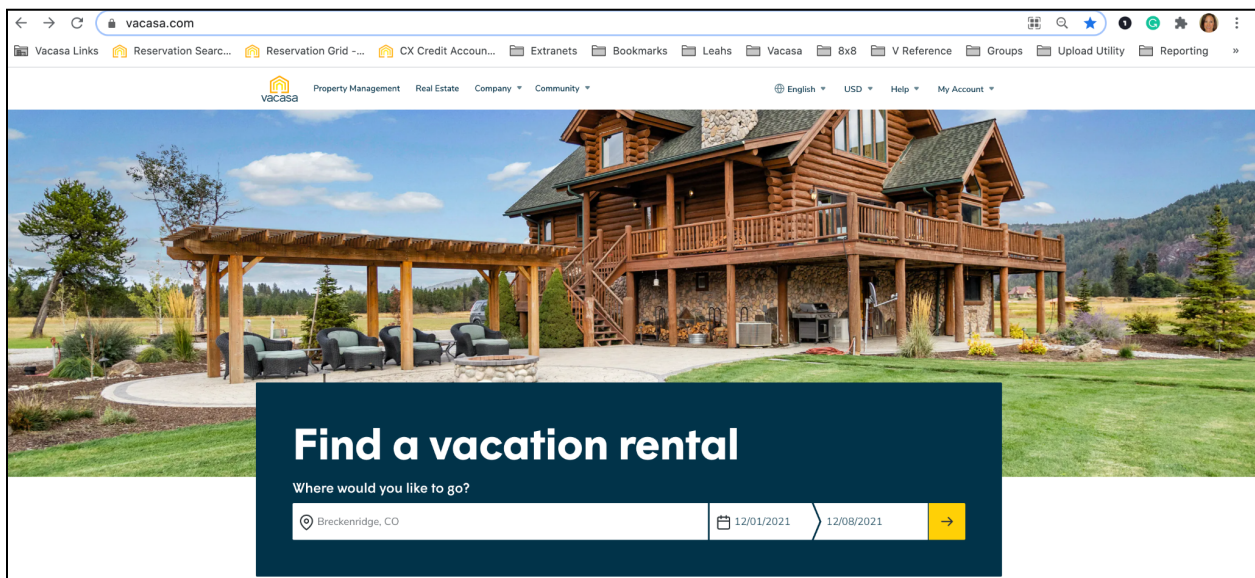


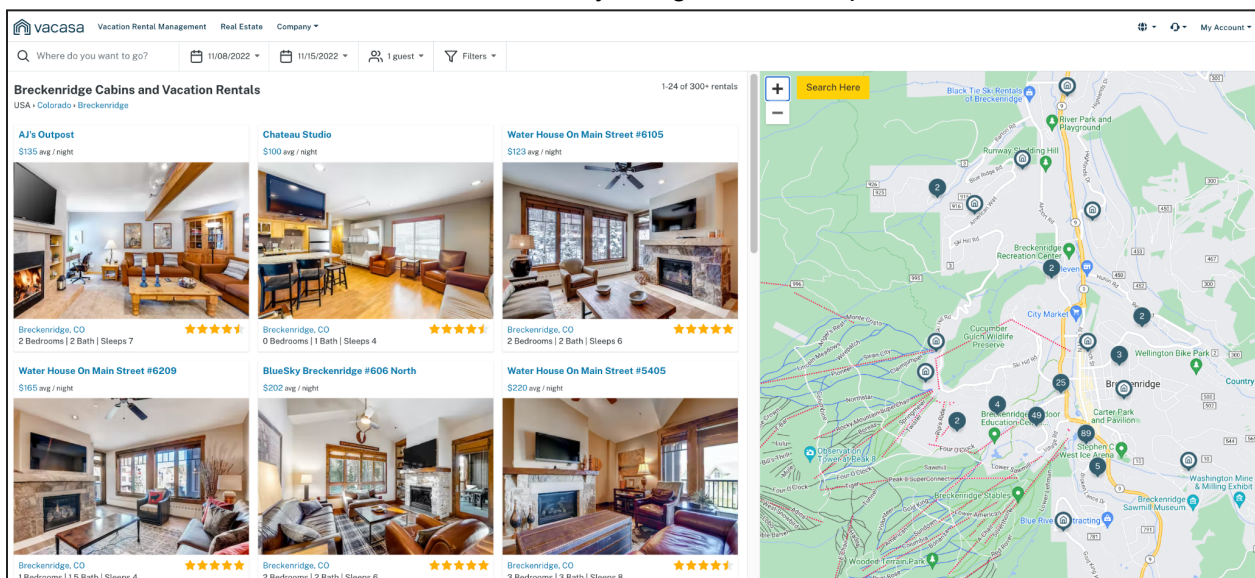
# Tour Operator Reservation Guide

You will receive 15% off the total reservation cost (exceptions detailed in Discount Guide). Rates will be honored for 3 days from the quote date. Take a screenshot of the quote including date so we can honor the 3 day quote.

