



TREMBLANT  
ELYSIUM

PROPERTY MANAGEMENT  
RENTAL MANAGEMENT  
MAINTENANCE PROGRAM





## Managing your investment

Established in 2007, Tremblant Elysium specializes in property management, short-term rentals and customized maintenance services around Mont Tremblant Resort.

Our reputation is built on:

- ✧ Our hand-picked collection of 5-star amenities cottages and condos
- ✧ Our turnkey rental service and meticulous preventive maintenance
- ✧ Our customer satisfaction rates
- ✧ Our management operations

## Property Portfolio

ELYSIUM @ ÉTOILE DU MATIN (Versant Soleil)

ELYSIUM @ BONDURANT (Pedestrian Village)

ELYSIUM @ ALTITUDE (Domaine de la Forêt)

ELYSIUM @ BOISÉ (Domaine de la Forêt)

ELYSIUM @ TREMBLANT-LES-EAUX (Domaine du Géant)

ELYSIUM @ VERBIER TREMBLANT (Domaine du Géant)

LES LÉGENDES RÉSIDENCES CLUB TREMBLANT (Domaine Nansen)  
Private Residence Club, operated by Tremblant Elysium  
Residences plus Owners Lodge, gym and pool

HAVRE DES LÉGENDES (Domaine Nansen)  
Property Management





## The Elysium Difference

Three guiding principles drive all of Tremblant Elysium's operations:

- ✧ To maintain excellent relationships with our owners, caring for their homes like ours.
- ✧ To maximize their net revenues while providing a worry-free rental program.
- ✧ To build customer loyalty by offering a memorable premium vacation experience.

### THE ELYSIUM DIFFERENCE IS ALL ABOUT SERVICE.

With this in mind, we are working to better serve the needs of our owners and guests. For instance, the Elysium Convenience Plus Program delivers attractive benefits to all.

## A winning Team

At Tremblant Elysium, we recognize the value of your investment. Our turnkey services are designed with this principle in mind.

You can confidently entrust us with the management and maintenance of your property, whether or not you choose to offer it for short-term rentals. All our activities are handled by an experienced team, led by Julien Shah, Operations Manager, who has over 15 years of in-depth experience in property management and rentals.

We ensure a constant presence on-site and we can act swiftly. We are always ready to provide you with the support and advice needed to make the most of your asset and optimize its value.





## Rental Management

Tremblant Elysium handles the entire rental process for your residence:

- ✿ Marketing the property
- ✿ The entire booking procedure
- ✿ All communication with clients at the time of booking, throughout their stay, and after their departure
- ✿ Preparation of the residence before guest arrival – cleaning, inspection, warming
- ✿ Inspection of the unit after the clients' departure
- ✿ All exchanges with booking platforms and suppliers

Furthermore, our rental service includes a meticulous preventive maintenance program. We take great pride in the high quality of the homes we rent, and we are committed to keeping them at that level. We carefully manage the guest experience during their stay in your residence, ensuring that no unpleasant situations arise.

We have extensive expertise in short-term rentals. We closely monitor the market and continuously adjust pricing, always aiming for the highest possible revenue.

All team members share our vision that a satisfied customer is the best form of advertisement. That's why we work together to ensure a service of excellence for all.



## Property Management

Beyond offering short-term rentals, we also provide dedicated property management services for a select portfolio of residences.

Our approach is highly personalized, ensuring a hassle-free and enjoyable ownership.

### LES LÉGENDES RÉSIDENCE CLUB

Located in an exclusive ski-in/ski-out community with spectacular views of the mountain and Lac Tremblant, Les Légendes is a private residence club featuring 11 luxury 4-bedroom town houses, each with an outdoor spa.

Tremblant Elysium is the hotel operator for Les Légendes, delivering exceptional guest services and property management. The club amenities include an owners' lounge, a gym, and an in-ground outdoor swimming pool.

Our dedicated team is available on-site seven days a week, ensuring that all common areas are meticulously maintained.

### HAVRE DES LÉGENDES – PHASE 2

Tremblant Elysium acts as property manager for this prestigious ski-in/ski-out four-unit complex.

Our team ensures that all common areas, the landscaping and the building maintenance meet the highest standards.





## Customized Maintenance Program

Managing other people's asset is a significant responsibility, and we apply all our expertise to this task. We care for the properties entrusted to us as if they were our own. We offer owners who opt out of rental management a maintenance program tailored to their specific needs.

Our team members are skilled at making quick minor adjustments within the residences. Work requiring greater expertise is handled by the relevant trades. In all cases, we closely supervise the work on-site.

