

# EPIQHOST VACATION RENTAL MANAGEMENT AGREEMENT

Version 1.3

Effective Date: June 1, 2023

## 1. PARTIES AND EFFECTIVE DATE.

1.1 This Vacation Rental Management Agreement (the “Agreement”) is entered into by and between Epiqhost LLC and its affiliates (“Epiqhost,” “we,” “us” or “our”) and you (“you,” “your” or “Owner”).

## 2. OVERVIEW OF EPIQHOST SERVICES.

2.1 “Services.” Epiqhost operates [www.epiqhost.com](http://www.epiqhost.com) and related subdomains and mobile applications (collectively, the “Site”), and performs marketing, booking, and related services for Owners seeking to supply a vacation rental property or properties (each, a “Property”) and users seeking to learn about Properties for rent (a “Guest”) and, if they wish, to book a stay. These Site and related services are collectively the “Services.” The Services are further described throughout this Agreement.

2.2 “Listing” and “Third-Party Marketing Sites.” Epiqhost lists Owner’s vacation rental Properties for rent on the Site and on vacation rental sites or marketing channels operated by others (each, a “Third-Party Marketing Site”).

2.3 Exclusive Marketing Partner. Owner grants Epiqhost the exclusive right to promote, market, and rent Owner’s rental inventory at the Property to Guests and potential Guests, directly or indirectly, including through Third-Party Marketing Sites. Owner agrees that Epiqhost will be Owner’s exclusive marketing and booking partner. Owner will not advertise (or permit any third party to advertise) Owner’s Property, online or offline, through travel agencies, vacation rental marketplaces or listing sites, or via property managers or other services or platforms of any kind (including Third-Party Marketing Sites) without Epiqhost’s prior written consent.

## 3. TERM AND TERMINATION.

3.1 Term. This Agreement shall remain in effect from the Effective Date until terminated as provided herein (the “Term”).

3.2 Owner Termination; Cancellation Fee. Owner may terminate this Agreement for all or part of Owner's Property at any time by providing at least thirty (30) days' prior written notice to Epiqhost at info@epiqhost.com. Any Bookings (as defined in Section 6.2) confirmed prior to such notice shall remain subject to this Agreement until all such Bookings are completed. If Owner elects to terminate this Agreement within one hundred eighty (180) days after the Listing is first activated on the Site or any Third-Party Marketing Site, Owner agrees to pay a cancellation fee of Five Hundred Dollars (US \$500) (the "Cancellation Fee"). Owner authorizes Epiqhost to collect the Cancellation Fee from any payment method on file.

3.3 Epiqhost Suspension or Termination. Epiqhost may, in its sole discretion and without liability to Owner, suspend or terminate Owner's access to the Services (in whole or in part), with or without cause and with or without prior notice. If Epiqhost terminates this Agreement, Epiqhost shall notify Owner in writing and provide the effective date of termination. If Epiqhost terminates this Agreement due to Owner's breach, all confirmed Bookings of Owner's Property shall be deemed Owner Cancellations as set forth in Section 10.

3.4 Confirmed Bookings; Survival. Owner shall honor all Bookings made prior to termination of the Services. The provisions of this Agreement that, by their nature, survive termination (including, but not limited to, Sections 8, 9, 13–20) shall remain in effect until all obligations under those provisions are satisfied.

#### 4. AUTHORITY AND ELIGIBILITY.

4.1 Age. Owner represents and warrants that Owner is at least eighteen (18) years of age.

4.2 Ownership. Owner represents and warrants that Owner is the legal owner of the Property and has all necessary authorizations and authority to enter this Agreement with respect to the Property. Epiqhost may require Owner to submit identity and/or proof of property ownership documents (e.g., deed, title, HOA authorization) to verify ownership. If Owner is not the record owner but is authorized to rent the Property, Owner must provide Owner's written authorization from the record owner to Epiqhost.

4.3 Authority. Owner represents and warrants that no third party's approval, authorization, or consent (including, without limitation, co-owners, lenders, or Homeowners' Association) is required for Owner to enter into and perform this Agreement. If any dispute arises regarding Owner's authority to enter into this Agreement (e.g., co-

ownership disagreement, divorce, death), Epiqhost may, in its sole discretion, suspend or terminate the Services and cancel any future Bookings. Owner shall be responsible for any Owner Cancellation Fees incurred under such circumstances.