1. Go To: [www.vacasa.com](http://www.vacasa.com)
2. Enter Destination and travel dates
3. Click yellow arrow



4. Review search results, refine search by using filters or map.



- Update # guests, adults, children, dogs, click update or use filters to filter down to amenities, bedrooms, etc.
- Click on listing, review “pricing details” for itemized view

11/08/2022 11/15/2022 1 guest \$1,469.99 Book Now

USA > Colorado > Breckenridge > Water House On Main St CO

**Water House On Main St CO**

Save to Favorites Take a Virtual Tour

★★★★★ 25 reviews

Max. occupancy: 6 1 King Bed

2 bathrooms No pets

See location on map  
Address provided after booking

**Worry-free booking**  
Enjoy peace of mind with simple cancellation

Expert cleaning Local support

**PRICING DETAILS**

Discounted Rent (7 Nights)	\$862.00
<b>Fees</b>	<b>\$447.28</b>
Limited Damage Waiver	\$140.00
Cleaning Fee	\$136.50
Booking Fee	\$170.78
<b>Taxes</b>	<b>\$160.71</b>
Colorado and Summit County Sales Tax	\$73.97
Summit County CO Housing Tax	\$9.49
Breckenridge CO Sales Tax	\$32.73
Breckenridge Accommodations Tax	\$44.52
<b>TOTAL</b>	<b>\$1,469.99</b>

You save \$100.73

Or as low as \$133/month with [affirm](#). [Learn more](#)

- Copy and paste website URL from Vacasa.com search to include in your email (see example below). This will capture the unit, travel dates and number of travelers, pets, you entered in your search. You can also send a screenshot with the rates for reference to the Tour and Travel department: [touroperators@vacasa.com](mailto:touroperators@vacasa.com)



- Reference Discount Guide for available discount for selected destination and travel dates. The amount owed to Vacasa will be the following:
  - 15% off = Total x .85
  - 10% off = Total x .90
  - 5% off = Total x .95

# Discount Eligibility

\*\*\*\* Not every unit is eligible for net rate discounts \*\*\*\*

Vacasa offers a discount **on selected homes only**. Many Homeowners opt out of discounts or have set minimum rate thresholds thus also opt-out of offering net rates - so if you do not see a discount, the home is not eligible for net rates. If the home is eligible, it will be showcased in the “Pricing details” dropdown. To check the discount, enter a 7-night stay *outside of traditional holiday dates* (regardless of the number of nights you wish to book). If the discount is shown, like Example 2 below, as “Discounted Rent”, your reservation is eligible for discount.

**Example 1**

PRICING DETAILS	
Rent (4 Nights)	\$1,079.00
Fees ▾	\$398.28

**Example 2**

PRICING DETAILS	
Discounted Rent (7 Nights)	\$1,167.00
Fees ▾	\$442.44

It is always safest to wait for the final quote before confirming rates with your clients.

9. Request to book: Email [touroperators@vacasa.com](mailto:touroperators@vacasa.com) or call 208-203-3377

Email Subject line: “Destination” – booking request and include the following information:

- Property name
- URL in email
- travel dates
- guest name
- # adults, # children, # dogs if applicable
- any additional guests you want added to reservation
- Email for reservation communication (Your Company email)
- Company phone & Guest phone in the case we need to reach them for check in/emergency.

Once we confirm your reservation, we will reply with a confirmation number which can then be accessed via online account or via Vacasa APP - <https://www.vacasa.com/mobile>

## Contact Information

**Vacasa Tour and Travel Department:** M-F 7am-7pm CT & S-S 8am-5pm CT

Phone: 208-203-3377

Email: [Touroperators@vacasa.com](mailto:Touroperators@vacasa.com)

**\*\* Do not email [info@vacasa.com](mailto:info@vacasa.com) or reply to vacasa sent emails as your request will end up in an email queue that cannot service your request \*\***

## Deposit/Cancel Information

### **Deposit Policy:**

Vacasa requires 25% of total due at time of booking, remaining balance due 30 days prior to arrival.

### **Cancel Policy:**

- For cancellations requested within 24-hours of confirming the reservation, a full refund will be issued. However, this does not apply to a reservation that was booked the day before check-in, in which case, no refund is awarded.
- For cancellation 31+ days prior to arrival, a refund minus the booking fee + applicable taxes will be awarded. Booking fees are unique to each reservation and are outlined at the time of booking.
- For a cancellation 30 days or less prior to arrival are non-refundable.

