SHORT TERM RENTAL MANAGEMENT

REIMAGINED

PRESENTED BY: HOW TO HOST

Come stay with us.

ENHANCED PROPERTY MANAGEMENT

Dear Owners,
We are pleased to present a modern, all-inclusive management model designed to elevate ownership at across the Okanagan.

How to Host Inc. operates under a fully integrated, turnkey structure combining management, design, and professional cleaning under one cohesive umbrella. Through our sister companies — How to Host (management), How to Shine (cleaning division), and How to Style (design and staging) — we are the only company in the Okanagan offering a complete, vertically integrated short-term rental solution.

We currently operate two premier lakefront resort properties: Casa Loma Lakeshore Resort and Zara at Lakestone, amongst several other properties. . These homes reflect the elevated operational systems, guest experience standards, and revenue optimization strategies we bring to every partnership.

Our model is fully inclusive — handling listing optimization, revenue management, guest communication, pricing, cleaning, maintenance coordination, compliance, bookkeeping, design enhancement, and operational oversight in one streamlined system.

For you, this means;

- Higher earning potential through strategic pricing, listing optimization, and guest experience upgrades
- A seamless, systemized operational structure
- On-site cleaning and quality control through How to Shine
- Design enhancement opportunities through How to Style
- A fully inclusive model where the cost of consumable prodcuts are covered by the commission

The short-term rental landscape has changed significantly, creating new opportunities for owners who adopt a more strategic and structured approach to management.
Over the past two years, How to Host has refined and elevated our management model, building systems and standards designed to deliver exceptional guest experiences and stronger financial performance.
Our approach represents a new level of short-term rental management — professional, transparent, and performance-driven — helping owners unlock the full potential of their investment.

Sincerely,
Amanda Van Der Lee
How to Host Inc.

Why How to Host?

WHY WE ARE THE RIGHT OPERATOR FOR YOU

In today's competitive short-term rental market, success requires far more than traditional property management. It demands structure, leadership, and operational depth supported by consistent standards, strong coordination, and performance-driven systems.

This is where we stand out.

Proven Resort Leadership

We are the standalone management company for Zara at Lakestone and Casa Loma Lakeshore Resort — two premier lakefront communities operating under structured resort environments.

In addition, we manage units across non-pooled resort communities including:

- Barona Beach
- Copper Sky
- Aqua
- The Cove
- Shelter Bay
- Numerous other homes and buildings

This diverse resort portfolio gives us the experience to balance individual owner performance with community-wide standards.

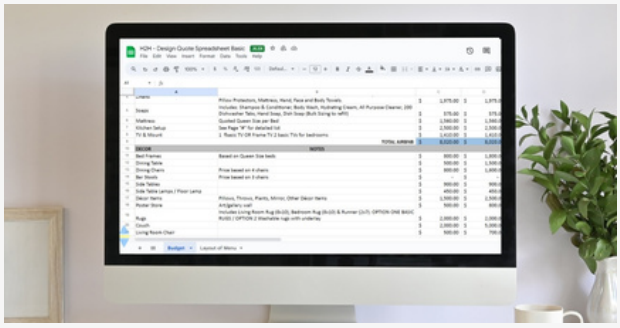
We are the only vertically integrated resort-focused operator in the Okanagan, combining:

- How to Host – Professional Management
- How to Shine – Dedicated Cleaning Division
- How to Style – Design & Presentation Refinement

Our leadership structure includes a General Manager, Operations Manager, Financial Controller, Business Development, Pricing Strategist, Clean Team Manager and a Designer, allowing us to operate with precision, accountability, and scale.

Performance-Driven, Individualized Revenue

We optimize each unit as a distinct revenue-producing asset. Through dynamic pricing, presentation standards, and hospitality-level execution, we position our owners to outperform in competitive markets.



We are not simply managing listings.
We are operating resort hospitality assets with structure, leadership, and long-term vision.

How to Host Inc

THE CREATOR

Meet Amanda.
Founder

@HOW.TO.HOST

Amanda is a visionary entrepreneur and the driving force behind the success of our turn key service providers. How to Host, How to Style and How to Shine. An innovative group of companies specializing in curated short-term rental solutions. With an incredible journey that began as a serendipitous turn of events, Amanda has carved her path in the hospitality industry.

Having previously worked as an insurance broker, Amanda made a bold decision to pursue a life change and entered the world of mortgage brokering. While bridging the gap in income to change careers, she moved into her basement suite and rented out the top two floors of her house on Airbnb. It was during this time that she realized the immense potential and fulfillment that designing and managing vacation rentals could bring.

