



Welcome to Cirque x Viceroy!

Purchasing a resort home often comes with many questions as you approach closing and move in. This document attempts to address common questions and pertinent information you will need as your closing and move-in dates approach. We are thrilled that you have purchased a residence at Cirque x Viceroy and hope to welcome you home soon.

Contents

Welcome to Cirque x Viceroy!..... 0

 Location..... 1

 Deliveries..... 1

 Amenities 2

 Resort Fee 3

 Parking..... 4

 Transportation..... 4

 Off Season 5

 The Viceroy Brand 5

 Reservation Process 6

 Check-In & Check Out 7

 Rentals..... 7

 Building Policies 8

 Property Owners Association (POA), Maintenance and Property Management..... 9

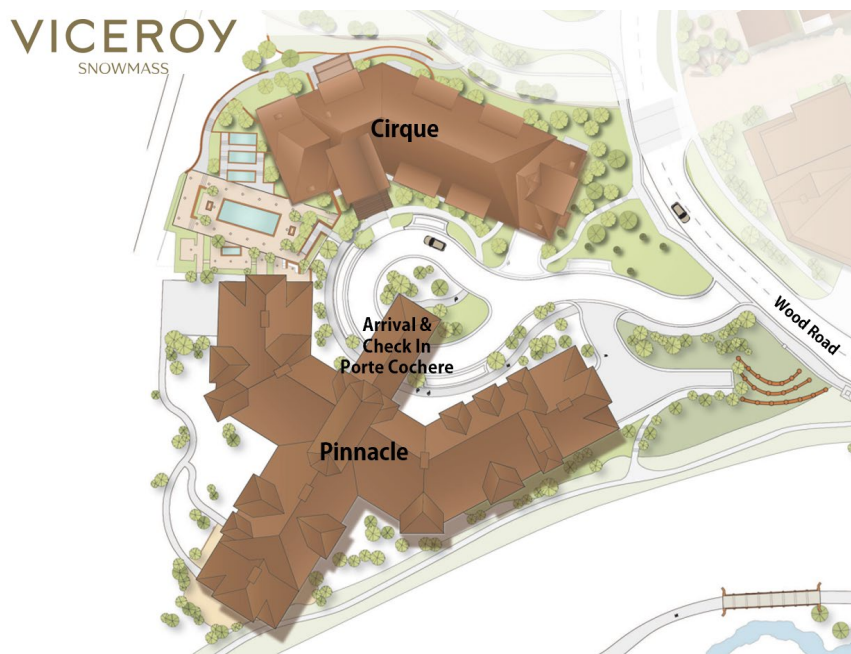
 Developer Warranty..... 10

 Important Contacts 11

Location

Cirque is located on the south side of the Viceroy Snowmass resort, across Wood Road from the core of Snowmass Base Village.

Your physical address will be 130 Wood Road, #xxx Snowmass Village, CO 81615



Deliveries

USPS Mail

The postal service does not deliver mail to the Viceroy Resort. To receive US Postal Service mail, you can obtain a post office box at the Snowmass Village Post Office branch, located at 0016 Kearns Road Snowmass Village, CO 81615.

Courier Deliveries

FedEx and UPS deliver directly to the resort's loading dock. The Hotel Manager manages this FedEx and UPS package service for Residence Owners at no additional cost. A front desk agent will alert you when your package arrives. Please address your deliveries:

Viceroy Snowmass

Name: _____

130 Wood Road, #: _____

Snowmass Village, CO 81615

Amenities

Cirque x Viceroy includes a robust array of Viceroy Snowmass services and amenities. The services and amenities available to Residence Owners at Viceroy Snowmass (both Pinnacle and Cirque) come in three main categories: (a) Amenities & Services included in the POA dues, (b) Amenities & Services included in the fees associated with RMA, PMA, or ASA, and (c) Public Amenities.

Residence Owners may use the fitness center and pool facilities even when not in residence. This access is subject to parking availability and potential black-out dates at the discretion of the Hotel Manager. However, Concierge, Bell Service, Ski Valet and other services and amenities are only available when Residence Owners are in residence. Public amenities can be used anytime.