### **Ski Markets Only: Is Vacasa offering a flexible cancellation policy due to COVID?**

Worry-Free Cancellation - 100% refund if canceled before August 31, 2022. The full deposit will be refunded. After September 1, 2022, all standard policies remain intact. To qualify for the Worry Free Cancel policy, you must pay by Credit Card.

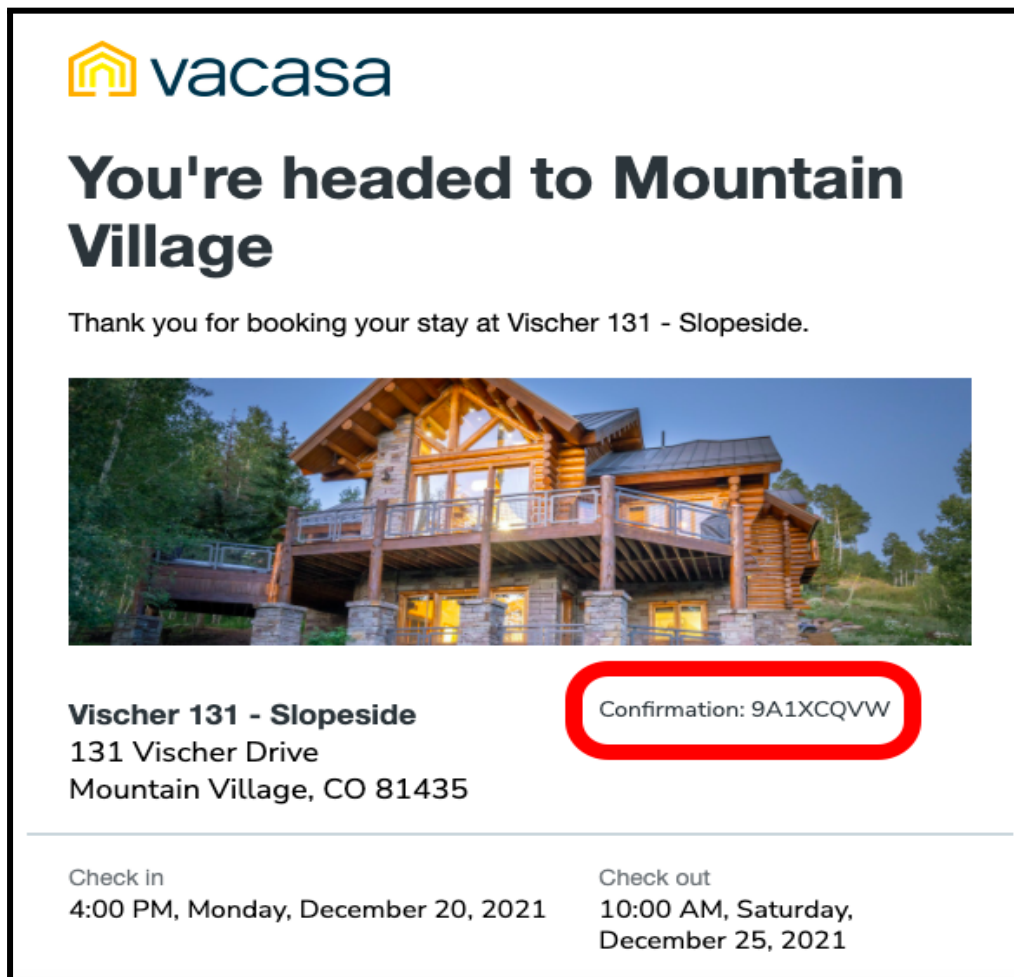
COVID19 Special Circumstances – No special COVID clause for ski season 22-23 and beyond. Please request that guests purchase trip insurance accordingly.

## Things to know:

### How To Access Vacasa's Trip Manager:

**Step 1:** Obtain Vacasa's **alphanumeric** Confirmation Code. The example below is the automated Reservation Confirmation Email.

*\*Note: This is the **only** code/number that will work to access Vacasa's Trip Manager.*



**Step 2:** Visit <https://www.vacasa.com/trip/login> and enter the Confirmation Code and the Last Name as listed on the reservation. Click the yellow Login button to see the Trip Overview.

**Find My Trip**

Enter the code from your confirmation email and the last name associated with your trip.

Confirmation Code

AZ0S4Z0Q

Last Name

Acreman

Login

The Trip Manager can be used to pay reservations in full with a credit card, add additional guests, acknowledge rental agreement, see location & parking information, and obtain access information (72 hrs ahead of arrival).