Fuelled by her passion for the industry, Amanda founded How to Host during the challenging times of the COVID-19 pandemic. Despite the initial hurdles, she persevered and found innovative ways to build and grow the business. Through her dedication and expertise, How to Host became a top-rated luxury vacation rental management brand, renowned for its exceptional service and remarkable results.

Driven by a desire to offer comprehensive services, Amanda has fine tuned and built a symbiotic relationship of these three companies to offer investors a hands free approach to operating and maintaining their vacation home.

With no base left uncovered, we are certain that the services offered by this group of companies is exactly what you need to revive and streamline the operation your home.

FAQ's

CONCIERGE STYLE

A structured and organized management team is imperative for the success of your vacation home Our team consists of Sales, Operations Management, Reservations Management, Accounting, Pricing, Cleaning, Design and Assistance staff.

Our full service, concierge style Hosts cater to your guests needs and ensure that your property is kept in show condition upon every check-out.

WHAT IS YOUR COMMISSION RATE?

All Inclusive Management Program;
Total 30%

Whats Included?

- **Consumables - please view list**
- Listing Setup (Airbnb, VRBO, Direct)
- Guest Communication (24/7 inquiries, bookings, reviews)
- Check-In/Out Management (smart locks, instructions, inspections)
- Turnover Coordination (cleaner scheduling, photo-verified QC)
- Turnover Inspections
- Maintenance & Repairs (contractor oversight, scheduling)
- Safety & Licensing (compliance checks, STR license support)
- Monthly Reporting (bookkeeping, owner statements), tax remittances)
- Concierge Guest Support
- Pricing strategist

WHAT IS INCLUDED IN THE CONSUMABLES PROGRAM?

Our model is different by design. We've built the cost of all consumable products into our management percentage, eliminating surprise charges and giving owners clear, predictable operating costs.

View this link to see what we include;

https://docs.google.com/document/d/1mdStsbUQLvGee5SVBu-xUkUEgFoXpv6QQhvAabyNfeQ/edit?usp=sharing

IS THERE AN OWNER PORTAL?

Yes. Owners will have access to a dedicated Owner Portal where you can:

- Block dates for personal stays
- View upcoming reservations
- Track current booking activity and revenue

You will also have an accounting portal that houses all of your monthly statements

HOW DOES BOOKKEEPING WORK?

We take our commission after platform fees and do not charge commission on taxes or cleaning. We hold funds in trust, pay expenses throughout the month, and remit your net payout by the 20th of the following month.

WHO PAYS THE TAXES?

All short term rentals in the Okanagan are subject to GST, PST and / or MRDT for a total of 13-16% tax. We collect and remit your taxes from the guest on your behalf.

HOW TO HOST

HOW OFTEN IS THE PROPERTY INSPECTED?

After every single check-out . We employ inspection staff and do not rely on cleaners to inspect the property after each turnover. Inspections are completed and documented after each check-out using our digital platform.

We inspect for:

- Check Out / Clean Quality Inspection
- Fire/ Safety
- Annual Safety and Maintenance

DO YOU HAVE A HANDYMAN?

Yes. Your listing will be impeccably maintained by our trusted maintenance contractors. Our operations team only works with insured companies that we have established strong relationships with.

WHAT PLATFORMS DO YOU LIST ON?

Your listing will be live on Airbnb, VRBO, HomeAway (its over 50 affiliates), Google and our private booking engine.

CAN WE SEE YOUR CURRENT LISTING PORTFOLIO?

Yes, hover your phone over the below QR code to see our current listings.

SCAN THE CODE TO VIEW CURRENT LISTINGS

DO YOU MARKET THE PROPERTY ANYWHERE ELSE?

Your listing will be promoted on all of our social platforms including Instagram, Facebook, Pinterest, YouTube and our website www.howtohost.ca. We contract a professional marketing team that focuses on unique strategies to attract guests outside of Airbnb and VRBO.

IS THERE A START UP FEE?

A fee of $399 will be taken off of your first rental revenue payout. This fee includes helps with the cost of professional photography, listing development and accounting set up.

DO I NEED SPECIAL INSURANCE FOR STR?

Yes. We can refer you to trusted and reliable insurance brokers. .

DO I NEED A LICENSE?

Yes, you will need a business license and provincial registration for your Airbnb. We guide our owners through the process with ease.

ARE YOU A SUPERHOST?