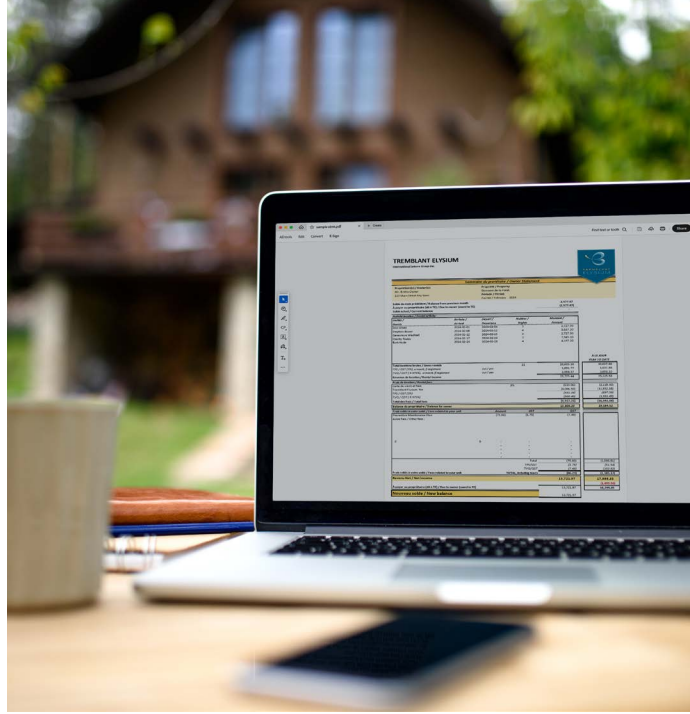
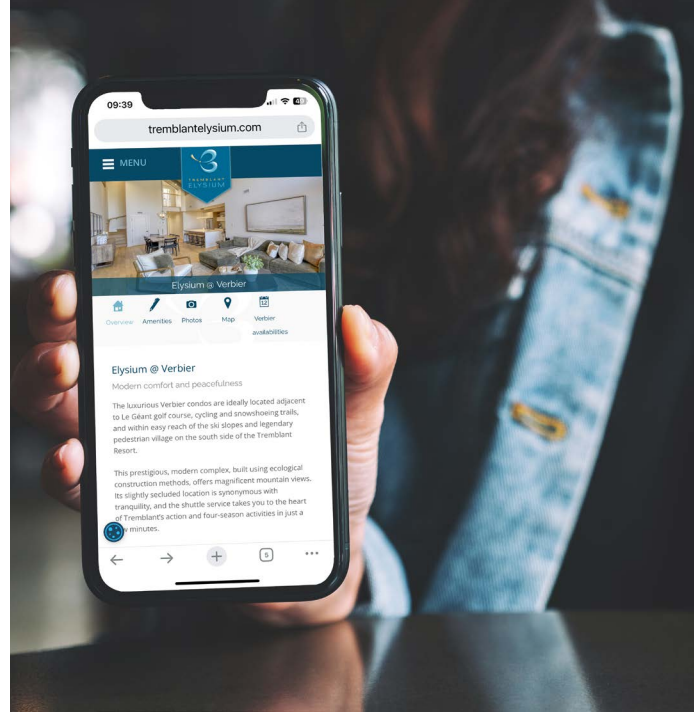
## House Keeping

Cleanliness is not optional.

Our housekeeping service provides an exceptional quality experience in a 5-star setting. Our professional trained and discreet teams perform thorough cleaning of rental residences. We also conduct two deep cleans per year, so you can fully enjoy your property during your stays.







## Marketing Strategy

As a forerunner of the market trend, Tremblant Elysium has been focusing its efforts on the internet since its inception. All transactions go through our website or partners' booking platforms such as tremblant.ca, Booking.com, Expedia and all their affiliates, Airbnb.

We also maintain an active presence on social media and regularly conduct e-blasts to stimulate sales. The quality of the services and products we offer is our best form of marketing: our retention rate is over 55%.

Finally, we invest heavily in SEO and Google Ads strategies to attract new customers.

## Keeping in Touch

We value effective communication with our partners, especially you! Each month, we provide property owners with a clear and detailed statement: names of rental guests, nightly rates, details of costs incurred for booking, housekeeping, and repairs, if applicable.

A summary of these statements is also provided to you annually for accounting purposes.



“Take your investment to new heights.”

## Principals, Founders and Owners

### LUCIE GAUTHIER

- Over 40 years in hospitality and tourism
- Counsellor ITHQ
- International tour operator
- Senior marketing and communications specialist

### KAMAL SHAH

- Over 40 years in hospitality and tourism
- President North America Epirotiki Cruise Line — Carnival Corporation Division
- President Club Med North America
- Head of Lodging Development Intrawest — N.E. America and Europe

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*"We just wanted to thank you for the great stay we had with Tremblant Elysium. The unit was clean and in great condition. We have not had the best experience in the past few years renting condos at Tremblant, so we really appreciated this unit along with your excellent service, guidance, responsiveness and follow up after we booked online. Thank you for the positive experience!" – Suzan and Rene B.*

*"This weekend, we went to spend a weekend in Tremblant. We stayed at Tremblant-les-Eaux, which was very clean and well located. On Saturday we decided to stay from Sunday to Monday, but our condo was already rented. I contacted your concierge and he found us another condo, L'Étoile du Matin. We had excellent service with your concierge, a dedicated man" – André L.*

*"Thank you very much! You give excellent service!" – Nadia P.*

*"Thank you for having prepared our unit so well. Everything was wonderful and the family enjoyed very much staying at Les Légendes." – Fred G.*

*"My daughter has vacated Unit 138 so it is ready for housekeeping. I also wanted to thank you for Pierre's call on Saturday...a very nice touch...he just wanted to make sure everything is was OK (and it was). Have a great Christmas – All the best in 2022." – Ellen H.*