## 5. OWNER OBLIGATIONS.

### 5.1 Property Condition and Insurance.

(a) Owner shall maintain the Property in good order, condition, and repair, and is responsible for all repairs, maintenance, and normal wear and tear. Renting may result in damage; Owner accepts all such risk.

(b) Owner acknowledges that Epiqhost does not provide insurance for the Property. Owner shall obtain and maintain, at Owner's expense, insurance coverage sufficient to cover liability and property damage risks associated with short-term rental operations, including, but not limited to, coverage for Guest injuries, premises liability, and property damage. Insurance must cover the Property (and any vehicles or personal property on the Property) for the duration of each Guest reservation. Owner shall provide proof of coverage to Epiqhost upon request. Owner remains fully responsible for all losses or liabilities not covered by any damage waiver or insurance.

### 5.2 Compliance with Laws and Regulations.

(a) Owner represents, warrants, and covenants that (i) the Property, and Owner's use of the Property for short-term or vacation rentals through the Services, fully complies with all applicable federal, state, and local laws, regulations, ordinances, codes, and all HOA rules or other private restrictions (collectively, "Laws and Regulations"), and (ii) Owner has obtained all licenses, permits, and approvals required to rent the Property.

(b) If Owner becomes aware of any change in Laws and Regulations affecting the Property's eligibility for short-term rental, Owner shall promptly notify Epiqhost in writing.

(c) Owner shall be responsible for any fines, penalties, or costs resulting from Owner's non-compliance with Laws and Regulations.

5.3 Epiqhost Policies. Owner shall comply with all policies, procedures, and standards of conduct adopted by Epiqhost and communicated to Owner from time to time (the "Epiqhost Policies"), including, but not limited to, House Rules, Pet Policies, and Event Policies. If Owner does not agree to amendments to any existing policy or to a new policy, Owner may terminate this Agreement as provided in Section 3.2. Owner acknowledges

that Third-Party Marketing Sites may impose additional requirements; Owner agrees that Epiqhost may take all actions necessary to comply with such Third-Party Marketing Site policies and that Owner shall abide by Epiqhost's decisions regarding compliance.

5.4 Damage to Personal Property. Owner shall secure and remove any personal property not intended for Guest use. Epiqhost shall not be liable for any loss of or damage to personal property stored at the Property.

5.5 Owner Conduct. In connection with this Agreement and Owner's use of the Services, Owner (and Owner's representatives or affiliates) shall act professionally and respectfully. Epiqhost may suspend or terminate Services for Owner's Property, or take other actions, if Owner engages in any of the following conduct:

5.5.1 Threatening, stalking, or harassing any Guest, service partner, Epiqhost employee, or other individual;

5.5.2 Violating any Epiqhost Policies;

5.5.3 Violating any applicable Law or HOA rule, or any court order;

5.5.4 Infringing any person's or entity's rights (including intellectual property, privacy, or publicity rights), including subleasing without authorization;

5.5.5 Interfering with or damaging the Services (e.g., introducing viruses, denial-of-service attacks, spoofing, or other harmful code);

5.5.6 Using the Services to transmit or distribute unauthorized or confidential information (e.g., personal contact information, financial account numbers);

5.5.7 Using the Services to distribute unsolicited commercial email ("spam") or unrelated advertisements;

5.5.8 Collecting or storing information about any other Owner or Guest other than for legitimate Booking purposes;

5.5.9 Impersonating any person or falsifying affiliation;

5.5.10 Using automated scripts to scrape or interact with the Services;

5.5.11 Using the Services to circumvent payment of fees by transacting outside the Services;

5.5.12 Approving or publishing a deceptive Listing; or

5.5.13 Encouraging or assisting any third party to engage in any of the foregoing conduct.

5.6 Liens, Demands, Judgments. Owner shall keep the Property free of liens, judgments, or other encumbrances that may affect Owner's or Epiqhost's performance under this Agreement. If Epiqhost is served with any court order, lien notice, or creditor demand related to the Property, Epiqhost may, in its sole discretion, place a hold on payments to Owner or terminate this Agreement. Owner shall promptly resolve any such action to Epiqhost's satisfaction.

## 6. EPIQHOST MARKETING AND BOOKING.

6.1 Marketing. Epiqhost shall compile information provided by Owner about the Property, commission professional photographs, and create a Listing. Epiqhost shall distribute the Listing on the Site and to Third-Party Marketing Sites.

