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Our Vision

Sure Home Stays is an international hospitality brand that embraces the sharing economy. We host thousands of travelers each year in luxurious fully furnished studios, condos, single-family homes and boutique hotels.

We accommodate our guests in properties from partnerships with homeowners, property managers, REIT's, and developers.

Through our focus on technology, we manage and coordinate hosting guests for other individuals and businesses in the hospitality industry.



















Your all-in-one property manager

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

Asset Protection: As investors, we know the importance of protecting your asset and investment. Via our proprietary screening software, and partnerships, the outcome of any guest related damage over \$1,000 is .004%. (or 1 incident in every 63 years.)

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



By The Numbers

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13+

Cities

+08

Units

52+

Real Estate Partners

\$8 Million+

In Sales since 2019

Capital / Funding

\$3 Million

Venture Capital Debt Financing Raised to Date

\$45 Million+

Real Estate Assets owned by founders

Guest Experience

4.87 Star

Average stay rating

10,000+

Reservations

76%

Average Occupancy

99%

Response Rate

Our Team

3

Executives

12

Hospitality Agents

25+

Hourly/Interns/Contractors

1

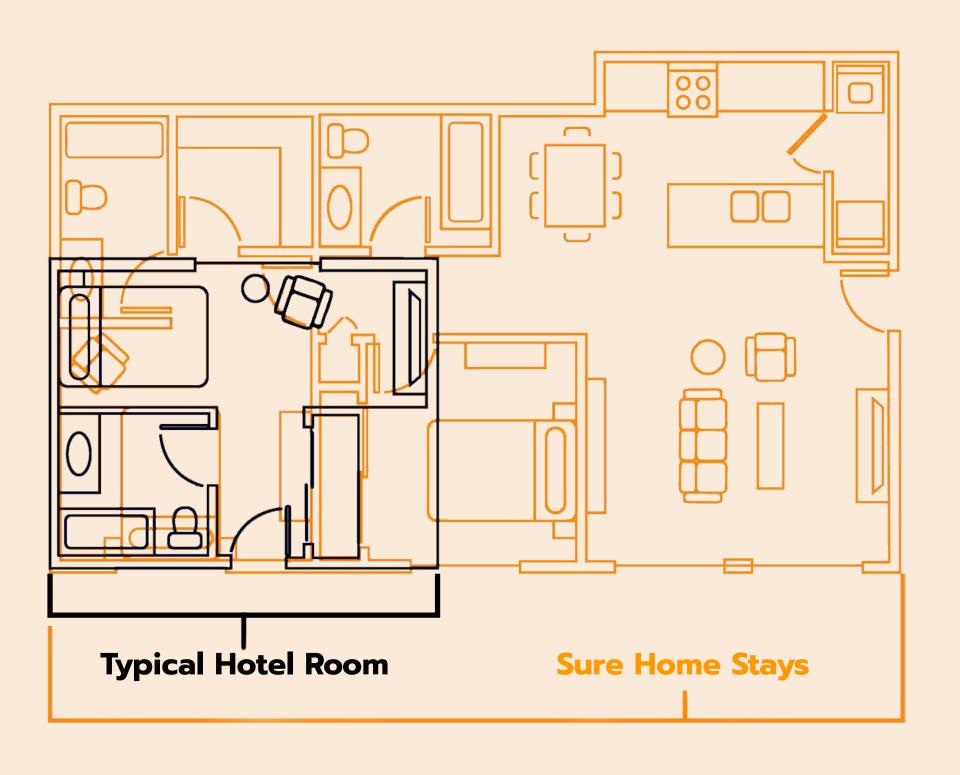
Call Center







Sure Home Stays VS Typical Hotel Room



Bedrooms
Average Living Space
Average Daily Rate
Destination Marketing
Occupancy

Typical Hotel Room	Sure Home Stays	
1	2	
300 sq ft	750 sq ft	
\$168.00	\$125.00	
\$30.71	\$0.00	
68%	76 %	

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 a vast network of OTA's (online travel agencies) and partnerships to help your property achieve the ultimate exposure; we will develop a unique marketing strategy tailed for your property to ensure it gets listed on the first page of each search result.



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.

More detail on the next page.

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.



We require guests under 21 years old to get approval from a parent or guardian.

You can still complete sign-up but you will be required to provide and submit this document to:

SUBMIT

AGE & ID
VERIFICATION

Government

Take a photogovernment of the submit of the sub



Security & Screening



RISK ASSESSMENT

Our team is provided with a risk assessment for the guest, so we can remove the guesswork from screening though 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.

