

Dear Jerome Creek Lodge Owners,

I have recently been made aware that condominiums owners may not fully appreciate the benefits of In-Unit Services. Although the services provided by the In-Unit Services Agreement are outlined in the contract, I wanted to give you a better understanding of what these services mean to you, our Villagers.

First and foremost, In-Unit Services includes regular house checks of your condominium, giving you peace of mind that your investment is being cared for when you are not here at Sugar Bowl. With 24-hour year round staff, we are available to respond to emergency situations quickly. Should we notice any problem in your residence, we will immediately alert you and work to have it resolved as quickly as possible.

Also included in In-Unit Services are conveniences such as preparation of your residence for arrival and shut down upon departure, delivery of a complimentary San Francisco Chronicle to the entry of your unit during your visits, delivery of packages to your unit, garbage removal and disposal on a weekly basis when the Resort is open, coordination of maintenance or repair of your residence, assistance with delivery of utility services by providing access for contractors, Sugar Bowl house charge account services, and providing access to your unit to guests, renters or contractors at your request.

In-Unit Services provides you with an on-site concierge for any and every service needed at Sugar Bowl. We are available to take care of an array of items such as booking ski school lessons, making dining reservations, arranging child care, providing area information or just answering any questions you or your family may have. Through our concierge we also provide additional services for a fee such as airport transportation, grocery delivery, over-the-snow transportation throughout the Village, housekeeping, maintenance, and satisfying various other requests you may have. Most importantly we are here and ready to make each and every visit to Sugar Bowl as enjoyable and carefree as possible.

Condominium owners contracted for In-Unit Services also receive the Villager Manual and monthly Villager Newsletters, are invited to exclusive Villager events and are welcome to use homeowner amenities at the Village Hall and Lake Mary.

Since condominium owners do not have the same needs as owners in the snowbound Village, we have tailored the In-Unit Services package to meet the specific needs of condominium owners. Should there be additional services that you require that are not being met, please bring them to our attention. To keep the cost of the In-Unit Services reasonable, we have not included ski passes in the package. You are welcome to purchase Villager Express Line passes a la carte to compliment your In-Unit Services package, feel free to contact me for more information.

I would love to answer any questions you may have and give you some further insight into how our department works. I am available to meet with you at your convenience, so please let me know if you would like to schedule an appointment. Feel free to stop by as well, you can find me in the Village Services office which is located at the rear of the Village Lodge where you exit the gondola.

You can reach me in the Village Services Office at (530) 426-7001 or via e-mail [jhaddad@sugarbowl.com](mailto:jhaddad@sugarbowl.com) <<mailto:jswaney@sugarbowl.com>> .

As always please let me know if I can be of any assistance now or in preparation for the winter season.

Looking forward to seeing you soon!

Best,  
Jaime"