

LA CASA

COTTAGE RESORT

1-888-226-5566

www.lacasacottageresort.com

About Us

In 2004, Lloyds Travel purchased a small vacation rental business that dealt exclusively with rental properties on Pender Island and have grown to the point where in 2010 we provided alternative housing for the Vancouver 2010 Olympics, and in 2011, we were asked to help with the reservations at the La Casa Cottage resort, and following a successful summer, were asked if we could take over not only reservations, but the commercial house-keeping and running the cantina store for 2 seasons until a food and beverage operator could be found.

From then on, we have continued to host more and more guests every year and in 2015 we acquired the largest building on the resort, which we call the Guest House to accommodate wedding, corporate meetings and other large groups.

Owner Rental Management Programs

The La Casa Rental Program by Breakaway Vacations makes renting your cottage easier. We handle bookings and guest services, ensuring that everything runs smoothly for your guests. Guests can take advantage of on-site staff and services at the resort during their stay. With three great programs to choose from, we've got you covered!

The Investor Program

1. **Marketing service:** We provide our cottage owners with an online 24/7 booking engine. This system also tracks availability in real time, making it easy for cottage owners to update availability of their cottage and check on dates that have booking. We send out electronic newsletters that go out to past guests, we offer exclusive packages and promotions and offer guest retention telemarketing programs as well as social media marketing. All of this is offered to you as part of your package.
2. **Sales Team:** Full time professional sales team in place, answering phone, emails, and questions. Closing the sale and getting you the bookings.
3. **Guest Care:** Providing guests with welcome package and arrival instructions, warm arrival and greeting, guests have onsite support and help with questions or concerns, and emergency phone coverage 24/7. When something goes wrong, guests will have someone there (during operating season) to arrange for housekeeping and deal with guest issues.
4. **Financial/Admin:** Rental agreements in place, rental and security deposits taken, final payments collected, taxes remitted, monthly rental statements prepared, cleaning and support staff paid, owner revenue paid monthly.
5. **Cost:** 27.5% commission

Full Coverage Program

1. **Sales Team:** Full time professional sales team in place, answering phone, emails, and questions. Closing the sale and getting you the bookings
2. **Guest Care:** Providing guests with welcome package and arrival instructions, warm arrival and greeting, guests have onsite support and help with questions or concerns, and emergency phone coverage 24/7. When something goes wrong, they will have someone there (during operating season) to arrange for house-keeping and deal with guest issues.

3. Financial/Admin: Rental agreements in place, rental and security deposits taken, final payments collected, taxes remitted, monthly rental statements prepared, cleaning and support staff paid, owner revenue paid monthly.
4. Commission rate: 20%

Onsite Coverage Program

1. Guest Care: Providing guests with welcome package and arrival instructions, warm arrival and greeting, guests have onsite support and help with questions or concerns, and emergency phone coverage 24/7. When something goes wrong, they will have someone there (during operating season) to arrange for house-keeping and deal with guest issues.
2. \$215 per booking, which includes the cleaning fee.

All owners who participate in our Rental Management Program must also sign on to our Annual Maintenance and Housekeeping Packages.

A La Carte Services

Available all year ~ prices as listed

Cleaning:

Guest Cleaning & Damage Inspection for non-rental cottages	\$165.00/session
Guest Cleaning for Rental Cottages	\$146.00/session
Deep Clean (recommended 2x yearly)	\$250.00/session

Lawn Care:

Irrigation activation, irrigation end of season blow out & seasonal lawn cutting.	\$350.00/year
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Golf Cart Spring Servicing:

Battery fluid top up, battery terminal care & cleaning, tire inflation, recharge, exterior cart cleaning.	\$100.00/service
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Basic Rodent Control

Monitoring for activity, set & bait traps, clean & sanitize affected areas.	\$150.00/incident
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Deck Staining

\$0.85/square foot + Cost of Stain

Winterization

Irrigation winterization	\$75.00/session
Weekly winter monitoring and security checks (Thanksgiving – April 30th)	\$300.00/season

Window Washing

\$150.00/cottage*

Cottage Lot Cleanup

\$75-100.00/session
or \$350.00/season

Pressure Washing

Walkway, driveway, deck & patio furniture	\$125.00/session
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Pool & Hot Tub Care

Upon request

Year Round Maintenance & Monitoring Package *(\$1,195/cottage)*

Includes:

1. Basic Furnace and A/C care
2. Replace light bulbs
3. Door lock maintenance
4. Deck cleaning
5. Maintain and test smoke detectors
6. Seasonal water shut on and off service
7. Seasonal carpet shampoo
8. Duvet cover clean
9. Interior window clean
10. Lawn and irrigation care
11. Maintain weed control in rocks
12. Respond to guest service calls, such as:
 - a. Door lock won't work
 - b. BBQ doesn't work
 - c. Air conditioning is freezing up
 - d. Wasp nest
 - e. Leaky faucets
 - f. Cable problems
13. Coordinate owner direct service calls, such as:
 - a. Landscaping
 - b. Replace stolen/broken items (i.e: patio umbrellas, cutlery, glassware)
 - c. Irrigation maintenance
 - d. Pest control
 - e. Exterior Painting
 - f. Exterior Window Washing
 - g. Appliance repair
 - h. Window washing
14. Winter Monitoring
 - a. Weekly cottage monitoring
 - b. Power off hot water tank
 - c. Adjust temperature on furnace and fireplace
 - d. Shut off water
 - e. Emptied toilet bowl water
 - f. Bring in umbrella and deck cushions
 - g. Ensure all windows and doors are locked

Year Round Housekeeping

As an existing member of our rental program, you already have had access to the many benefits of our housekeeping. Through this housekeeping program, owners invest in 3 sets of towels based on the occupancy of the cottage and 3 sets of sheets for each bed. We take care of the rest! Here is a recap of the program highlights:

1. Simple Online booking system to track bookings and arrange for cleanings 24/7
2. Ease of payment with credit card access
3. Professional and experienced commercial cleaning
4. Bulk purchasing power for investment in 3 sets of sheets per bed, and 3 sets of towels based on occupancy numbers for cottage.