

A word cloud of terms related to Pan Am Stays, including: live, explore, pan-am-games, enjoy, modern, city, sport, chic, toronto, premium, accommodations, discover, stay.

Pan Am Stays Information Package

www.panamfurnishedrentals.com

info@panamfurnishedrentals.com

March 31, 2015

RE: A LETTER TO OUR OWNERS

Dear Owners,

Thank you for your interest in becoming one of our suite providers for the Pan Am Games in Toronto this summer. We are pleased to announce that we have successfully secured agreements with several large groups needing accommodations during this time. These groups include organizations working in some capacity for the Pan Am Games, such as support staff, media and broadcasting, security, as well as performers for the opening and closing ceremonies.

This letter contains general information as it relates to who we are, our goals for the 2015 Toronto Pan Am Games, the steps involved in becoming a suite provider and other relevant information for our owners. Further detailed information is contained in the “Detailed Owner Information” section attached to this document.

Who we are

Pan Am Stays will be the largest provider of furnished rentals during the 2015 Pan Am Games in Toronto. We have a large inventory of premium furnished rentals (condos, houses, town-homes, apartments) under our direct management in the Toronto core currently, and we are in the process of adding to that inventory. Our support network includes both furnished rental providers as well as individuals offering their properties for the games.

With a team of over 30+ years of combined experience in the furnished rentals industry, we know exactly what our clients are looking for and how to best serve them. Our primary focus is our clients, including property owners and our tenants / guests.

Our Goal

Our goal is to help staff and visitors find quality accommodations during the Pan Am Games, while they enjoy their stay in Toronto. This includes adding quality suites to our inventory to help satisfy spiking demand for accommodations during the games.

We believe we can create a meaningful impact in two ways: help generate extra cash flow for suite owners that join our program, allowing them to escape the city during this busy time, and help visitors searching for appropriate accommodations.

Our Service

We will be managing furnished accommodations for our clients in the form studios, one bedroom, two bedroom and three bedroom apartments, and houses of all sizes in the Toronto area. All suites must be fully furnished (a list of required items is enclosed in this document). All suites on our roster will be vetted by Pan Am Stays to ensure quality and comfort for our clients.

We offer a full service property management solution, which means we will handle all activities related to renting out your suite to our clients during the Pan Am Games. This includes:

- Procuring clients for your suite
- Handling payments
- Moving in guests
- Moving out guests
- Customer service issues and inquiries during the games

Prices

Below is a price chart containing the nightly rate payable to you for participating in our program. There are no additional fees or commissions.

Type	Nightly Rate*	Monthly Rate
Studio Apartment	\$110	\$3,300
One Bedroom Apartment	\$130	\$3,900
Two Bedroom Apartment / House	\$150	\$4,500
Three Bedroom Apartment / House	\$175	\$5,250
4 Bedroom House	\$225	\$6,750
5+ Bedroom House	\$250	\$7,500

*All stays will be a minimum of 7 nights

Guest Requirements and Stay Duration

Due to the number of guests being served, the different travel dates and requirements for each guest, the process of matching suites to guests will be coordinated as follows:

1. Our group clients will confirm their detailed requirements and travel dates to Pan Am Stays in late May / early June
2. Pan Am Stays matches requirements with a furnished suite, based on information provided by our approved owners
3. Details of booking will be sent to matched owner via email
4. Owner will confirm booking.
5. Match will be finalized and stay will be booked.

Further booking details are outlined in the “Detailed Owner Information” section of this document.

Payment

Once matched, the 50% of the total payment will be paid to the owner on the guest move in date. The remaining 50% will be paid to the owner at guest move out.

Next Steps

If you are interested in becoming a suite provider for Pan Am Stays, we encourage you to read the following document and reach out to us via email with your expressed desire to participate. A Pan Am Stays representative will be in contact with you to facilitate the onboarding process.

Thank you for your consideration,

Pan Am Stays Team

Visit us at www.panamfurnishedrentals.com



Detailed Owner Information

DATES. Suites will be required starting June 11th extending to August 15th. The majority of guest stays will be centered on actual Pan Am Games competition dates between July 7th and July 26th.