Yes. We currently have over 3000 five star reviews on Airbnb. We are the top rated Airbnb Management company in Kelowna on Google.

HOW TO HOST

WHO DOES THE ACCOUNTING?

We employ an in house CGA that is responsible for full cycle accounting and bookkeeping. You will have direct contact for any questions you may have regarding your monthly revenue statements.

- rental income
- stays
- management fees
- expenses
- taxes
- receipts

WHO CLEANS THE PROPERTIES?

Cleanliness is one of the most important elements of a guests stay. The impact of a bad clean can be detrimental to your listings reviews. We have built our own company "How to Shine Inc." who are professionally trained to understand the quality required and attention to detail.

WHO PAYS FOR THE CLEANS?

Cleaning costs are billed to the booking guest (outside of the occasional deep clean or start up clean and owner stays)

WHO HANDLES PRICING?

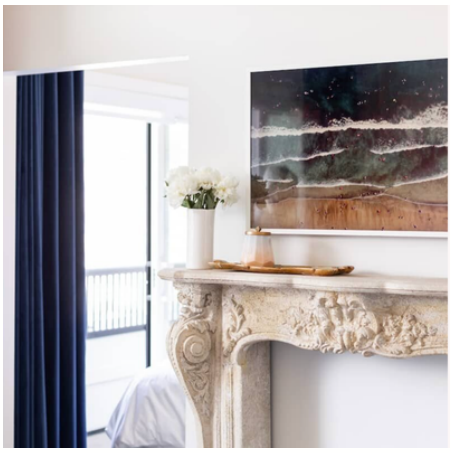
We employ a dedicated pricing strategist with extensive market experience who reviews and adjusts our pricing every single day through our integrated PriceLabs system. By continuously monitoring market trends, demand, and local events, they work to optimize your nightly rates, keep your property competitive, and ensure your calendar stays as full as possible while maintaining strong market positioning.

WHAT DO WE NEED FOR LINEN?

Our Wholesale Linen Program ensures every property is professionally equipped and consistent. We source high-quality hotel linens locally from a manufacturer in Vancouver and purchase them on behalf of owners, including sheets, duvets, pillows, and towels. Each property is stocked with three full sets per bed so turnovers run smoothly and all units maintain a consistent standard. We replenish linens as needed and use a flat-sheet method to extend longevity and help keep operating costs down. There will be a set up fee and an annual linen replenishment fee.

The Clean Team

CLEANING SERVICE



how to Shine INC

How to Shine is a separately incorporated company with its own management team, operating alongside How to Host as a sister company. Together, we work side by side to ensure seamless workflow, operational efficiency, and consistent quality across every property.

Built specifically for high-performing short-term rentals, How to Shine delivers structured, hospitality-level turnover services. Our team is trained in detailed cleaning protocols, quality control systems, and five-star presentation standards.

Because How to Shine integrates directly with How to Host's operations team, we can:

- Align turnovers precisely with reservation schedules
- Maintain consistent brand standards
- Coordinate cleaning, maintenance, and management efficiently
- Deliver systemized, cost-effective turnover processes

For properties such as "The Cove," our How to Shine team would service all units to ensure uniform quality and streamlined operations. A customized cleaning program would be developed with detailed protocols, inspection procedures, and workflow systems designed for efficiency and consistency.

HOW *to* STYLE

Need a Design Spruce Up?

What We Offer

PROGRAMS & PACKAGES

Welcome to **How to Style**, where we specialize in revolutionizing and simplifying design.

Our team of expert designers is committed to delivering exceptional solutions that elevate the guest experience. Whether you're a remote investor looking to design your vacation home without renting it out or an individual seeking cost-effective design options for rental purposes, How to Style has you covered.

Fully Turnkey Vacation Rental Designs: At How to Style, we understand the value of offering guests a hassle-free and extraordinary stay. Our fully turnkey vacation rental designs are meticulously crafted to provide an immersive experience from the moment your guests arrive. With attention to every detail, from furniture and decor selection to essential amenities, we transform your property into a luxurious escape. Our focus is on creating an atmosphere that captivates guests and ensures maximum occupancy and profitability.

