

EXPAND YOUR
POINTS
OF
VIEW



ELITE ALLIANCE®

WELCOME

As an owner of The Residences at Rancho La Puerta you are granted a lifetime of incredible vacations steeped in 80 years of exceptional hospitality and healing. In partnership with Rancho La Puerta, Elite Alliance® provides income opportunities and exceptional travel through vacation exchange within our expanding portfolio of luxurious, professionally managed properties – in over 125 destinations around the world.

RENTAL: BENEFITING FROM YOUR INVESTMENT

You became an owner of The Residences to enjoy world-renowned fitness and spa services at the World's #1 Destination Wellness Resort. When you are not personally using your residence, you may rent it through Elite Alliance Hospitality, generating income to help offset ownership expenses. Elite Alliance understands the rental market for such a unique and spacious property, creating security and peace of mind because we care for and protect your investment.

EXCHANGE: YOUR PASSPORT TO A WORLD OF LUXURY TRAVEL

For those who participate in our rental management program we include access to hundreds of vacation destinations through our exchange program. One of the fundamental requirements for acceptance into the Elite Alliance Exchange is compliance with our brand standards. This ensures that affiliation is only offered to properties that will meet the expectations of our Members and their guests. Elite Alliance offers a diverse, enticing and expanding portfolio of one-of-a-kind residences for vacation exchange at exciting locations. Each visit to a new destination will create lifelong memories.

YOUR INVITATION

Enclosed, please find materials that will guide you through our rental and exchange programs. I extend a warm personal invitation to become an Elite Alliance member and look forward to securing your first rental guests and arranging your very first Elite Alliance vacation.

Escape with us!



Rob Goodyear
President
Elite Alliance



RENTAL MANAGEMENT

Elite Alliance Hospitality (EAH) is an experienced luxury rental management company that is committed to communication, attention to detail, and meeting your service and financial expectations. We are diligent in screening and monitoring rental guests and ensuring that your residence is meticulously cared for, providing you with complete peace of mind. Below we have included a list of the services we perform along with our most frequently asked questions.

EAH'S RENTAL MANAGEMENT SERVICES

- Rental marketing
- Competitive market analysis
- Cleaning & staging of residence
- Preventive maintenance program
- Photography & virtual tours for marketing
- Pre-arrival and post-departure inspections
- Accounting for rental guest activity & process rental distributions
- Reservations department available seven days per week for owners and guests
- Guest management (rules and regulations, maximum occupancy, issue resolution, etc.)



FREQUENTLY ASKED RENTAL QUESTIONS



HOW ARE RENTAL FUNDS COLLECTED?

EAH collects from the guests a nightly rental rates (Gross Rental Revenue), a departure cleaning fee, and all applicable taxes.

HOW ARE RENTAL FUNDS DISTRIBUTED?

EAH deducts three and three quarter percent (3.75%) of the reservation total from the Gross Rental Revenue to account for credit card processing fees. Sixty-five percent (65%) of the Net Rental Revenue is then distributed to the owner via check or wire transfer within twenty (20) days following the close of the month. EAH handles payment of cleaning fees and taxes to the necessary vendors and government entities.

WHEN ARE RENTAL FUNDS DISTRIBUTED?

EAH shall furnish Owners with monthly accounting statements, on or before the 20th day of each month, identifying for the previous month: fulfilled rental reservations, the residence's Net Rental Proceeds, the total Rental Management Fee, the Total Owner's Proceeds, and any amounts that may be due to EAH.

HOW WILL EAH SECURE RENTERS FOR MY RESIDENCE?

EAH uses an industry leading Reservation Management System to make your residence available to numerous online travel agencies, and work 'hand-in-hand' with The Ranch on programming, access and supplement their rental offerings. We also market directly to our companies' extensive database of affluent travelers.

HOW ARE THE RENTAL RATES ESTABLISHED AND MANAGED?

EAH will conduct a thorough rental rate analysis for Tecate and the surrounding regions to formulate the rates for The Residences at Rancho La Puerta. These rates will then be monitored daily and adjusted based on supply and demand to maximize rental revenue.

HOW WILL EAH PROTECT MY RESIDENCE FROM DAMAGE?

EAH will set and strictly enforce a maximum occupancy of two people per king and queen beds and one person per twin bed, unless otherwise agreed upon by EAH and Owner. EAH will require all rental guests to sign a rental agreement containing the property's rules and regulations prior to arrival to ensure compliance. EAH will collect a security deposit from all rental guests and conduct a thorough pre-arrival inspection and post-departure inspection.

ARE OWNERS LIMITED ON HOW MUCH THEY CAN PERSONALLY OCCUPY THEIR RESIDENCE?

No, Owners and Guests of Owners may occupy their residence as much or as little as they choose. These types of reservations can be entered 24/7 via our online Owner's Portal or by working directly with one of our Reservations Specialists.

WHAT ARE THE REQUIREMENTS FOR THE RENTAL PROGRAM?

One of the fundamental requirements for acceptance into EAH's Rental Program is compliance with our furniture standards and the purchase of a hospitality package. This is to ensure that affiliation is only offered to those that truly match our standards necessary to meet the needs and expectations of our Members and Guests. The requirements to participate can be found as an exhibit to the Rental Management Agreement.



ESCAPE WITH US

Your ownership at The Residences at Rancho La Puerta provides access to Elite Alliance Exchange, and the spectacular travel and recreational benefits through its highly acclaimed program.

The simple exchange process transforms your real estate ownership into a key that unlocks the door to seamless travel adventures – ski trips, golf getaways, beach escapes and much more – at a growing array of coveted destinations worldwide. You will experience the luxury, convenience, and personal attention you’ve come to expect, whenever and wherever you go on an Elite Alliance vacation.

