



Magic Village Management: **Complete management of** **your vacation home**

Efficient management, professional operation and maintenance, and the best booking channels enhance the profitability of your property.

MagicVillageVacationHomes.com/Management/

Don't worry about anything else!

We will provide complete management for your home, operating, maintaining, and generating short-term rental reservations.



Congratulations on owning a Magic Village vacation home. Now you are part of a select group of people who own the much desired vacation home in Orlando, Florida.

It is of paramount importance that your holiday home is well maintained and maintained, thus ensuring its constant appreciation, always being ready to rent for as long as possible, and available for you to use whenever you wish.

For this, you can count on the exclusive management services of Magic Village Management, which will take care of, preserve and enhance the rental income of your vacation home.

Magic Village Management

Magic Village Management has more than 10 years of experience in the American market, offering services and a robust structure in the management of homes. We are experts in developing, building and managing holiday homes.

With your vacation home managed by us, you will have access to all the important information and be able to follow everything that is happening with your property: rental reservations, earnings performance, scheduled maintenance, monthly expenses, documentation, etc.

Our services are divided into 3 fronts: Rental, Marketing and Revenue; Management, Support and Service; in addition to Operation and Maintenance.

These fronts have technical teams with qualified professionals and specialists in the American tourism and services market.

Our management contract has no minimum required stay and there is no fee or penalty if you choose to terminate the contract.

And the best and most important! Our management fee is one of the most competitive in the market, and the commission paid to travel agents is also reduced, providing greater profitability.

Now, we'll take care of everything!

Magic Village Management has over ten years of experience in the American vacation home market, especially in Orlando, FL.



Our expertise makes us a leader in property management in this segment:



Over ten years of proven experience managing vacation homes in the US



On-site operational teams with professionals ready to handle any need/urgency



Exclusive multilingual support team for questions, information, and suggestions



Increased profitability and focus on occupancy performance with price optimization, metrics, and market monitoring



Inspection and prevention program: maintenance for constant valuation with fewer repairs



Areas such as Front Desk, Concierge, Technology, etc., providing support to owners and guests



Advantages and benefits

Total tranquility for you and your family. Surprise yourself with all the outcomes we can achieve in this partnership.



Better rental methodology with an intelligent rotation system of available houses



Partnership with Wyndham, connecting us with the largest distribution channels in the market



Exclusive communication channel with market information, alerts, important notices, etc.



Gated community, electronic access card, inspections, document checking



Free telephone landline on the property for your comfort, at no additional cost



Free access to the entire Clubhouse amenities for guests staying in houses under our management



Rental Sales Team and Marketing Department working to maximize and boost sales



Day-to-day administrative support service with utility payments, licenses, statements, etc.



Online system with access to the property's general information



How we organize and operate

Teams with trained professionals and specialists in different areas help to operate and preserve your valuable assets.



RENTAL SALES MARKETING AND REVENUE

Exclusive sales and marketing teams work exhaustively to generate revenue for your property and the best booking platforms to generate the highest profitability.



MANAGEMENT, SUPPORT, AND SERVICE

Administrative management and customized service to the owner: specialized professionals who take care of all day-to-day needs in a dedicated team serving different languages.



OPERATION AND MAINTENANCE

On-call teams (maintenance, cleaning, IT, etc.) are prepared to attend to any demand concerning your home and provide 24/7 emergency support.

Leasing, marketing, and revenue

Exclusive rental sales team, marketing team, and the best distribution channels to rent your property.



- Strategic partnership with Wyndham, the largest hotel franchise operator in the world, which makes global distribution of the available houses on the main reservation platforms (OTAs), in addition to the use of digital channels/media.
- Marketing team responsible for creating campaigns, developing strategic and influencer partnerships, boosting social media, offline and digital advertising, preparing promotional materials, as well as creating videos and photos to promote and publicize the homes in the rental program. It also carries out periodic communication to the owners, keeping them always well informed.
- National and international sales force, which identifies business opportunities and new markets, while retaining and nurturing existing customers and accounts. The team also works on public relations initiatives, events and fairs, carries out sales actions, commercial events, partnerships, among other activities. In addition, it visits agents and tour operators, promoting the leasing program around the world.
- Intelligent, fair and random queuing system for houses available for lease.
- Revenue management team that, through monitoring and analysis of performance metrics, guarantee the best location for the right audience, with the best possible profitability. Technology, market intelligence and price optimization to generate greater financial returns according to market seasonality.

Management, support, and service

Multilingual professionals who provide personalized service, working on attending to all clients' needs.



- Exclusive management and service team that deals with all day-to-day issues, in addition to helping with the discharge of monthly bills (water, energy, internet, etc.) among other services. Service provided by email, telephone and WhatsApp in the preferred language.
- We take care of all bureaucratic aspects such as applying for operating licenses, paying taxes, etc.
- Accounting and finance services such as: tracking rental income, billing guests for outstanding payments, reporting general and financial information, tax payments, performance charts, etc.
- Owner's Portal, an online real-time access system to learn everything about your home, from viewing monthly statements, reservations and general information.
- We offer a telephone line on the property, at no additional cost, precisely to ensure greater comfort and safety for visitors.
- Guests renting the houses managed by Magic Village have free access to the Clubhouse (swimming pool, gym, kids space and others). That alone guarantees the visitor savings of U\$100 per day.