6.2 Bookings; Rental Agreement. Epiqhost shall enter into booking reservations with Guests for Owner's Property (each, a "Booking"), subject to the terms of Epiqhost's standard Guest Rental Agreement and any additional terms or policies agreed to by Owner and Epiqhost and included in the Listing. Epiqhost may modify the Guest Rental Agreement from time to time without Owner's approval; Owner shall honor all Bookings made in accordance with this Agreement and the then-current Guest Rental Agreement.

6.3 Availability Calendar. The availability calendar(s) for the Property displayed on the Site and Third-Party Marketing Sites shall be drawn from existing Bookings and/or availability information entered by Owner on the Site. Owner shall promptly update the calendar to reflect any personal usage, seasonal blocks, maintenance blocks, or other periods when Owner does not wish to accept Bookings. If a double booking or scheduling conflict arises due to Owner's failure to update the calendar, Owner shall honor all confirmed Bookings and shall pay any applicable Owner Cancellation Fees as described in Section 10.

### 6.4 Rental Rates and Booking Terms.

6.4.1 Base Rates. Epiqhost shall establish rental rates for the Property (the "Base Rates") based on factors such as demand, size, amenities, location, seasonality, macroeconomic conditions, rental history, and minimum stay requirements. Base Rates may be adjusted dynamically on a seasonal, weekly, or daily basis. Base Rates do not include optional or required fees (e.g., pet fees, pool fees, cleaning fees).

6.4.2 Adjusted Rates. Third-Party Marketing Sites may impose marketing or distribution fees (the “Third-Party Marketing Fees”) calculated as a percentage of each Booking. Epiqhost may adjust the Base Rates (the “Adjusted Rates”) to account for Third-Party Marketing Fees. Such adjustments shall equal the actual or approximate amount Epiqhost pays to the Third-Party Marketing Site per Booking.

6.4.3 Minimum Base Rates. Epiqhost shall establish a minimum Base Rate for the Property and shall inform Owner of such minimum rate upon request.

6.4.4 Minimum Stay Requirements. Epiqhost shall establish and adjust minimum stay requirements for the Property to maximize occupancy and revenue. If Owner’s Property is subject to Laws or HOA rules that impose minimum stay requirements, Owner shall notify Epiqhost promptly so that Epiqhost may adjust the minimum stay requirements accordingly.

6.4.5 Payment Terms; Cancellation and Refund Policies. Epiqhost shall establish payment schedules, cancellation, and refund policies designed to attract Guests and maximize Owner’s long-term revenue. These policies may vary by marketing channel and may be adjusted dynamically. For instance, Epiqhost may offer fully flexible or non-refundable refunds, based on demand or industry trends. Epiqhost’s cancellation and refund policies may result in refunds to Guests (in cash or travel credits) even if Owner objects, provided Epiqhost determines a refund is warranted under the Guest Rental Agreement or Epiqhost Policies.

6.5 Direct Bookings. Epiqhost may publish Listings and accept Bookings for Owner’s Property directly on the Site (“Direct Bookings”). Base Rates and Adjusted Rates for Direct Bookings shall be the same as for Third-Party Marketing Site Bookings, and Epiqhost’s Management Fee (as defined in Section 8) shall apply equally.

6.6 Third-Party Marketing Site Guest Fees. Third-Party Marketing Sites may charge Guests additional fees (e.g., platform service fees) at the time of booking (“Third-Party Guest Fees”). Such fees are charged directly to the Guest; Epiqhost shall not control, collect, or profit from Third-Party Guest Fees.

6.7 Epiqhost Guest Service Fee. Epiqhost may charge a fee (the “Epiqhost Guest Service Fee”) directly to Guests who book on the Site. The Epiqhost Guest Service Fee shall be reasonable compared to similar fees on other platforms. The Epiqhost Guest Service Fee is not part of the Base Rate or Adjusted Rate for purposes of calculating the Management Fee or Owner Payout (see Sections 8 and 9).

6.8 Guest Reviews. Guests may submit reviews of their stay at Owner's Property. Reviews on Third-Party Marketing Sites are governed by the policies of those sites. Owner acknowledges that Epiqhost cannot remove or edit reviews posted on Third-Party Marketing Sites.

6.9 Service Providers. Owner may engage third-party service providers (e.g., cleaners, handymen) directly to service the Property. Owner shall be solely responsible for contracts, payments, and performance of such providers. Epiqhost shall not be a party to, or liable for, any such service provider agreements, regardless of whether Epiqhost introduced Owner to such providers.