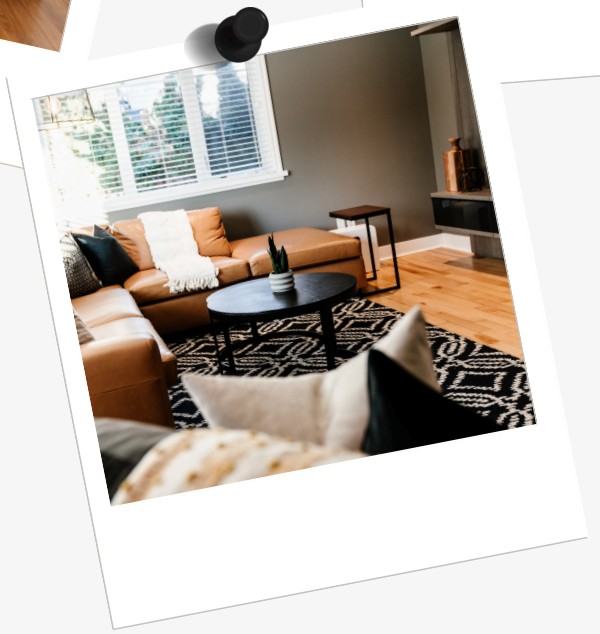
E-Design Packages: Affordable Design Solutions: For those looking to minimize costs without compromising on design quality, our E-Design packages are the perfect solution. Our international program allows you to collaborate with our talented designers remotely, regardless of your location. We take care of all the drawings, concepts, and design planning, empowering you to execute the setup according to your convenience. Benefit from our expertise and unlock the potential of your vacation rental while keeping expenses in check.

Remote Investor Program: Design for Non-Renters: Our Remote Investor Program is tailored specifically for individuals who wish to design their vacation homes without engaging in rental operations. Whether you seek a serene private retreat or a stylish getaway, our design team will curate a space that perfectly aligns with your vision. Our exclusive focus on design ensures that your vacation home becomes a personal haven where you can relax and unwind, free from the demands of hosting guests.

How to Style redefines vacation rental design one project at a time. By embracing collaboration and leveraging the combined knowledge of our team, we deliver exceptional results that surpass expectations and set new industry standards.

In the dynamic world of design and hospitality, our vision has positioned How to Style as a trusted name in vacation rental design. Our commitment to excellence, combined with a dedication to continuous learning and growth, ensures that clients receive top-notch service and unparalleled designs.

Here are some examples of our past projects.



Recommended Essentials

LINENS & MORE

- Linens
- Towels (hand, face and body)
- Beach towels
- Laundry hampers
- Mattress
- Soaps
- Tech (smart lock)
- TV mount
- Lightbulbs (24 pack)
- Ironing board
- Iron
- Steamer
- Vacuum
- Mop & bucket
- Toolkit
- Night lights
- First aid kit
- Clothing hangers

OFFICE AREA

- Office Supplies (pens, pencils, stapler, notepads, etc.)
- Desk Chair
- Desk
- Lamp
- Pens, Pencils, Stapler, notepads, etc.

ENTRY

- Rug
- Mirror
- Bench
- Key Hook
- Coat Rack

KITCHEN

- Glassware (Short) Set of 6
- Glassware (Tall) Set of 6
- Coffee mugs
- Wine Glass Set of 6 (stemless)
- Wine Glass Set of 6
- Side Plates, Dinner Plates, & Bowls Set of 24
- Flatware 20 piece set
- Kids Cups - 6 Pack
- Kids Plates - 6 Pack
- Kids Bowls - 6 Pack
- Kids Cutlery - 18 piece set
- Wooden Spoons & Fork set
- Kitchen Utensil Set
- Cork Screw & Bottle Opener
- Cheese Grater
- Chef Knife set in block with scissors
- Extra Lightbulbs
- Tongs
- Can Opener (only purchase incase you do not purchase the utensil set)
- Set of plastic nesting bowls (5 piece)
- Microwavable containers
- Placemats - 4 Pack Cotton Stone Placemats
- Flower Vase
- Wall Clock
- Hand Soap Dispenser
- Rice Cooker
- Paper Towel Holder
- Sugar
- Salt & Pepper
- Tea pot
- Tea
- Creamer
- Sink Floor Mat
- Napkins
- Coffee Maker
- Toaster
- Blender
- Hand Mixer
- Garbage can (3 piece set with 2 minis)
- Basting Spoon
- Dutch Oven
- Wine Caraffe
- Dish Soap
- tooth picks
- Batteries
- Fire Extinguisher
- Pots & Pans Set with lids
- Serving Platter
- Colander/Strainer
- Measuring Cup
- Measuring Spoons
- Electric Kettle
- Pie Sheet
- Broom & Dust Pan
- Spice Rack or Caddy
- Baking Sheet
- Cutting Boards
- Dish Cloths
- Dish Towels
- Drying Rack
- Pyrex Casserole Dish
- Juice Pitcher
- Oven Mitts
- Plastic Wrap
- Aluminum Foil
- Storage & Freezer Bags - variety pack
- Dish Soap - Hypoallergenic
- Dishwasher pods
- Scrub Brush
- Coffee & Sugar Canister Set
- Lighter
- Candle
- Ice Cube Trays
- Garbage Bags

