glass, soft carpet under bare feet, freshly vacuumed carpet lines, and a squeaky clean tile floor. These luxuries are the reason guests choose a vacation rental as a place to create new memories, and this is why a dedicated Housekeeping Team is at the heart of any successful vacation rental. Our Housekeeping Team is dedicated to and specialized in Vacation Rental Cleaning, which is far more detailed than a standard house cleaning.



Maintenance Team

Our Maintenance Team organizes and schedules all required repairs, enhancements and repair damages. We work with Sure Home Stays vetted employees within our own Maintenance Team and preferred vendors, which include every possible vendor under the sun. Prompt repairs are essential to handling home upkeep and maintenance to avoid possible bad reviews. As we've grown, we've developed strong relationships with local service providers. These providers work with us directly to assist in the upkeep of our homes. We know whom to call, when, and how to work within an appropriate budget.



Guest Support

Reservationists: If the guest would like to extend their stay, book another reservation or simply need recommendations for a restaurant or directions to a landmark nearby someone is available to help twenty-four hours a day, seven days a week.

Guest Services: If the guest needs instructions on how to operate an amenity, appliance or a remote control someone is available as each home is different. If the guest needs help setting up a game or locating some extra game equipment someone is available twenty-four hours a day, seven days a week.

Maintenance Team: If the guest experiences a maintenance issue, such as a broken chair, burnt out light bulb or even help in person for any reason ... we are here help twenty-four hours a day, seven days a week.



Leadership



Brock A. Rogerson is the Director of Sure Home Stays LP. and Director R2 Capital Partners Inc.

Brock was a Floor Trader on the Winnipeg Commodity Exchange and worked for 16 years at CIBC Wealth Management. At CIBC, Brock advised the bank's largest clients on wholistic Financial Planning and Wealth Management strategies.



Spencer G. Riche is the Director of Sure Home Stays LP. and Director of R2 Capital Partners Inc.

R2 Capital Partners Inc. is a real estate private equity firm. He leads acquisitions and the asset management division which controls over \$23 Million in residential, multi-family, commercial and industrial real estate.



Robin de Klerk is the Chief Executive Officer of Sure Home Stays Inc.

Robin co-founded and served as CEO to a successful corporate housing company prior to joining SHS. Robin has over 10 years of experience in sales, management and real estate; appraisals, mortgage financing, student rentals, short-term rentals, and property management.



Sean Cosgrove is the General Manager of Sure Home Stays Inc.

Sean, is a veteran in the hospitality industry, having an extensive career working in companies such as Marriott, Sandman Hotel Group, and Best Western.



Josh A. Doidge is the Chief Technology Officer of Sure Home Stays.

Josh graduated with honors in Business and Administration from the University of Manitoba, propelling himself into a 6-year career with Apple while contributing to a handful of early tech starts up. Josh is a customer service veteran and a tech wiz.



Jason M. Connolly is the Vice-President of Guest Relations for Sure Home Stays Inc.

Jason has an established background in online business, digital marketing and e-commerce. With a focus on customer service, Jason communicated with eBay customers on a daily basis answering questions, resolving disputes and building ongoing customer relationships.



Reda Sabbah is the Vice-President of Operations for Sure Home Stays Inc.

Reda has over 15 years of experience in project management and sales, as well as developing and coaching highly effective, top performing sales teams. Reda's career started in the competitive market of custom new home sales and has earned numerous awards for outstanding sales results and customer service.



Lisa Lowry is head of Bookkeeping and Accounting.

Bookkeeping and a real estate investor. Lisa holds a Bachelor of Commerce Degree focused on Information Systems and has obtained her Certified Professional Bookkeeper designation from the Institute of Professional Bookkeepers of Canada. She has been involved in the finance world for over 25 years working in both public and private practice in a variety of industries.



Thank You

Financials available upon request.