## 7. OWNER ACCOUNT AND LISTING INFORMATION.

7.1 Owner Account; Username and Password. Epiqhost shall provide Owner with login credentials to access Owner's account on the Site ("Owner Account"). Owner shall maintain the confidentiality of Owner's username and password and shall log off after each session. Owner shall notify Epiqhost immediately of any unauthorized use of Owner's account or any other security breach. Owner is solely responsible for losses or theft resulting from Owner's failure to safeguard account credentials.

7.2 Accuracy of Property Information. Owner shall provide accurate, complete information about the Property, including, but not limited to, Property amenities, house rules, pet policies, entry instructions, and local contact numbers. Epiqhost shall rely on Owner's information to build the Listing. Guests may rely on Listing details when making Bookings. Owner must promptly inform Epiqhost of any changes to the Property's amenities, rules, or fees.

7.3 Owner Booking. Owner may reserve Owner's Property for personal use through the Site, provided that the Property is available and Owner complies with Site check-in and check-out procedures.

7.4 Guest Rental Agreement. As a condition to each Booking, Epiqhost shall enter into a Guest Rental Agreement with the Guest. The Guest Rental Agreement shall incorporate all relevant information from the Listing, including House Rules and other requirements. Owner shall not require Guests to sign additional agreements, provided that all necessary rules and disclosures appear in the Listing. If Epiqhost issues refunds to Guests under the Guest Rental Agreement (whether in cash or travel credits), Owner shall not interfere with Epiqhost's obligations under the Guest Rental Agreement.

7.5 Guest Identity Verification. Owner acknowledges that verifying Guest identity and background is difficult; Epiqhost does not guarantee Guest screening or background checks. Owner shall accept all Bookings without conducting additional screening. Epiqhost may, in its sole discretion, perform identity verification or screening, but does not guarantee that such measures will eliminate fraud, property damage, or criminal behavior.

7.6 Property Display and Presentation. The Site and Third-Party Marketing Sites display many Properties. Search result rankings and presentation may depend on factors outside Epiqhost's control, including Guest preferences, pricing, reviews, availability, property condition, and other demand indicators. Epiqhost does not guarantee any minimum level of visibility or ranking for Owner's Listing.

## 8. EPIQHOST MANAGEMENT FEE.

8.1 Management Fee; Calculation. In exchange for the Services, Epiqhost shall charge Owner a fee equal to twenty percent (20%) of all non-tax portions of the Base Rate paid by the Guest for each Booking (the "Management Fee"). Any optional services or additional functionality may incur separate fees, which Epiqhost shall disclose to Owner in writing prior to imposition. Third-Party Guest Fees and Epiqhost Guest Service Fees do not affect the Management Fee calculation.

8.2 Management Fee for Direct Bookings. For Direct Bookings (i.e., Bookings sourced through the Site), the Base Rate and Adjusted Rate shall be identical to those for Third-Party Marketing Site Bookings. The Management Fee and Owner Payout (see Section 9) shall be calculated in the same manner.

8.3 Collection of Management Fee. Epiqhost shall deduct the Management Fee from Guest payments before remitting the Owner Payout to Owner. Epiqhost may also recoup any amounts owed by Owner under this Agreement (e.g., Owner Cancellation Fees) by deducting such amounts from the Owner Payout.

8.4 Changes to Epiqhost Fees. Epiqhost reserves the right to modify the Management Fee structure at any time, in its discretion, pursuant to Section 20.7 (Modification). Epiqhost shall provide Owner at least thirty (30) days' prior written notice of any fee changes. If Owner objects to the revised Management Fee, Owner may terminate this Agreement in accordance with Section 3.2. If Owner does not terminate before the effective date of the fee change, Owner's continued use of the Services constitutes acceptance of the revised Management Fee.

## 9. OWNER PAYOUTS AND PAYMENT TERMS.

9.1 Owner Payouts; Timing. After deducting all applicable Management Fees and other authorized amounts, Epiqhost shall remit the remaining balance (the “Owner Payout”) to Owner. Owner Payouts for Bookings completed in a calendar month shall generally be initiated within five (5) business days after the first of the following month. For Bookings longer than thirty (30) days, Epiqhost may, at its discretion, adjust the payment timeline or implement an alternate payment schedule. The actual timing of receipt depends on Owner’s selected payment processor, bank processing times, or courier delivery (if applicable).