Operation and maintenance

Team of professionals helping to operate and preserve your property, available at all times and in any situation.



- Maintenance, cleaning, IT crews on site to handle calls from guests and owners seven days a week. Greater efficiency and agility to solve any unforeseen events.
 - Each house is always cleaned by the same team, allowing every detail to be observed and/or any problem or damage to be easily identified.
 - We carry out detailed inspection of the entire house before receiving each guest, after the end of a stay and whenever a service is performed.
- Our quality department carries out all the necessary checks to keep the house in perfect condition.
- Professional washing and drying of sheets and towels at high temperature, in an external laundry.
 - Service team at each property, working seven days a week to assist guests and owners with: check-in and check-out services, package handling (receipt and storage), information about the use of the clubhouse, as well as any another service throughout the stay.
- Concierge services with a special and magical touch: suggestions for parks and attractions, chef at home, decorating private parties, stocking the fridge, preparing thematic environments, welcoming guests, etc.
 - Gated community with electronic access card and secure check-in procedure with verification of documentation.

Partnership with Wyndham

Alliance generates higher occupancy and increased revenue with the world's largest hotel franchise company.

Wyndham Bookings

Increased revenue potential in the rental program through the booking channels of Wyndham Hotels & Resorts, the world's largest hotel franchising company. In more than 80 countries on 6 continents.

With the Wyndham partnership, we expand the global distribution of our properties, which differentiates us from our competitors by facilitating marketing among tour operators and travel agencies.

With a global sales team, your home will be one of the best booking platforms.

POWERED BY
WYNDHAM
HOTELS & RESORTS

Questions, doubts, and frequently

Our mantra is partnership and transparency with our customers to create a lasting relationship of mutual trust.



What fees do I have to pay for my property?

The Magic Village team manages all the taxes related to the rental stage of the property for the peace of mind of the person contracting our services. However, personal taxes such as income or property tax are the sole responsibility of the homeowner.

Who is responsible for purchasing insurance in the unit?

The homeowner is responsible for purchasing insurance for their property as stipulated in the lease and management agreement.

Are water, electricity, and internet charges deducted from my rental income?

If it is in the owner's interest, the utility expenses can be paid by the Magic Village every month, where the total amount is discounted at the closing of the rental revenue. The same can happen with the internet expenses charged to the HOA by the condominium management..

Is there a minimum amount that I must keep in my account?

Like any property, unforeseen events can happen, and we need to be prepared to take immediate action to correct any situation that places the property at risk. Immediately correct any situation that puts the property at risk. Therefore, the homeowner needs to keep a balance of \$1,000 in an account for any emergency with their home.

How far in advance must I reserve my property for personal use?

Owners can request a unit reservation for personal or guest use at any time, and the Owner Relations team can assist with this. Please note that reservations are only confirmed after the owner receives a confirmation letter, so they will know when the property will be unavailable for rental.



asked questions are answered here

We do everything we can to keep you satisfied by listening, understanding, and improving our service.



Can I use the clubhouse? Is there an additional fee?

Homeowners who use the Magic Village management services have free access to the Club House at no extra charge. The costs of this use are the responsibility of the Magic Village, and you are our guest!

If there is an emergency repair, how is this problem solved?

The Magic Village staff reserves the right to make any repairs to the interior of the houses, including periodic inspections, purchase of fixtures, and other replacement items as necessary, up to \$600.00 (six hundred dollars).

Where do I track the performance of my house?

We offer all the necessary information and visualization of the property data in our exclusive owner's portal. We also have an entire team available to provide personalized assistance in case of doubts or any other need for complementary information.

How is the pricing established?

Rates vary depending on the time of year, days of the week and weekends, customer types, unit size, and amenities. The Magic Village staff manages rates weekly and sometimes daily, depending on market availability, supply, and demand.

May I suggest a daily rate for the rental?

To achieve the highest percentages of occupancy and average daily rate, a revenue management system is used. We use our best judgment to define the best rates, combining our experience and effort to guarantee consistent occupancy levels, always optimizing the owners' revenues.

Who pays for any home damages caused by a guest?

Guests at the Magic Village must provide a credit card upon arrival and sign a registration form indicating that they are financially responsible for any

damages incurred to the house during the visit. After their stay, the housekeeping department cleans the unit and inspects the entire property. If any damage is observed, the Magic Village staff will charge the cost of repairs to the renter's credit card and/or use all reasonable efforts to collect for the damage caused.

Do you make any improvements in the condominium or on my property?

Our responsibility is to manage your home with all the care it deserves, understanding the importance of this valuable asset to you. When it comes to the external areas of the condominium, repairs and/or improvements are the full responsibility of the HOA (Homeowners Association).

What happens if I decide to sell my house?

We will work with you and your realtor to have the house blocked off for viewing on the dates chosen. Obviously, until the day of the sale, your home will continue to be rented as usual.



Become a part of Magic Village Management!

Our business is to keep your vacation home well cared for and maintained,
always spotless and ready for use or to maximize your rental income.

Learn more at:

magicvillagevacationhomes.com/management/

or talk to our Owner Relations team:

ownerrelations@magicvillage.com

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