Onboarding Checklist



O7 Onboarding Checklist

KITCHEN

Many guests choose a vacation rental over a hotel for the express purpose of preparing meals, so providing a well-stocked kitchen is key to guest satisfaction.

Small Appliances:

- Coffee Maker (Keurig)
- Small Hand Mixer
- Blender
- Toaster (4-Slice)
- Microwave

High Quality Pots & Pans:

- 6-Quart Covered Stockpot
- 3-Quart Covered Saucepan
- 4-Quart Covered Sauté Pan
- 2-Quart Covered Saucepan
- 10-Inch Non-Stick Frying Pan
- 6-Inch Non-Stick Frying Pan
- 19" Aluminum Roasting Pan
- Cookie Sheets (2)

High Quality Knife Block:

- 8-Inch Chef's Knife
- 8-Inch Slicing Knife
- 8-Inch Serrated Bread Knife
- 5.5-Inch Utility Knife
- 3.5-Inch Peeling Knife

Food Preparation:

- Measuring Cups
- Measuring Spoons
- Cheese Grater
- Potato Masher
- Cutting Boards (3)
- Strainer/Colander
- Large Mixing Bowls (2)

Utensils:

- Spatula
- Pancake Spatula
- Large Stirring Spoons (3)
- Ladle
- Potato Peeler
- Kitchen Shears
- Whisk
- Barbecue Tool Set

Other:

- Tea Kettle
- Oven-Safe Casserole Bowls with Glass Lids (4)
- Butter Dish
- Placemats
- Standup Paper Towel Holder
- Serving Bowls (2)
- Serving Pitchers (2)
- Serving Platters (2)
- Salad Serving Fork and Spoon
- Hot Pads (2)
- Oven Mitts (2)
- Wine/Bottle Opener
- Hand Can Opener
- Knife Sharpener
- Tupperware Type Containers with Lids (6)
- Manual Citrus Juicer
- Barbecue Tool Set
- Bar Jigger
- Bar Shaker
- Washable Drawer Organizers for Utensils
- Dish Drainer
- Trash Can (13-Gallon)

Supplies:

- Dish Soap (Per a Reservation)
- Sponge, Wrapped (Per a Reservation)
- Dish Washer Pods (Per a Reservation)
- Paper Towels
- Trash Bags, 13-Gallon (Per a Reservation)

Place Settings:

Must be white. Home should have five extra place settings beyond the total number that the home sleeps. (Ex: Home sleeps 14, it should have 19).

- White Dinner Plates (10.5-Inch Diameter)
- White Salad Plates (7.5-Inch Diameter)
- White Bowls (7-Inch Diameter)
- White Coffee Mugs (12 Ounces)
- Tall Water Glasses (15 Ounces)
- Wine Glasses (16 Ounces)
- Plastic Pool Glasses (18 Ounces)
- 8 Champagne Glasses (8 Ounces)
- 8 Short Rocks Glasses (11 Ounces)
- Dinner Forks
- Salad Forks
- Dinner Spoons
- Tea Spoons
- Table Knives
- Steak Knives

Casita Kitchenette:

- White Coffee Mugs (12 Ounces)
- Tall Water Glasses (15 Ounces)
- Wine Glasses (16 Ounces)
- Plastic Pool Glasses (18 Ounces)

EACH BEDROOM

The bedroom should exude comfort and a welcoming energy.

- Bed
- Nightstands
- Table Lamps
- Wall Mounted HDTV (Minimum 32-Inch)
- Small Dresser
- Wooden/Felt Hangers (18 - Master, 8 - Others)
- Luggage Stand (Metal)
- Trash Can (5-Gallon)
- Trash Bags, 5-Gallon (Per a Reservation)

Onboarding Checklist



O7 Onboarding Checklist

EACH BED

Must be white. We've found that the best way to dress a bed for vacation rentals is by using the triple sheet method. The Triple sheet method starts with a mattress protector, fitted sheet, flat sheet, duvet (no duvet cover), flat sheet, throw or blanket at the foot of the bed and standard sized pillows.