9.2 Owner Payout Calculation. Owner Payouts shall equal the total Base Rate paid by the Guest (or Third-Party Marketing Site) minus:

(a) Epiqhost’s Management Fee; and

(b) Any other amounts authorized for deduction under this Agreement (e.g., Owner Cancellation Fees, damage waivers).

9.3 Guest Cancellation. If a Guest cancels a Booking that is not entitled to refund or travel credit under Epiqhost’s then-current cancellation policy, Owner shall receive the non-refundable portion of the Base Rate, less the Management Fee. Owner shall receive no payout for any Booking (or portion thereof) that is fully refunded or credited under Epiqhost’s cancellation policy.

9.4 Epiqhost Cancellation. Epiqhost may cancel a confirmed Booking at its discretion in circumstances including, but not limited to, health or safety concerns, repeated Property Standards violations, legal or regulatory issues affecting the Property, or any violations of the Guest Rental Agreement or Epiqhost Policies. Owner shall not receive an Owner Payout for any Guest or Owner Cancellation initiated by Epiqhost.

9.5 Deductions; Set Off. Epiqhost may set off or deduct from any Owner Payout any amounts Owner owes under this Agreement. Epiqhost may delay or withhold an Owner Payout for purposes of fraud prevention, security, or risk investigation, as determined by Epiqhost in its sole discretion.

9.6 Payout Mechanism. Epiqhost uses Wells Fargo (or such other third-party payment processor or bank) to facilitate electronic payments. By providing banking, credit/debit card, or other payment information to Epiqhost, Owner authorizes Epiqhost (and Wells

Fargo) to initiate credits and debits as necessary to effectuate Owner Payouts or recover amounts owed by Owner.

9.6.1 Owner authorizes Epiqhost to share payment information with Wells Fargo for transaction purposes.

9.6.2 Owner authorizes Epiqhost to debit any fees, charges, or other amounts owed by Owner under this Agreement from Owner's designated payment account.

9.7 Collection Actions. If Owner becomes delinquent on any amounts owed to Epiqhost (including negative balances), Epiqhost may place Owner's account on hold, suspend Services, or terminate this Agreement. Declined or returned payments may incur a Fifty-Dollar (US \$50) service charge. Epiqhost may pursue collection actions (including third-party agencies) to recover amounts owed; Owner shall pay all costs and expenses (including reasonable attorneys' fees) incurred by Epiqhost in connection with such collection efforts.

9.8 Damage Waiver. Owner may purchase a rental damage waiver from Epiqhost, covering up to Three Thousand Dollars (US \$3,000) of damage per Booking, subject to the waiver's terms and conditions. Epiqhost does not collect security deposits. Epiqhost may, in its discretion, modify the damage waiver product or coverage limits. Owner remains responsible for insuring any damage in excess of the waiver. Owner shall provide all requested documentation for waiver claims within any required timeframe.

## 10. OWNER CANCELLATIONS; SALE OF PROPERTY.

10.1 Owner Cancellation Policy. Owner acknowledges that Epiqhost relies on accurate Property availability for Bookings. An "Owner Cancellation" occurs when Owner cancels a confirmed Booking for any reason (including via Epiqhost's cancellation) or when Epiqhost cancels a Booking due to Owner's breach. Upon an Owner Cancellation, Epiqhost may issue refunds to the Guest, find alternative lodging, offer travel credits, or take other measures at Epiqhost's discretion.

10.2 Notice. Owner shall promptly notify Epiqhost of any Owner Cancellation.

10.3 Owner Cancellation Charge. For each Owner Cancellation, Epiqhost shall charge Owner the greater of:

(a) Two times (2×) the Management Fee Epiqhost would have earned on the cancelled Booking had it been completed; or

(b) Two Hundred Fifty Dollars (US \$250).

#### 10.4 Sale of Property and Post-Sale Bookings.

10.4.1 Ownership Change. If Owner intends to sell the Property, Owner shall give Epiqhost prompt written notice and work with Epiqhost to block Owner's calendar for any period Owner does not wish to honor Bookings. Owner shall honor all confirmed Bookings or coordinate with the buyer to honor Bookings (see Section 10.4.2).