All Viceroy Snowmass amenities and services are subject to change, closure, or reduced operating hours at the Hotel Owner and Hotel Manager's discretion, including for off-seasons, repairs/maintenance, construction, etc. This means that amenities and services may be limited even when the hotel is open.

On-site Amenities and Services Included in the POA Dues:

- **Viceroy Pool and Spa Pools.** All-season heated pool, spa pools and pool deck located between the two Viceroy buildings, slope-side on Assay Hill.
- **Fitness Center.** Located on the pool level of the Cirque building, featuring a full range of strength training equipment and cardio machines.
- **Valet Parking.** More detail provided below.
- **On-Site Concierge.** Note: this service may be staffed seasonally.
- **Bell Service.** This service may be staffed seasonally. Please note that bell staff does not assist with the move-in of your personal items upon Closing. Residence Owners are responsible for moving in their own personal items. For more information on delivery and moving policies, please contact the Residential Services Team.
- **Ski Valet.** Viceroy Snowmass features an unmatched staffed ski valet service with boot and ski storage while in residence, making the start and end of your ski day simple and convenient.
- **Mobile Storage Cage and Access.** Each residence comes with the right to utilize one mobile caged storage unit for personal items, which is kept in a secure common storage room within the parking garage. You will need to have a personal lock for your cage.
 - You are not permitted to store anything in your residence if you have elected to participate in the Rental Management program. If you have elected to participate in a Property Management or an Administrative Services program, you are welcome to keep whatever you like in your room.
 - You are not permitted to store anything outside of your storage cage in the common areas, common storage room, the garage, on balconies or the exteriors of the building.
 - If you need access to your storage cage during your stay, reach out to the Residential Services Team. They will coordinate with the hotel staff to have it brought to your residence.
- **Routine Security**

Amenities & Services included in the fees associated with RMA, PMA, or ASA:

- **Residential Services.** The Residential Services department is responsible for taking care of various administrative needs of Residence Owners.
- **Rental Management.** A full-service Viceroy branded rental management program is available to those Residence Owners who execute a RMA.
- **Check-in/Check-out & Key Issuance.** In season, the front desk is fully staffed to check Residence Owners, Unaccompanied Guests, Viceroy Rental Guests and Independent Rental Guests in and out and provide keys for residence access.
- **Luge Shuttle.** Viceroy's luge shuttle will take you and your gear to and from the Elk Camp Gondola Plaza. Seasons and hours of operation will be determined by the Hotel Manager. Luge cart transportation may be limited or unavailable due to village construction.
- **Transportation.** The Viceroy Snowmass offers transportation services to/from: a) the Aspen/Pitkin County Airport; b) the City of Aspen; c) within Snowmass Village. This is provided complimentary to Residence Owners. See the Parking and Transportation section below for more detail.
- **Package Delivery.** Acceptance, storage and delivery of packages.

Public Amenities:

The restaurants and spa at Viceroy Snowmass are easily accessible in-house amenities for Residence Owners, as well as being available to the general public. Residence Owners pay a la carte for these services and amenities.

Resort Fee

The Hotel Owner has the right to charge any guest at the property a resort fee to cover access to certain amenities and services. Resort fees are subject to change at the Hotel Owner and Hotel Manager's discretion.

- **Residence Owners.** Are not required to pay the resort fee.
- **Viceroy Rental Guests and Independent Rental Guests.** The resort fee is currently \$50 per day for Viceroy Rental Guests who are under an RMA or PMA. The full resort fee currently covers costs associated with: airport shuttle, transportation around Snowmass, pool and spa pool access including towel service, fitness access, newspapers, Wi-Fi, local phone, in-room amenities, in-room coffee, housekeeping restocking, welcome amenities, and welcome beverages.
- **Independent Rental Guests of Owners who are under an ASA.** The resort fee is currently reduced to \$40 per day as these guests do not receive all services and amenities. The reduced resort fee for Independent Rental Guests of Residence Owners on an ASA currently covers: newspapers, Wi-Fi, local phone, pool and spa pool access including towel service and fitness access. No in room amenities or transportation are provided for these ASA guests.