**The guest can use the Trip Manager, too as long as the reservation is paid in full, no financial details will be displayed.**

**Vacasa's Mobile App:**

You are welcome to set up an account on vacasa.com and download the [Vacasa App](#) to review all your guest stay details. All reservations booked with the same email address will populate in your online account or via the App.

- You can manage Credit card payments in the [Vacasa App](#) for each reservation if you pay via company credit card.
- For payment by check or ACH/wire, please reference payment section information below
- Each guest/company will be required to sign the Rental Agreement prior to arrival
- Check In instructions will be provided the day of arrival as long the Rental Agreement has been signed and reservation has been paid in full. Payment reminders will be sent 30 days prior to arrival to the email address on file.
- Any additional terms are found online at: <https://www.vacasa.com/rental-terms>

### **Limited Damage Waiver:**

In certain U.S. states and Canada, Vacasa offers a limited damage waiver to protect a property's owner from incidental damage to the property that occurs during guest stays.

The fee is charged on a per night basis and is based on the number of bedrooms in the property.

The Damage Waiver covers you for up to \$2,000 of accidental damage to the Property or its contents (such as furniture, fixtures, and appliances) as long as you report the incident to Vacasa prior to checking out. The Damage Waiver fee eliminates the need for a traditional security deposit.

Please report accidental damage as soon as it occurs so we can assess and minimize the extent of the damages. To report accidental damage, please call the Vacasa Guest Services claim line at (888) 529-8858.

### **Is there someone local that can help if there is an issue with the guest while in house?**

Vacasa is centralized and our technology allows for you to contact a centralized guest service department which will immediately alert the local team to any issues or needs your guest may have.

Guest Service Department: 503-345-9399.

Otherwise, please use the Tour and Travel department so we can honor discounts and service your needs.

### **Does Vacasa offer midweek clean or housekeeping services?**

At this time Vacasa does not service units mid-stay. We provide a check out clean only to prepare for the next guest.

### **Palm Springs Vicinity Arrival/Check-in Action Items**

The front desk requires the following information for the lead guest for all upcoming reservations in the markets outlined below.

- phone number
- email address
- a valid ID

These items are required in order to be compliant with check-in processes that differ between units and HOAs. It simply complicates things to have HVN act as an intermediary for the arrival process. Please rest assured, once the reservation is confirmed and paid in full, the guest will

not have access to financial information. The guest's information will be kept private and confidential.

Units in question are located in:

La Quinta, CA  
Indian Wells, CA  
Palm Springs, CA  
Cathedral City, CA  
Indio, CA

**Arizona Background Check requirements**

Vacasa's fraud team will reach out to partners to collect lead guest (Guest name on reservation) Date of Birth and address to perform the background check. Please comply let your clients know about this requirement otherwise they risk their reservation to be canceled.



# Payment Information

## Payment by credit card:

We accept Visa, Mastercard, Discover and American Express

\*\*There are no processing fees for credit card payments.

## Payment by check: **NOT ELIGIBLE AS OF JANUARY 1, 2023**

### U.S.A

Make check out to: Vacasa, LLC (or corresponding entity from grid below)

#### Mail to:

Vacasa - Accounts Receivable

PO Box 10130

Portland, OR 97296

### HAWAII:

Make check out to: Vacasa Vacation Rentals of Hawaii LLC

#### Mail to:

Vacasa Hawaii

PO Box 10608

Lahaina, HI 96761

### CANADA:

Make Check payable to: *Vacasa Canada*

#### Mail to:

Vacasa, Accounts Receivable

202A-1002 Lynham Rd

Whistler BC, V8E 0K4

\*Please include confirmation number so we can apply funds to applicable reservations

\*\*Please check which state the guest is traveling to and pay the appropriate entity via the chart below. \*\*\*Payment will be returned if not made out to the appropriate entity.

## Payment Electronically by Wire/ACH/Int'l Wire:

### Bank Information:

Beneficiary Name: Vacasa, LLC - 850 NW 13th Ave, Portland, OR 97209

Bank Name: JPMorgan Chase

Bank Address: 270 Park Avenue, New York, NY 10017

\*Please include confirmation number so we can apply funds to applicable reservations

\*\*Please email [touroperators@vacasa.com](mailto:touroperators@vacasa.com) with payment remittance information and reservation numbers funds should be applied to

