

# Owner Update – Change to terms of management agreement

Email recapping changes to policies, programs, insurance, along with announcing our migration to Vacasa is underway

**When:** 03/31/2022

**To:** All California homeowners in Stage 6

**From:** TurnKey Vacation Rentals

**From Email:** [support@turnkeyvr.com](mailto:support@turnkeyvr.com)

**Reply To:** TurnKey Vacation Rentals

**Reply To Email:** [support@turnkeyvr.com](mailto:support@turnkeyvr.com)

**IMPACTED INTERNAL TEAMS:** HSM, RM, Accounting, Sales, Marketing

**SUBJECT:** Important changes to TurnKey's Owner Agreement

Hi <First Name>,

Looking ahead at a new year of travel and vacation memories, we want to thank you for your trust and partnership.

Last year was a banner year for the short-term rental market, and we're encouraged by 2022 trends showing a continued rise in travel. In fact, our Spring Travel Trends report found that 56% of Americans are planning a trip this spring, with 75% of them planning a domestic trip.

Now, as we move towards fully integrating TurnKey into Vacasa, we're excited to bring all the benefits of our combined organization to you and your home, including enhanced pricing methodologies, strong direct bookings, and more local team members to provide high-quality service for your home and guests.

Rest assured your TurnKey management fee will remain the same when we migrate over to Vacasa and owner referred reservations brought to us will still have a discounted commission rate of 10%. In terms of other positive changes, we are removing the guest supply fee on every reservation. This means more money in your pocket! We will also continue to provide your supplemental damage insurance through Vacasa's partner Assurant, previously under TRU.

We have amended our Owner Agreement to capture the highlighted benefits and align it with our standard Vacasa agreement and provide for the changes outlined above, effective May 1st, 2022. <Here is the amended Owner Agreement>. We will be adding your agreement to your [Owner Dashboard](#) where you can reference it anytime. In coming months, we'll follow up to send you a communication with a document to acknowledge Vacasa taking over management of your property and these updated terms.

We truly value your partnership in helping you achieve your vacation rental goals. We're honored to have worked through the ups and downs of 2021 in service of our Homeowners, and look forward to partnering with Vacasa through a bright and successful 2022.

Should you have any questions or concerns, please feel free to email [support@turnkeyvr.com](mailto:support@turnkeyvr.com) or call (512) 960-3270 to connect with your Homeowner Success Manager.

Thank you for your partnership,

Your TurnKey Team