STAY DURATION. Minimum period of occupancy of guests will be 7 nights. Participating owners will be requested to approve a stay before the booking is finalized.

ELIGIBILITY. Suite eligibility will be determined by a Pan Am Stays representative following the owner's suite information submission.

SUITE INFORMATION SUBMISSIONS. All suites will require a suite information submission. Each submission will be carefully reviewed by a Pan Am Stays representative in order to provide quality assurance for our guests. Suite submissions should be sent via email to info@panamfurnishedrentals.com and should contain the following information:

Name of owner:

Contact information:

Suite address:

Tentative Time period available:

Number of bedrooms:

Number of bathrooms:

Dishwasher (Y/N):

Stove (Y/N):

Air conditioning (Y/N):

Ensuite Washer-Dryer (Y/N):

Building Amenities (if applicable):

Type of parking (if available):

Suite rules (i.e. non-smoking, pets, etc.): **IMAGES OF EVERY ROOM MUST BE SUBMITTED** – This will be used to provide to our guests when selecting suites.

Please submit the above information, along with the signed contract to:

info@panamfurnishedrentals.com

SUITE REQUIREMENTS. In order to be eligible for our rental program, suites must have the following MINIMUM items:

Bedroom(s):

- Full bed – Double, Queen or King
- 2 sets of clean sheets for all beds
- Two sets of pillows for each bedroom

Kitchen

- Full set of dishes/plates, pots, pans, cutlery, glasses
- Functional microwave
- Functional stove
- Functional refrigerator
- Functional dishwasher (if available)

Living Area

- Living area couch
- Television with basic cable programming

Bathrooms

- Must have a tub or stand-up shower
- 4 sets of towels

Other

- Must have function Wi-Fi internet network
- All lighting in all rooms must be functional (all bulbs need to be functional)
- Heat or air conditioning must be functional
- All appliances must be in working order
- Running water must be functional from all taps. Hot and cold water

PERSONAL ITEMS. All personal items must be removed from the unit. This includes but is not limited to:

- Clothes
- Jewellery
- Photos
- Any personal items of value

Pan Am Stays is not responsible for lost or stolen items above the guest deposit amount of \$1,000.

CLIENT PROCUREMENT. Following the suite guarantee deposit, the matching process will start. For a match to occur, guest stay requirements must match your suite description requirements. For example, if a guest is looking for a two bedroom apartment from July 6th to July 31st, your suite must be a two bedroom apartment available for that period. During the matching process, we will send out guest stay requests via email to each owner that is matched. A response is then required via email on the owner's side to confirm the match and book the stay.

We anticipate the bulk of the matching process to occur in May and June of 2015.

SUITE GUARANTEE DEPOSIT. A suite guarantee deposit of \$250 will be required in order to participate in the program (payable via cheque to "Pan Am Stays" or email money transfer to info@panamfurnishedrentals.com). The deposit will be required once we approve your suite to participate in our program. This deposit will be returned to you at the end of your guest's stay, or, in the unlikely event that a guest is not matched with your property, your deposit will be returned by June 30, 2015.

AGREEMENT. Attached to this introductory email is our Management Agreement. This agreement must be signed and returned to info@panamfurnishedrentals.com to be considered eligible for our program.

KEY PICK UP. A Pan Am Stays representative will meet with you at your suite location two days prior to guest check-in. A suite inspection will be conducted to guarantee quality assurance for our guests. Two sets of keys/fobs are required to be provided to the Pan Am Stays representative on key pick up day. Keys will be provided to the guest by a Pan Am Stays representative.

KEY DROP OFF. A Pan Am Stays representative will pick up keys from guests following check out and will be provided to the owner on the following day.

DEPOSITS. A \$1,000 deposit will be charged to the guest prior to check in and held for any incidentals that may occur during the stay. A credit card is also held on file for incidentals above the \$1,000 threshold.

QUESTIONS. All questions can be sent to info@panamfurnishedrentals.com