State of Travel	Beneficiary	ACH Routing #	Domestic Wire Routing#	Account #	Int'l Bank Wire-Swift/BIC Code
Alabama	Vacasa Alabama LLC	123006800	121000248	4129605879	WFBIUS6S
Alaska	Vacasa, LLC	325070760	021000021	623852271	CHASUS33
Arizona	Vacasa Arizona LLC	325070760	021000021	669222637	CHASUS33
California	Vacasa, LLC	325070760	021000021	623852271	CHASUS33
Colorado	Vacasa, LLC	325070760	021000021	623852271	CHASUS33
Delaware	Vacasa Delaware LLC	325070760	021000021	676229831	CHASUS33
Florida	Vacasa, LLC	325070760	021000021	623852271	CHASUS33
Florida (29 nights +)	Vacasa Florida LLC	325070760	021000021	669266378	CHASUS33
Georgia	Vacasa, LLC	325070760	021000021	623852271	CHASUS33
Hawaii	Vacasa Vacation Rentals of Hawaii, LLC	121301015		41-102616	FHBKUS77
Idaho	Vacasa, LLC	325070760	021000021	623852271	CHASUS33
Illinois	Vacasa, LLC	325070760	021000021	623852271	CHASUS33
Louisiana	Vacasa Louisiana LLC	325070760	021000021	669266733	CHASUS33
Maine	Vacasa, LLC	325070760	021000021	623852271	CHASUS33
Maryland	Vacasa, LLC	325070760	021000021	623852271	CHASUS33
Massachusetts	Vacasa, LLC	325070760	021000021	623852271	CHASUS33
Michigan	Vacasa Michigan LLC	072000805		375011525296	
Missouri	Vacasa Missouri LLC	081000032		354010157987	
Montana	Vacasa Vacation Rentals of Montana LLC	123006800		7700043107	WFBIUS6S
Nevada	Vacasa Nevada LLC	325070760	021000021	669222827	CHASUS33
New Hampshire	Vacasa New Hampshire LLC	011400495		388003736048	
New Mexico	Vacasa New Mexico LLC	325070760	021000021	669225069	CHASUS33
New York	Vacasa New York LLC	325070760	021000021	669222983	CHASUS33
<b>State of Travel</b>	<b>Beneficiary</b>	<b>ACH Routing</b>	<b>Domestic</b>	<b>Account #</b>	<b>Int'l Bank Wire-</b>

		#	Wire Routing#		Swift/BIC Code
North Carolina	Vacasa North Carolina LLC	325070760	021000021	669205152	CHASUS33
Oregon	Vacasa, LLC	325070760	021000021	623852271	CHASUS33
Pennsylvania	Vacasa Pennsylvania LLC	325070760	021000021	669223163	CHASUS33
South Carolina	Vacasa South Carolina LLC	325070760	021000021	669223361	CHASUS33
Tennessee	Vacasa Tennessee LLC	325070760	021000021	669257070	CHASUS33
Texas	Vacasa, LLC	325070760	021000021	623852271	CHASUS33
Utah	Vacasa, LLC	325070760	021000021	623852271	CHASUS33
Vermont	Vacasa, LLC	325070760	021000021	623852271	CHASUS33
Virginia	Vacasa Virginia LLC	325070760	021000021	669223775	CHASUS33
Washington	Vacasa, LLC	325070760	021000021	623852271	CHASUS33
West Virginia	Vacasa West Virginia LLC	325070760	021000021	669223890	CHASUS33
Wisconsin	Vacasa Wisconsin LLC	075912712		00161-836	
Wyoming	Vacasa Wyoming LLC	123006800	121000248	4448749150	WFBIUS6S
CANADA	SEE BELOW				

## CANADA Wire Instructions - Whistler Only:

\*\*For legacy ResortQuest Whistler inventory, please continue to pay per the ResortQuest Whistler bank and check payment process until otherwise directed.

Bank Name: TD CANADA TRUST  
 Bank Address: 700 West Georgia St. Pacific Centre Vancouver, BC V7Y 1A2  
 Account Holder Name: Resortquest Whistler Property Management Inc  
 Address of Account: 202A-1002 Lynham Road, WHISTLER, BC V8E 0K4  
 Bank ID: 004  
 Branch Transit Number: 94000  
 Account Number: 5309613  
 SWIFT: TDOMCATTVAN  
 Bank Phone Number: 604-654-3665

\*\*Email: [whistleraccounts@vacasa.com](mailto:whistleraccounts@vacasa.com) with payment information and please identify transferor by name\*\*

## **CANADA Wire Instructions - Non-Whistler:**

Bank Name:		BMO bank of Montreal
Bank Address:		294 Bernard Ave, Kelowna BC, V1Y6N4
Account Holder Name:		Vacasa Canada ULC
Branch #	Kelowna Main Office	7210
Institution #		001
Account Number:		1989-412