Regular Beds:

- White Mattress Protector/Pad (1)
- White Fitted Sheet (1)
- White Flat Sheet (2)
- Down Alternative Duvet (1)
- Throw or Blanket to Fit Bed Size (1)
- White Standard Sized Pillows & Pillowcases
 - Cal-King, King, Queen, Full (4)
 - Twin (2)
- Washable Blanket (1)
- Bed Skirt (If Necessary)

Extra Beds (Rollaways, Sofa Sleepers, Etc.):

- White Mattress Protector/Pad (1)
- White Fitted Sheet (1)
- White Flat Sheet (1)
- White Standard Sized Pillows & Pillowcases (2)
- Washable Blanket (1)

Extra Linen:

Each bed size should have two sets of backup sheets.

TOWELS

Must be white. Each home must have a complete bathroom towel set (bath towel, hand towel, washcloth) and pool towel set. Each set should have five plus the total number the home sleeps. (Ex: Home sleeps 10 it should have 15 of each set.)

- White Bath Towels (Sleeps + 5)
- White Hand Towels (Sleeps + 5)
- White Washcloths (Sleeps + 5)
- White Washable Bath Mats (Each Bathroom)
- Striped Beach/Pool Towels (Sleeps + 5)
- Neutral Color Kitchen Towels (8)

EACH BATHROOM

- Shampoo (Per a Reservation)
- Conditioner (Per a Reservation)
- Body Wash (Per a Reservation)
- Bar Soap (Per a Reservation)
- Toilet Paper (Per a Reservation)
- Trash Bags, 5-Gallon (Per a Reservation)
- Toilet Plunger
- Toilet Brush
- Trash Can (5-Gallon)
- Hair Dryer (Master and Casita Bathrooms)

GREAT ROOM AND/OR BONUS ROOM

- Wall Mounted HDTV (Minimum 50-Inch)
- Streaming Device (Roku, Amazon Fire, etc.)
- Couch(es), Love Seat(s), Chair(s)
- Sofa Sleeper (Recommended)
- Coffee Table
- End Table(s)
- Lamps

DINING ROOM

- Dining Table (As Close to Sleep Count)
- Decor Items

LAUNDRY ROOM

- Washer
- Dryer
- Iron
- Ironing Board
- Laundry Baskets (2)
- Trash Can (13-Gallon)
- Trash Bags, 13-Gallon (Per a Reservation)

CLEANING SUPPLIES

- Glass Cleaner (As Needed)
- General Purpose Cleaner (As Needed)
- Cleaning Rags (As Needed)
- Standard Floor Vacuum (Laundry Room)
- Mop (Laundry Room)
- Broom and Dust Pan (Laundry Room)

OUTDOORS

- Patio Table with Chairs (8+)
- Lounge Chairs (4+)
- Other Appropriate Seating
- Bar Stools (If Outdoor Island)
- Outdoor Ashtray
- Hoses and Hose-End Sprayers (2)
- BBQ & Floor Mat
- Propane Tank (One/Appliance and One Backup)
- Appropriate Furniture for Front Courtyard
- Pool Skimmer with Handle
- Pool Remote Control App (Recommended)
- * We do not recommend pool floats

WHOLE HOUSE

- PointCentral Key-Less Lock for Entry Door
- PointCentral Key-Less Lock for Casita Door
- Key-Less Lock for Side Yard Gate
- Key-Less Lock for Housekeeping Supply Closet
- Key-Less Lock for Owner's Closet
- Garage Door Remote Controls
- Window Coverings in All Sleeping and Private Areas
- Cordless Phones for Kitchen & Master Suite
- Fire Extinguishers for Kitchen, Laundry Room and Garage
- Step Stool or Ladder
- Small Tool Set
- Flashlights for Kitchen & Master Suite
- Door Mats for Each Outdoor Entry
- A Floor Fan or Table Fan (Master Closet)
- * We do not recommend candles