Parking

- **Garage Overview.** There is a dedicated secured parking garage for the Viceroy Snowmass, with an entrance located to the right of the porte-cochere. However, it is only accessible by the Valet team so parking at Viceroy Snowmass is conveniently and exclusively handled by the Valet staff (with some off-season closure period exceptions). Upon your arrival, the valet will park your car in the secure garage and can even charge it for you. Upon your check out, the Valet will bring your car to the front entrance for your departure. For Valet assistance please contact the Front Desk at (970)-923-8000.
- **Short-term and Visitor Parking.** Short term parking is permitted. There are a limited number of short-term surface parking stalls in the entry auto court. The use of these stalls will be administered by the Hotel Manager through the valet staff, including utilization of these stalls for resort transportation vehicles.
- **Electric Vehicle Charging.** The Valet staff can charge your vehicle in the Cirque x Viceroy garage or in the auto court upon request and availability.
- **Parking Costs.** There is not an extra charge for the valet service for Residence Owners, their Accompanied Guests or Unaccompanied Guests but, any gratuity paid is an out-of-pocket expense. Viceroy Rental Guests and Independent Rental Guests are all subject to a nightly parking fee. Current parking fee rates are \$55.00 per night. Changes to parking fee rates and the ability to waive them on a case-by-case basis are at the sole discretion of the Hotel Manager.

Transportation

- **Base Village.** Viceroy's luge carts offer convenient quick transport to and from the Elk Camp Gondola Plaza. This service is offered complimentary to everybody except ASA Unaccompanied Guests and Independent Rental Guests. Subject to availability.
- **Snowmass Village.** Residence Owners under an RMA or PMA as well as their Accompanied Guests and Unaccompanied Guests will be offered complimentary transportation in and around Snowmass Village. This service is also offered complimentary to Residence Owners under an ASA and their Accompanied Guests, but not their Unaccompanied Guests. This service is provided as part of the resort fee for Viceroy Rental Guests. This service is not provided to Independent Rental Guests.
- **Aspen.** Through the RMA, PMA or ASA, Residence Owners and their Accompanied Guests will be offered complimentary transport to and from Aspen. This service is not available for ASA Unaccompanied Guests or Independent Rental Guests. To book, please contact the front desk at least 1 hour in advance if you need transportation into Aspen.
 - Scheduled transportation operates from 7 am (departure from Viceroy) to 10:30 pm (return to Viceroy). Pick up/drop off locations: Shuttles generally depart on the hour from Viceroy and pick up from Aspen every half hour. The designated location for pick-ups and drop-offs in Aspen is the Paradise Bakery Corner located at 320 S Galena St. Aspen, CO 81611.

Off Season

Closure of the Viceroy resort is at the discretion of the Hotel Owner and Hotel Manager.

Historically the resort has closed:

- Spring (after the Snowmass Ski Area closes until around Memorial Day)
 - Fall - and in the fall (mid-October until Thanksgiving).
 - **** Dates subject to change. ****
- Residence Owners can occupy their residences during these closure periods, but there are no hotel services or amenities available, and access may not be through the main lobby.
 - Extended closures may be required from time to time to accommodate capital projects or other issues.
 - You will not have access to any amenities provided during regular season such as transportation, housekeeping, food & beverage, spa, pool, front desk, etc.
 - If you plan to stay in your residence during closure, please email the Residential Services Team so they can ensure you have access to the building. All doors are locked during closure for security purposes.
 - Independent Rental Guests are not permitted during the closure period for security reasons.

The Viceroy Brand

Viceroy Hotels, LLC is a Los Angeles-based hotel brand and management company with a collection of branded resort and urban properties across the globe. Viceroy is commonly considered to be a luxury lifestyle brand whose properties are distinguished by inspiring design, personalized service, luxurious amenities, inventive food & beverage experiences, and relentless attention to detail.