10.4.2 Buyer Assumption. With Epiqhost's written consent, Owner may arrange for the buyer to assume Owner's obligations under this Agreement. The buyer must either (i) enroll in Epiqhost's Services, or (ii) sign a temporary Owner Agreement obligating the buyer to honor all confirmed Bookings and authorizing Epiqhost to transact directly with the buyer until all Bookings are completed. Any Bookings not honored due to sale of the Property shall be treated as Owner Cancellations.

#### 11. TAXES.

11.1 Occupancy and Similar Taxes. Owner is responsible for determining Owner's obligation to collect, report, and remit any applicable sales, occupancy, lodging, tourist, or other visitor taxes imposed by any governmental authority on Booking transactions (collectively, "Occupancy Taxes"). Epiqhost shall facilitate collection of Occupancy Taxes by providing tax rate information to the Site and Third-Party Marketing Sites and by reporting to Owner the amounts collected. Epiqhost shall remit collected Occupancy Taxes to Owner as part of the Owner Payout and shall itemize which funds were collected for tax purposes.

11.2 Epiqhost-Collected Taxes. If any governmental authority requires Epiqhost to collect and remit taxes for Owner's Property, Epiqhost shall notify Owner of the specific tax amounts Epiqhost will collect and remit on Owner's behalf. In certain jurisdictions, Epiqhost may, at its discretion, facilitate collection and remittance of Occupancy Taxes even if not legally required to do so; in such cases, Epiqhost shall notify Owner and Owner shall provide any necessary information to enable collection/remittance.

11.3 Income Tax Responsibilities. Owner is solely responsible for determining and fulfilling Owner's income tax obligations associated with Booking revenue or Owner Payouts. Epiqhost is not responsible for income tax advice and Owner shall bear all tax liabilities arising from income generated under this Agreement.

## 12. OTHER PRODUCTS, ADVERTISING & THIRD-PARTY CONTENT.

12.1 Ancillary Products and Services. Epiqhost shall have the right to sell ancillary products and services (e.g., travel insurance, rental damage waivers, car rentals, keyless entry locks) to Owner, other Owners, or Guests, in exchange for a commission. Owner shall not be entitled to any portion of commissions or revenue from ancillary sales. If Epiqhost bundles ancillary products or services into the Adjusted Rates for the Property, the reasonable cost of such products or services shall be deducted from Adjusted Rates before calculating Owner's Payout and Epiqhost's Management Fee.

12.2 Advertising on the Site. Epiqhost may display third-party advertising on the Site at its sole discretion. Owner shall not be entitled to any advertising fees or revenues unless Epiqhost expressly agrees in writing. Owner's dealings with advertisers are solely between Owner and such advertisers; Epiqhost shall not be responsible or liable for any loss or damage arising from such dealings.

12.3 Third-Party Content. Owner may be exposed to content from other users or third parties ("Third-Party Content") on the Site or via links to third-party websites. Epiqhost does not control such content and shall not be liable for inaccuracies, unlawful material, or other objectionable content. Owner shall evaluate Third-Party Content at Owner's own risk.

## 13. CONTENT, PRIVACY, AND RESTRICTIONS.

13.1 Privacy Policy. Epiqhost's Privacy Policy (available at <https://epiqhost.com/privacy>) is incorporated herein by reference.

13.2 Epiqhost Data and Feedback. Epiqhost may collect and analyze data relating to the Services, Listings, Bookings, and Property performance for internal and business purposes. Epiqhost may use such aggregated or anonymized data to offer benchmarking services or to share with third parties; Epiqhost shall not identify Owner, any individual, or specific Guests in such disclosures.

13.3 No Obligation to Publish Owner Content. Epiqhost has no obligation to post or publish Owner's content on the Site. Epiqhost may, in its sole discretion, edit or remove any content submitted by Owner.

13.4 License to Owner Content. By submitting any content (e.g., photographs, videos, text) to the Site, Owner grants Epiqhost a perpetual, worldwide, non-exclusive, royalty-free license to use, reproduce, display, perform, adapt, modify, sell, distribute, and promote such content in any media or format, now known or hereafter developed, for any purpose, subject to the Privacy Policy. Owner represents and warrants Owner has all rights necessary to grant this license.