Recommended Essentials

BEDROOM

- Bed Frames
- Night Stands (2 per bedroom)
- Bed Scarf
- Artwork
- Decor Pillows (3 pillows per bed)
- Lamps
- Luggage Racks
- Misc Decor
- Dresser/Sideboard/ Bench/Accent Chair
- TV (42"), price per TV
- Light Fixture
- Rug

DINING

- Dining Table
- Artwork
- Console Table
- Light Fixture
- Dining Chairs (starting at 6 chairs)
- Dining Table Centerpiece
- Bar Stools (based on 3 stools)
- Rug (Optional)

BATHROOM

- Bath Mat
- Small Garbage Can
- Roommate G Bags
- Non Slip Mat
- Shampoo
- Conditioner
- Hand Soap
- Body Wash
- Kleenex
- Toilet Bowl Cleaner
- Make Up Wipes or Towels
- Air Freshener/Poo Pouri
- Cotton Pads
- Q Tips
- Body Lotion
- Faux Plant
- Spa Essentials
- Bathroom Cleaner
- Drano
- Bathtub Caddy Train
- Bathroom Container (x2)
- Bathroom Hand Soap Pump
- Bathroom (Tray)
- Hair Dryer
- Shower Soap Dispensar
- Toilet Brush
- Toilet Paper
- Toilet Plunger
- Shower Liner Clear
- Art Work
- Shower Curtain with Curtain Rod

LIVING ROOM

- Side Table
- Floor Lamp
- Rug
- Sofa
- Accent Chair
- Coffee Table
- Bluetooth Speaker
- TV + Mount
- Decorative Pillows
- Throw Blanket
- Coffee Table Decor (tray, books, candle)

PATIO

- Bistro Set
- Rug
- BBQ
- Outdoor Pillows
- BBQ Utensils
- Patio Decor & Lights

DECOR & MISC.

- Full Length Mirror
- Board games
- Books
- Plants & Planters
- Misc Decor in the home

TRADES & OTHERS

- Cleaning
- TV Install
- Furniture Delivery & Assembly
- Storage Unit Fees (per month)
- Airbnb Setup Fee

How To Host

YOUR BEST CHOICE FOR STR MANAGEMENT

A Fully Integrated Hospitality Model

At How to Host, our goal is to elevate both the owner and guest experience through professional systems, thoughtful design, and hospitality-level operations. Through our integrated companies — How to Host, How to Shine, and How to Style — we provide a fully turnkey model designed specifically for resort environments.

How to Host — Management
Listing creation, marketing, revenue management, guest communication, reservations, and transparent owner reporting — all designed to maximize performance while providing a seamless ownership experience.

How to Shine — Cleaning & Turnovers
Our dedicated cleaning division delivers professional turnover execution, quality control inspections, and consistent presentation for every stay.

How to Style — Design & Experience
Thoughtful interior styling and presentation standards that elevate the guest experience and enhance property performance.

Looking Ahead

Through our integrated approach — management, cleaning, and design working together — we are confident we can help elevate operations and maximize each owner's potential.

We look forward to discussing the next steps.
Amanda Van Der Lee
How to Host Inc.

HOW TO HOST

Thank you for giving me the opportunity to share my vision with you. How to Host, How to Style and How to Shine were ideas built from scratch that grew into a dream come true. I have invested every ounce of myself into building and perfecting this model to give our owners their greatest return and our guests the best experience.

We are here to set a precedent in the short-term rental industry and would be elated to work with you. Our business model is full-circle and leaves no base uncovered, making it the perfect solution for this project.

Hiring our team will give you peace of mind. We meticulously maintain listings and provide a concierge style service to guests. We believe in excellence in every detail.

For everything you need, our team is

Here to Host, Here to Help

Amanda Van Der Lee

Founder
How to Host Inc.
How to Style Inc.
How to Shine Inc.

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Let's Get Started.

APPLY NOW

Scan the code or visit
www.howtohost.ca/contact

For a personal, confidential information session, email a request to

amanda@howtohost.ca