- **Viceroy Name and Marks.** The Hotel Owner and its affiliates have entered into various license agreements (the “Viceroy License Agreements”) with Viceroy Hotels, LLC. Viceroy Hotels, LLC owns all of the trade names, trademarks, slogans, etc. associated with the Viceroy brand. The Viceroy License Agreements grant Hotel Owner, Developer and their affiliates various rights to use the Viceroy name and marks in association with selling residences, renting residences and running the Hotel operations at Pinnacle and Cirque. In exchange, Viceroy Hotels, LLC receives various license fees, including a brand license fee on the initial sale of Cirque Residences. The Developer will pay for this fee on this initial sale of all Cirque Residences. Subsequently, Residence Owners who wish to use the Viceroy trademarks, brand names, or brand when re-selling their residence will be required to pay a license fee to Viceroy Hotels, LLC (currently 0.5% of Gross Sales Proceeds). If a seller elects not to enter into a license agreement with Viceroy and pay the license fee, they are not able to use the licensed trademarks, brand names or brand, except that the name “Viceroy Snowmass” may be used as a location descriptor only. The Viceroy brand can be used by the Hotel Manager to rent residences that are under a RMA. Owners who chose not to enter into a RMA with the Hotel Manager may not use the Viceroy name or marks to market their residence for rental.
- **Viceroy Benefits.** Owners are currently offered benefits and discounts at the Viceroy Snowmass and other Viceroy Hotels. These are subject to availability and change. Please contact the Residential Services Team for more information.

Reservation Process

As a Residence Owner, depending on which Property Management Agreement (PMA), Rental & Property Management Agreement (RMA), or Administrative Services Agreement (ASA) you moved forward with can utilize your residence throughout the year.

| Residence Owner Reservations |
|---|
| <ul style="list-style-type: none">○ When making a reservation for yourself, please email the Residential Services Team the dates you wish to stay in your residence. <p>**Please send the Residential Services Team the dates you would like to book 6 months in advance**</p> <ul style="list-style-type: none">○ Last-minute trip, we will do our best to book you into your residence but there is no guarantee, especially in high season. The sooner we know when you would like to come and stay, the better! <p>Airport Transportation</p> <ul style="list-style-type: none">○ Residence Owners as well as their Accompanied Guests will be offered complimentary transportation to and from the Aspen/Pitkin County Airport. Please send flight information to the Residential Services Team. <p>Cleaning</p> <ul style="list-style-type: none">○ Please consider how often you would like housekeeping during your stay. The Residential Services Team will schedule your cleanings ahead of time. |
| Residence Unaccompanied Guest Reservations |
| <ul style="list-style-type: none">○ If you would like to make a reservation for family or friends that you are not accompanying, please send the primary contact information for the Unaccompanied Guest staying in your room to the Residential Services Team. <p>Airport Transportation</p> <ul style="list-style-type: none">○ Residence Owners under an RMA or PMA and their Unaccompanied Guests will be offered complimentary transportation to and from the Aspen/Pitkin County Airport. Please send flight information to the Residential Services Team.○ This service is not offered complimentary to Unaccompanied Guests of Residence Owners under an ASA. This service is provided as part of the resort fee for Viceroy Rental Guests. This service is not provided to Independent Rental Guests. <p>Cleaning</p> <p>Your Unaccompanied Guest will be responsible for housekeeping charges. Please let the Residential Services Team know how often your Unaccompanied Guest would like housekeeping.</p> |

Check-In & Check Out

Check-In

- All loading and unloading occurs in the main porte cochère in front of the Pinnacle building. All Residence Owners and guests will check in at the front desk located in the Pinnacle building. Upon check-in, if desired, the hotel staff will accompany Residence Owners and Accompanied Guests to the residences to complete the arrival experience.
- Access to Cirque is available by walking on the sidewalk along the arrival circle or by utilizing an interior connecting corridor at the pool level.
- You will check-in and receive your keys from the front desk.
- Check-In: 4 pm; Check -Out: 11 am. If you need an early check-in or late check-out, please reach out to the Residential Services Team. They will do their best to accommodate your request.
- The front desk will collect a credit card to keep on file upon check-in.
- Owner access to the amenities is provided through the key card provided at check-in.

Check-Out

- Owners check-out at the front desk.
- The Residential Services Team will apply the housekeeping charges after your stay, charge the card on file, and email your invoice.