Homeowners of The Residences that are included in Elite Alliance’s rental program will be gifted a **two-year Premium Membership** into the exchange.



FREQUENTLY ASKED EXCHANGE QUESTIONS

WHAT IS THE ELITE ALLIANCE EXCHANGE PROGRAM?

The Elite Alliance exchange program was established to enhance the value, flexibility, and enjoyment of vacation home ownership. Elite Alliance members can experience exciting new destinations by exchanging vacations with owners at other participating residence clubs and resort communities that meet Elite Alliance's demanding standards of quality, location, and service. Elite Alliance properties are in many of the world's most coveted destinations. Your Elite Alliance staff coordinates between Elite Alliance properties and provides complete travel services for its members.

WHAT ARE ELITE CREDITS & HOW ARE THE VALUES OF ELITE CREDITS DETERMINED & INCORPORATED INTO THE EXCHANGE PROCESS?

Every residence club and luxury, professionally managed vacation home is assigned Elite Credits based on the destination's desirability, location, seasonality, and residence size. Elite Credits are credited to a member's account upon deposit of a vacation and debited when that member reserves an exchange vacation. Members have up to twenty-four (24) months from the arrival date of the deposited vacation to use their Elite Credits.

WHAT ARE THE THREE TYPES OF ELITE ALLIANCE VACATIONS: EXCHANGE VACATIONS, ELITE ESCAPES, AND ACCESS VACATIONS?

Exchange vacations are deposited vacations that range from \$395 - \$895 to reserve, and arrival dates range from short-notice to future availability. Elite Escapes are short-notice vacations, available sixty (60) days prior to the vacation arrival date. Reserving an Elite Escape does not require Elite Credits. Elite Escapes would be valued at many thousands of dollars but are made available to our members for \$695 - \$1,995. Access Vacations are only available at select properties and are offered at preferred rates. Access Vacations do not require a vacation deposit to reserve and Elite Credits do not apply.

ARE THERE ANY OTHER CHARGES ASSOCIATED WITH AN ELITE ALLIANCE EXCHANGE VACATION, ELITE ESCAPE, OR ACCESS VACATION?

Some residence clubs and resort communities may charge additional fees such as daily housekeeping fees, check-out fees, recreation access fees, or other charges. Details about property-specific fees may be found on Elite Alliance's website or the Resort's Trip Guide.

WHAT TYPE OF MEMBERSHIP WILL I RECEIVE FROM GRUPO ESPIRITU?

Grupo Espiritu is gifting Owners a 2-year Premium Membership in Elite Alliance providing our highest level of privileges and benefits.

WHEN CAN I START USING MY EXCHANGE MEMBERSHIP?

Immediately upon signing a rental management agreement with Elite Alliance.

DESTINATIONS

AFRICA

Bel Ombre, Mauritius
Marrakech, Morocco
Steenberg, South Africa
Western Cape, South Africa

ASIA

Bali, Indonesia
Dubai, United Arab Emirates
Galle, Sri Lanka
Koh Samui, Thailand
Niseko, Japan
Nusa Lembongan, Indonesia
Phuket, Thailand

CARIBBEAN & BAHAMAS

Bermuda
Cap Cana, Dominican Republic
Great Exuma, The Bahamas
Las Terrenas, Dominican Republic
St. John, USVI
The Bahamas
Turks & Caicos

CENTRAL & SOUTH AMERICA

Bariloche, Argentina
Bocas del Toro, Panama
Costa Rica
Los Sueños, Costa Rica
Mendoza, Argentina
Popoyo, Nicaragua

EUROPE

Algarve, Portugal
Berlin, Germany
Brac Island, Croatia
Chamonix, France
Corfu, Greece
Cote d'Azur, France
Crete, Greece



DESTINATIONS

EUROPE

Ibiza, Spain
Istanbul, Turkey
Kalkan, Turkey
Le Rouret, France
London, United Kingdom
Mallorca, Spain
Molleges, France
Morzine, France
Nendaz, Switzerland
Paris, France
Prague, Czech Republic
Puglia, Italy
Rome, Italy
Sardinia, Italy
Sicily, Italy
Sotogrande, Spain
Tuscany, Italy



HAWAII

Big Island of Hawaii
Kauai, Hawaii
Maui, Hawaii

MEXICO

Cabo San Lucas, Mexico
Huatulco, Mexico
La Paz, Mexico
Nuevo Vallarta, Mexico
Real del Mar, Mexico
Riviera Maya, Mexico
San Miguel de Allende, Mexico
Tecate, Mexico



MIDWEST

Carlton Landing, Oklahoma
Lake of the Ozarks, Missouri
Las Vegas, Nevada
Scottsdale, Arizona
Sedona, Arizona

DESTINATIONS

NORTHEAST

Lake Placid, New York
New York, New York
Newport, Rhode Island
Nova Scotia, Canada

PACIFIC WEST

Bend, Oregon
Carlsbad, California
Clio, California
La Quinta, California
Lake Tahoe, California
Mammoth Lakes, California
Napa Valley, California
San Francisco, California
Sonoma County, California
Whistler, British Columbia

ROCKY MOUNTAINS

Alta, Utah
Jackson Hole, Wyoming
Park City, Utah
Sandpoint, Idaho
Steamboat Springs, Colorado
Tamarack, Idaho
Telluride, Colorado

SOUTHEAST

30A, South Walton Beaches
Captiva Island, Florida
Marathon Key, Florida
Miami, Florida
Orlando, Florida
Palmetto Bluff, South Carolina
Pinehurst, North Carolina
Rosemary Beach, Florida
Seabrook Island, South Carolina





ELITE ALLIANCE®

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