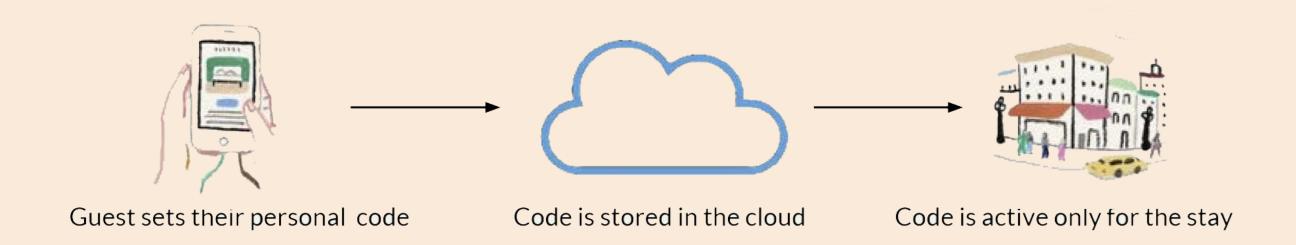
BACKGROUND CHECKS

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.

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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 we 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.

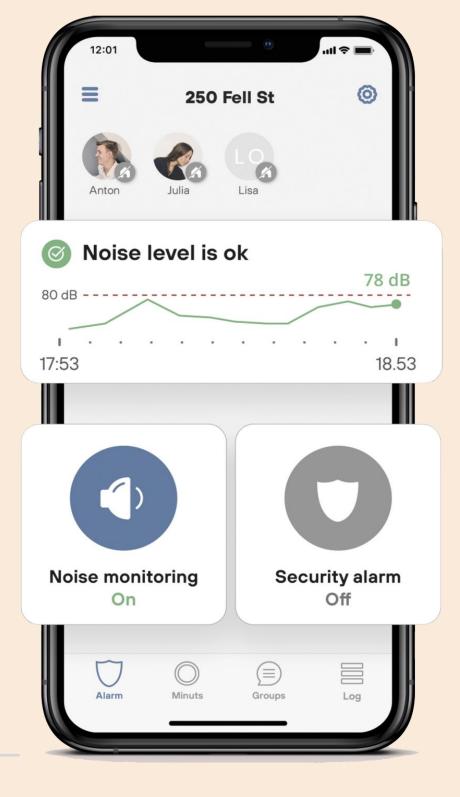
Smart home alarm

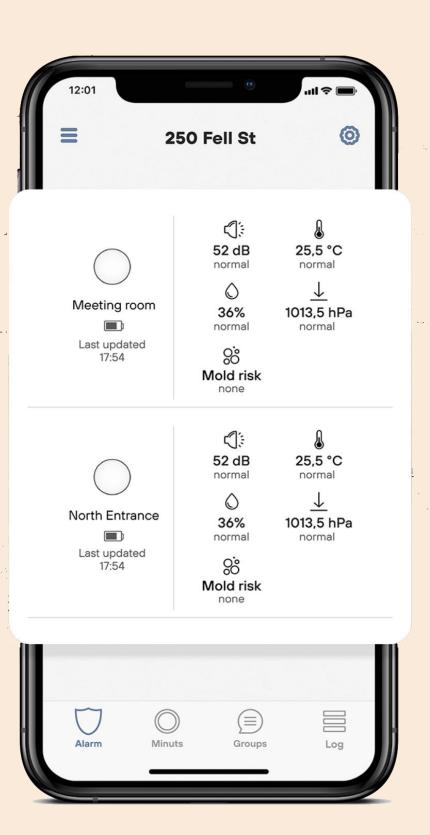
Get an instant notification if any unexpected motion is detected in your property.

Recognize other alarms

Our systems recognise and alert us if other alarms are going off inside the home such as smoke and CO2.







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.



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Good Neighbor Policy

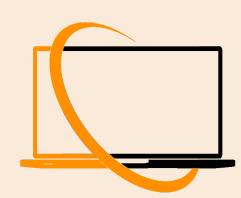
Common Area Etiquette	Three strike rule for all Sure Home Stays staff interacting with building residents; for example, no supplies in the lobby, elevator priority to residents, etc.
Local Property Management	Available 24/7 to all guests and building staff, but out of the way when not needed.
House Rules	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.

Sure Home Stays hospitality agents are highly effective at leveraging the guest coverage insurance programs provided by booking platforms such as AirBNB. This helps owners reduce out of pocket expenses from damages, repairs or violations brought on by guests.

Guest Support





Housekeeping Team

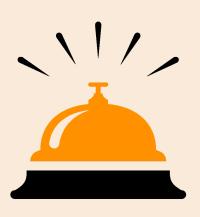
Certain pleasures are inextricably linked with our idea of vacation: the smell of freshly laundered linens, the glisten of an unused appliance, natural light through streak free glass, soft carpet under bare feet, freshly vacuumed carpet lines, and a squeaky clean tile floor. These luxuries are the reason 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.

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.



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.

Our 15-min response rule; as company policy, we pride ourselves on making sure our team responds to any guest inquiry, question or issue within 15-minutes or less. Thus, offering an unmatched guest experience.





The following is an example of one owner whos HOA attempted to ban STR's in their community. Through our direct involvement, we were able to influence the community and overturn the proposed legislation.