Rentals

- **If Contracted with the Viceroy Hotel Group.** Contracting with the Viceroy Hotel Group for Rental Management offers certain synergies that make the care and management of your unit seamless. If contracted with Viceroy, the dedicated team will market your unit, manage your rentals, assist your rental tenants, and facilitate cleaning and turnovers.
 - **Rental Income Deposits.** Statements will be posted on the Assay Hill Lodge Condominium website no later than the 15th of every month. Statements are posted in arrears. For example, the statement for February financials is posted on March 15th. Owners in an RMA, you will fill out an ACH Deposit form and your rental revenues are paid by direct deposit on the 25th of the month.
- **If Owner-Managed or Third-Party Managed.** If you choose to manage and rent your own unit or hire a third-party to manage or rent your unit, you will be solely responsible for upholding the Hotel's standards within the unit as well as any associated administrative, housekeeping, and rental tenant support. Hotel staff will not be able to provide administrative, housekeeping, or rental tenant support to those who are not contracted with the Hotel. Third-party rental guests will have access to the Viceroy amenities.

The Hotel will assist with limited administrative activities confined to issuing key cards upon check-ins and receiving the key card upon check-outs. It is the responsibility of the owner and /or their Property Manager to notify the Hotel of any reservations in the unit so that occupancy can be recorded, and key cards issued. The Hotel will not issue a key card to any guest without prior owner approval and notification. Please contact the Residential Services team to communicate rental dates and tenant information.

Building Policies

- **Move In.** All Cirque Residences are delivered furnished with a fully equipped housewares package that includes kitchen supplies, bath accessories, linens, TVs and window coverings. Furnishings are hospitality grade, with comfort, quality and timelessness. Residence Owners are responsible for moving in their personal items. Because the residences are fully furnished, we do not anticipate a large need for moving in additional furniture. However, all moves and bulk deliveries must be scheduled with the Residential Services Team.
- **Trash and Recycling.** There is a main trash facility located on the west side of the Pinnacle building. There will also be a trash and recycling room located on the P2 level at the east end of the Cirque building. Residence Owners may elect to take their trash to this room. Residence Owners on RMA or PMA (but not ASA) can request housekeeping to remove trash directly from their residence, as provided for under those agreements.
- **Pets.** Subject to any rules and regulations adopted from time to time by the POA, Cirque will be pet friendly for both Residence Owners and Guests. There are no restrictions on breeds, but all pets must be safe, and their presence cannot create a nuisance to other building occupants. Of course, you must follow all POA rules and regulations regarding pets and be diligent about picking up after your pet. Please note that POA rules and regulations regarding pets are subject to change and there may be additional housekeeping charges assessed for pet cleaning. Pet relief areas are marked with signage.
- **Utilities.** POA dues cover building and common areas insurance, standard utilities (water, sewer, gas, electricity, trash and cable) except wireless internet and phone (which are provided under the PMA, RMA and ASA). The POA dues also cover the POA's share of costs associated with the pool, fitness center garage, lobbies, corridors and other spaces and services covered under the Facilities License.
- **Insurance.** Owners are required to obtain and maintain general liability and residence contents coverage from the drywall of the residence in, including all furniture, housewares and personal property.

Property Owners Association (POA), Maintenance and Property Management

Property Owners Association (POA)

The Assay Hill Lodge Condominium Association is the association (the “Property Owners Association” or “POA”) for all ownership interests in the property, including residential and commercial. Pinnacle Owners and Cirque Owners all belong to the same common POA. The purpose of the POA is to manage and maintain the common elements, provide certain facilities and services to Residence Owners and guests, administer and enforce the covenants and restrictions, levy and collect assessments, establish and enforce rules and regulations, manage the condominium, and protect the interests of the Residence Owners and guests. Membership in the POA is automatic for Cirque Owners.

