



Different Services & Ammenities offered to Chetola Rental Condominiums:

- ✓ **Chetola/Watauga Property Management Rental Condominiums**
- ✓ **Chetola Outside Rental Companies & Individuals**

The Chetola/WPM Rental Program

To enhance the Watauga Property Management (WPM) condominium rental program, several advantages are added to make these units more desirable to potential renters and more profitable for owners. Amenities Include:

- Access to the private membership club Chetola Sporting Reserve along with Blue Ridge Mountain Club's private restaurant and trails (with reservations)
- Renters pay only one small resort fee for 24 great amenities, ranging from guided hikes and yoga to paddle boats and equipment for the new disc golf course
- Access to the exclusive private membership Hound Ears Golf Club (with reservations through Chetola concierge or group sales)
- Over \$500k invested in marketing annually
- Weddings, reunions, and business meetings are solely booked through Chetola Resort directly to your unit(s)
- Chetola's online presence, and 24 hour/ day reservationist capture around 75% of all the resort's rental customers
- We accept all major credit cards with all fees paid by WPM
- All Chetola services keep the unit(s) in rental order and bring them back up quickly when equipment breaks down, preventing loss of revenue waiting for a repairman
- Online reservations with the top Online Travel Agencies (like Expedia's companies and Booking.com, not just the discount OTA brokers like Rent Tent and VRBO) with all fees paid by WPM
- Our 24-hour front desk and security services offer emergency assistance answering renters' after-hours concerns without additional fees
- Renters have full access to all front desk and concierge services from free trail maps to reservations for discounted Tweetsie Railroad and Grandfather Mountain tickets
- Fully experienced, high quality housekeeping and full onsite maintenance teams

- A licensed NC class A contractor on our staff makes permitting, repairs and remodeling simple, professional and economical. WPM rental owners receive a higher priority in scheduling their jobs
- Daily rate management with professional assistance from outside data collection and marketing management companies like Bridgetown and HMA assure your unit is presented well in an ever-competitive marketplace.
- We publish condominium photos and a Virtual 3D video walkthrough of your unit(s) for online rentals
- Free annual unit inspections to maintain quality and repeat bookings in the WPM program to retain customer's high expectations of Chetola Resort.
- Mail and Package delivery acceptance at Chetola's loading dock

Chetola Outside Rental Companies & Owner Rentals

- All owners who have purchased a Recreation Center membership are entitled to use for themselves and their guests. The membership includes the pool, whirlpool, sauna, change areas, weight room, and tennis courts
- Owners and their guests/renters are also welcome to attend classes and activities like hiking trips, utilize equipment such as fishing rods and tennis raquets, to paddle boats and kids camp, etc., at single item resort rate set annually by Chetola.
- In 2020, electronic locks will allow easy entrance, while tracking members' use. All membership owners will be issued a magnetic key. Each key will be associated with their unit. A membership to the Recreation Center is required for each condominium that desires to use the facility for that unit's occupants. Please keep in mind that we all need to support the cost of operating this facility, and an owner's membership may be revoked if an owner or renter gains access for one of their units that have not purchased a membership or paid dues for that year
- All Chetola Condominium Owners are welcome to receive contracted services for most major repairs and renovations to their units from our maintenance and licensed contractor division.
- Housekeeping services or referrals will not be provided outside the WPM rental program
- Maintenance service calls for rental occupant issues are only provided for the WPM rental pool condominiums (wi-fi resets, cable problems, lockout & lost keys, toilet clogs, resetting circuit breakers, etc.)

- No front desk/security services for key pick up, accepting message delivery, answering resort questions, etc. are provided. All mail and packages must be delivered directly to the unit. Deliveries to Chetola's loading dock or PO Box will be returned to sender
- Security staff will be available to all units as scheduled for security-based issues as provided in the POA contract annually, but will not respond to calls for non-WPM rental-based calls (messages, keys, extra towels, clogged toilets, relighting pilot lights on fireplaces or unopened fireplace dampers, etc.)
- To properly direct non-WPM rental pool guests calling the front desk or security, we will advise them to call the unit owner directly for 24-hour assistance or referral to their chosen rental services provider

If you have any questions or suggestions, we are available, so call, write or email us.



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Gather Here.

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