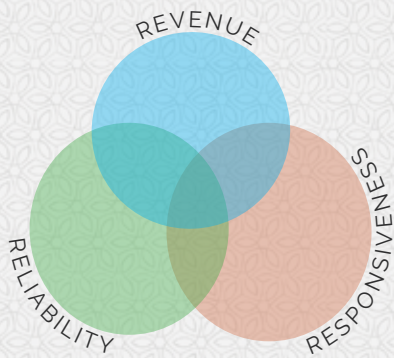




EFFORTLESSLY.

Isn't that how you'd like
your rental managed?



OUR PILLARS OF PERFORMANCE

The essence of hospitality is central to the meaning and spirit of aloha, an essential value that expresses our passion for this place — and our reason for being — to present your home in its most favorable and profitable light.

1 | **REVENUE — For Owners: World-Class Vacation Rental Management Services**

Full-service vacation rental management by the local experts with international reach. With over 35 years of experience in Hawaii, we know the market and we know your guests.

- Each Destination resort features an exclusive custom website — optimized for visibility
- Your residence is individually featured with exceptional photography
- Your residence profile is tailored for maximum appeal
- Your property is integrated into the powerful, worldwide Hyatt sales and marketing program, including prominent listing on Hyatt.com and direct marketing to over 18 million World of Hyatt members
- We maximize revenue with dynamic pricing based on in-depth market-wide research
- We drive demand with cutting-edge, data-driven marketing and advertising campaigns
- Optimized, high-visibility websites and retargeting campaigns deliver the highest bookings in the market
- Extensive exposure through travel partnerships, including travel consortiums, Virtuoso, American Express, Costco Travel, Expedia, Airbnb, VRBO, and luxury Hawaii-focused travel agents
- A strong loyalty program to bring guests back year after year
- A responsive 24/7 call center converts prospects with gracious, personal attention
- Owners' online portal provides at-a-glance overview of rental calendar, owner statements, and residence records
- Never lift a finger — we do it all, including monthly utility payments, transparent accounting, and tax filings



2 | **RELIABILITY — For Your Guests: Luxurious, Resort-Level Hospitality Services**

We do all the behind-the-scenes work to ensure repeat rental guests return year after year. The Destination difference is elevating the vacation rental experience with hotel-style services and amenities.

- An exclusive, resort-wide restaurant, spa, and amenity discount program unique to Destination Residences
- A gracious welcome and attentive concierge services throughout a stay
- Pre-arrival grocery delivery so guests arrive and begin vacationing immediately
- Residences manager on duty 24/7 to pamper your home and guests
- Polite and attentive housekeeping services by our trained, in-house team
- Luxurious linens and towels professionally laundered and pressed offsite
- Welcome amenities to make every guest feel at home

3 | **RESPONSIVENESS — Property Management to Maximize Your Investment**

Your residence is an idyllic island getaway. It is also an investment that requires diligent maintenance — especially in our tropical oceanfront setting. We see to every detail, the routine as well as preventative service — so your residence is always ready to receive and delight guests.

- Destination Residences is the market leader in both the quality of residences in our portfolio — and how we care for them
- We vigilantly adhere to strict hygiene and wellness protocols and are on the leading edge of safety through our exclusive Global Biorisk Advisory Council STAR accreditation
- Twice yearly deep cleans with 150-point preventative maintenance inspection
- Discounted corporate purchasing program for home goods
- Unique disaster preparedness programs

Leveraging the worldwide resources of Hyatt & our intimate relationship in Wailea provides owners an unmatched residential ownership experience.

LOCAL ROOTS. INTERNATIONAL REACH.

Established in 1986, Destination Residences Wailea has a proud heritage in this luxury resort community. Our dedicated team members are experts in this community with deep-rooted knowledge. Our operations are headquartered in the heart of Wailea, and we are the only service residences within the Wailea-Makena community. Now, as a part Hyatt Hotels, Destination Residences Wailea owners gain the depth, performance and global reach of a renowned and respected international hospitality company. This is a truly unique combination of local roots with international reach.

\$15B

REAL ESTATE VALUE UNDER MANAGEMENT

48

YEARS OF RESIDENTIAL EXPERIENCE

46

HOTEL AND VACATION PROPERTIES MANAGED
(17 IN HAWAII, 9 IN WAILEA)

32

YEARS OF RESIDENTIAL EXPERIENCE
IN HAWAII



WAILEA BEACH VILLAS



POLO BEACH CLUB MAKENA



CLUB MAKENA SURF



WAILEA POINT



GRAND CHAMPIONS VILLAS



WAILEA EKAHI VILLAGE



WAILEA ELUA VILLAGE



WAILEA EKOLU VILLAGE



HO'OLEI RESIDENCES

SERVICE LEVELS PERFECTLY SUITED TO YOUR NEEDS & LIFESTYLE

Vacation Rental Property Management Services

Our most comprehensive management service option, our Vacation Rental Property Management Services, allows you to seamlessly rent your home-away-from-home. We operate with a global perspective, taking advantage of Hyatt's state-of-the-art sales and marketing resources to attract and retain visitors year after year. Our team of in-house and professionally trained housekeeping and maintenance professionals ensure that owners and guests alike are well taken care of — including a complimentary mid-stay cleaning, which helps protect your asset while it earns you money.

Home Care Services

With our Home Care Services, you can rest assured that your home is well taken care of while you are away, and that you are well cared for while you are here. Our services include routine walk-throughs, diligent reporting, housekeeping, preventive maintenance, concierge services, property manager on duty, disaster preparation, accounting services including GET and TAT tax filing, third-party vendor oversight, utility payments, and renovation coordination.

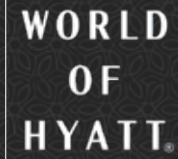
A La Carte Services

Take advantage of our well-trained management professionals only when you need them with our A La Carte Services. Allow us to assist you with arrival and departure services, housekeeping, maintenance, on-island greetings and concierge assistance, among other options.



A NEW WORLD AWAITS YOU WITH THE HYATT RESIDENTIAL MANAGEMENT OWNERS PROGRAM

As a Destination Residence owner, you'll enjoy an impressive array of exclusive owner benefits as long as your unit is in Hyatt's Rental Program and you are a World of Hyatt member:



- New owner incentive: 210,000 World of Hyatt (WOH) Points
- WOH redemption payout for guest stays: *always* at full rate
- An upgrade to the elite privileges of Hyatt Globalist Status
- Hyatt Owners Rate Access: Significant owner discounts at 1,000+ hotels in the Hyatt portfolio such as Hyatt Hotels, Destination by Hyatt, Grand Hyatt, Andaz, Thompson Hotels, Hyatt Regency, and many more



RESORT AT PALLISADES
TAHOE



COMMUNE BY THE
GREAT WALL



HOTEL DU PALAIS

We invite you to contact Brandon Sacks to learn how Destination Residences Wailea can unlock your property's performance potential.

Brandon.Sacks@destinationhotels.com

(808) 727-0124



www.DestinationResidencesWailea.com