- **POA Website.** The POA information is posted on the POA website: www.assayhillhoa.com. Username: guest; Password: guest. This includes the articles, bylaws, declaration, budget, meeting minutes, reserve studies, and other documents. After closing, you will begin to receive communications to keep you informed of upcoming meetings, elections and other important POA events and information.
- **Assessments.** POA assessment invoices will be posted on the Assay Hill Lodge Condominium website (www.assayhillhoa.com) on the first of every month in December, March, June and September. HOA assessments are withdrawn quarterly. The Residential Services Team will reach out to set you up for ACH assessment withdrawal and ACH rental income payments, if applicable, so payments are automatic. If for some reason POA assessments are not paid in time, late fees will be applied.

| | Important Date for Assessments | | |
|-----------------------|--------------------------------|------|-----------------------|
| | Notice Sent | Due | Finance Charge Billed |
| 1st Qtr (1/1-3/31) | 12/1 | 1/1 | 2/1 |
| 2nd Qtr (4/1-6/30) | 3/1 | 4/1 | 5/1 |
| 3rd Qtr (7/1-9/30) | 6/1 | 7/1 | 8/1 |
| 4th Qtr (10/1-12/31) | 9/1 | 10/1 | 11/1 |

Maintenance. Owners or their Property Managers are responsible for the maintenance and upkeep of anything within the drywall of the residence.

Property Management. Residence Owners can choose to rent through the Viceroy branded rental program, rent independently with another property management company or not rent at all. However, per the Condominium Declaration all owners must enter into either a “Property Management Agreement” (either a PMA or ASA). For more information on these agreements, please contact the Residential Services Team (contact info below).

Developer Warranty

- **Pre-Closing Walkthrough Items.** You may have some items from the Pre-Closing Walk-Through that are pending completion at the time of Closing. Pre-Closing Walkthrough items that are still open upon closing will be tracked and completed per the list agreed to at the walkthrough. Completion will be coordinated via the Developer and the Construction Team with access by permission of the Residence Owner or Property Manager. If you have any questions, please contact Support@CirqueViceroy.com.
- **Limited Warranty.** Construction and appliances within the drywall of your residence are backed by a one-year limited warranty. Any reported warranty issues will be evaluated by the Construction team, and scheduled for completion with the subcontractor who performed the original work. Because warranty work is not performed by the in-house maintenance, scheduling and lead times are subject to subcontractor availability.

The limited warranty is non-transferrable beyond first-generation owners. In the event there is an issue you believe to be a warranty item, either in your residence or in a common area, please contact Support@CirqueViceroy.com.

- **Limited Warranty Access.** Access for corrections inside the units will be facilitated by the Developer in tandem with the Viceroy Residential Services Team if you are contracted with the Viceroy Rental or Homecare programs. If your residence is Owner or third-party managed, the Developer will request access from the Owner or Property Manager. While we will endeavor to work around occupancy, schedules do not always permit. If you decline access at the time the subcontractor is available, the warranty request will be placed at the end of the queue.
- **Homeowner Manual Book.** A USB Drive from the contractor will be provided to all Residential Owners with manufacturer's manual and instructions.

Important Contacts

| Title: | Contact: | Additional Information: |
|--|---|--|
| Developer | Email: Support@CirqueViceroy.com | Warranty in residence or Cirque building common elements for the first year following Closing. |
| Director of Residential Services Assistant Director of Residential Services | <p>Miguel Sanchez Email: miguel.sanchez@viceroyssnowmass.com Phone: (970)-923-8040 Cell: (970)-456-2046</p> <p>Kendall VanHee Email: kendall.vanhee@viceroyssnowmass.com Phone: (970)-923-8033 Cell: (970)-343-2822</p> | Miguel and Kendall will be your primary contact for all operational questions and concerns related to: <ul style="list-style-type: none"> ▪ Maintenance ▪ Housekeeping ▪ Parking ▪ Trash ▪ Utilities ▪ Moving ▪ Deliveries ▪ Residence modifications etc. |
| Viceroy Front Desk | Phone: (970)-923-8000 | |
| Viceroy Concierge | Email: concierge@viceroyssnowmass.com Phone: (970)-923-8002 | |
| Viceroy Spa | Phone: (970)-923-8007 | |
| Toro Snowmass | Phone: (970)-923-8008 | |
| POA - Assay Hill Lodge Condominium Association | Website: https://www.assayhillhoa.com/ Username/Email: guest Password: guest | |