How we accomplished this:

- 1. We launched a marketing campaign and created a "larger than life" presence of a STR homeowner rights associated within the community.
- 2. We used our team to find and locate the owners of each property, acquire their names, cell phones and mailing address.
- 3. We then created direct mail campaigns, which mailed flyers weekly to all the property owners in the HOA.
- We launched SMS and Ringless Voicemails (RVM) campaigns to ensure every owner was aware of the attempt to ban STR's in their community.
- We provided examples of why STR's benefit the community and property values. In addition, we were notifying owners who were unaware of the potential change in HOA regulations.
- We created social media groups within the community for other STR operators to join and share opinions and action steps.
- 7. We spoke on behalf of our newly form association and represented the other owners in a HOA board hearing, highlighting the positives of STRs and handling each objection opposing STRs.







ORCHARD -VS - MONTAGE

Avg Property Values

\$1,046,297

\$1.295.554

PROTECT YOUR PROPERTY VALUE! VOTE DISAPPROVE!

value that STR's can add to our community

VOTE to "DISAPPROVE" on PROP #3 Say NO to the CC&R's AMENDMENT





STR REGULATIONS PROVEN TO WORK

STR Licensing Fees

STR's can be a great benefit to our community. Professional management helps to create an There are currently 251 short-term rentals standardize systems and procedures for operating within Indian Palms. A reasonable STR short-term rentals across multiple units. This

loise monitors are a very effective way to Regulations requiring regulation of short-term rentals should include community can be implemented. These a bylaw that makes their installation and use background checks drastically reduce the

occurrence of any problematic incidents

PREPARE SENSIBLE STR REGULATION! VOTE DISAPPROVE!



Website



SHORT-TERM RENTALS ADD VALUE TO OUR COMMUNITY





- * **Accommodation revenue** is only the nightly charges for the room, this excludes charging a fee on: cleaning fees, taxes, and all other charges related to each reservation.
- ** Contract Commitment: Bronze & Silver required a 3-month notice prior to management contract termination, Gold requires a 6-month notice prior to management termination.

Bronze

10% of accommodation revenue

Silver

15% of accommodation revenue

Gold

20% of accommodation revenue

Click Here to View Detailed Pricing Packages



Video Links



Vacation Rental Management Promo https://www.youtube.com/watch?v=_GD_jCKN1x0

Short-Term Rental Management Video https://www.youtube.com/watch?v=RF88te4U6BE&t=2s

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Onboarding Checklist

Onboarding Checklist

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KITCHEN	Utensils:	Place Settings:
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.	☐ Spatula ☐ Pancake Spatula ☐ Large Stirring Spoons (3) ☐ Ladle	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).
Small Appliances: Coffee Maker (Keurig) Small Hand Mixer Blender Toaster (4-Slice) Microwave	Potato Peeler Kitchen Shears Whisk Barbecue Tool Set Other: Tea Kettle	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)
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	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)	 □ 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
☐ 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	Oven Mitts (2) Wine/Bottle Opener Hand Can Opener Knife Sharpener Tupperware Type Containers with Lids (6) Manual Citrus Juicer Barbecue Tool Set	Casita Kitchenette: White Coffee Mugs (12 Ounces) Tall Water Glasses (15 Ounces) Wine Glasses (16 Ounces) Plastic Pool Glasses (18 Ounces) EACH BEDROOM The badroom should exude confort and a welcoming
Measuring Cups Measuring Spoons Cheese Grater Potato Masher Cutting Boards (3) Strainer/Colander Large Mixing Bowls (2)	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)	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)

SureHomeStays.com

Trash Bags, 13-Gallon (Per a Reservation)

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Onboarding Checklist

Onboarding Checklist



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EACH BED	EACH BATHROOM	OUTDOORS
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)	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)	Patio Tab Lounge (Other App Bar Stool Outdoor (Hoses ar BBQ & Floor Propane Appropria Pool Skin Pool Rem * We do not WHOLE HO PointCen Rey-Less Key-Less
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)	☐ Lamps DINNING ROOM ☐ Dining Table (As Close to Sleep Count) ☐ Decor Items LAUNDRY ROOM	☐ Key-Less ☐ Garage D ☐ Window (Areas ☐ Cordless ☐ Fire Extin
Extra Linen:	☐ Washer☐ Dryer	and Garage Step Stoo
Each bed size should have two sets of backup sheets	. Horyer	Small To

☐ Ironing Board

Laundry Baskets (2)

CLEANING SUPPLIES

Trash Can (13-Gallon)

Trash Bags, 13-Gallon (Per a Reservation)

Glass Cleaner (As Needed)
General Purpose Cleaner (As Needed)
Cleaning Rags (As Needed)

☐ Mop (Laundry Room)
☐ Broom and Dust Pan (Laundry Room)

Standard Floor Vacuum (Laundry Room)

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.)

E.)	
	e 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)

	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
۷H	OLE 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
23	eas
	Cordless Phones for Kitchen & Master Suite Fire Extinguishers for Kitchen, Laundry Room
an	d 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

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