13.5 Content Restrictions. Owner shall not submit content that:

13.5.1 Infringes any person's or entity's intellectual property rights;

13.5.2 Is defamatory;

13.5.3 Contains nudity or sexually explicit material;

13.5.4 Disparages any protected group by stereotype or otherwise;

13.5.5 Depicts individuals under eighteen (18) years of age;

13.5.6 Depicts or advocates illegal drug use;

13.5.7 Uses offensive language or images; or

13.5.8 Provides unauthorized links to other websites.

## 14. EPIQHOSHOST'S PROPRIETARY RIGHTS.

14.1 Epiqhost Intellectual Property. All content on the Site (except Third-Party Content), including text, images, software, and trademarks (e.g., "Epiqhost," "Epiqhost Vacation Rental," "epiqhost.com," and the Epiqhost logo), is owned by Epiqhost or its licensors and is protected by copyright, trademark, trade secret, and other proprietary rights. Owner shall not copy, reproduce, transmit, publicly display, adapt, modify, or create derivative works from such content without Epiqhost's prior written consent. The Listing and all photographs commissioned by Epiqhost are Epiqhost's intellectual property and may not be used by Owner for any purpose outside this Agreement.

14.2 Restrictions on Data Extraction. Owner shall not systematically retrieve data or content from the Site (e.g., web scraping, bots, crawlers) to create a compilation, database, or directory, whether manually or automatically. Owner shall not display Site content in a frame or via inline linking without Epiqhost's prior written permission. Owner

may link to the Site's homepage or Owner's direct Listing page without permission and may use embedded HTML widgets if Epiqhost provides the code.

14.3 Feedback. Epiqhost welcomes Owner's feedback and suggestions ("Feedback"). Any Feedback provided by Owner becomes Epiqhost's property; Owner grants Epiqhost a non-exclusive, worldwide, royalty-free, irrevocable, sub-licensable, perpetual license to use and publish such Feedback for any purpose without compensation to Owner.

## 15. LIMITATION OF LIABILITY.

15.1 Limitation of Damages. EXCEPT WHERE PROHIBITED BY LAW, IN NO EVENT SHALL EPIQHOST, ITS SUBSIDIARIES, AFFILIATES, OFFICERS, DIRECTORS, CONSULTANTS, AGENTS, EMPLOYEES, OR ANY THIRD-PARTY PROVIDER (COLLECTIVELY, THE "EPIQHOST GROUP") BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, SPECIAL, INCIDENTAL, OR PUNITIVE DAMAGES, INCLUDING LOST PROFITS, ARISING OUT OF OR RELATED TO:

(a) THE SERVICES;

(b) THIS AGREEMENT;

(c) ANY BREACH OF THIS AGREEMENT BY OWNER OR ANY THIRD PARTY;

(d) ANY USER-CONTRIBUTED CONTENT; OR

(e) INTERACTIONS BETWEEN THE SITE AND ANY THIRD-PARTY SITE, INCLUDING SOCIAL MEDIA OR MARKETING PARTNERS' SITES.

THIS LIMITATION APPLIES REGARDLESS OF WHETHER DAMAGES ARISE FROM BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR ANY OTHER CAUSE OF ACTION.

15.2 Exclusive Remedy. If Owner is dissatisfied with the Services or any part of this Agreement, Owner's sole and exclusive remedy is to discontinue using the Services. IN ALL EVENTS, EPIQHOST'S AGGREGATE LIABILITY TO OWNER OR ANY THIRD PARTY SHALL BE LIMITED TO THE GREATER OF:

(a) THE AMOUNT OF FEES OWNER PAID TO EPIQHOST IN THE TWELVE (12) MONTHS PRIOR TO THE EVENT GIVING RISE TO LIABILITY; OR

(b) ONE HUNDRED DOLLARS (US \$100) TOTAL.

15.3 New Jersey Residents. If Owner is a resident of New Jersey, Section 15 is intended to be as broad as permitted under New Jersey law. If any provision of Section 15 is invalid under New Jersey law, the remainder shall remain enforceable.

## 16. DISCLAIMERS.

16.1 AS-IS Disclaimer. THE SERVICES, INCLUDING ALL CONTENT, SOFTWARE, FUNCTIONS, MATERIALS, AND INFORMATION MADE AVAILABLE THROUGH THE SITE, ARE PROVIDED “AS IS” AND “AS AVAILABLE.” TO THE FULLEST EXTENT PERMITTED BY LAW, EPIQHOST EXPRESSLY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR ACCURACY. EPIQHOST DOES NOT WARRANT THAT ACCESS TO THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE, THAT DEFECTS WILL BE CORRECTED, OR THAT THE SITE OR SERVER IS FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. OWNER ACKNOWLEDGES THAT COMMUNICATIONS TO AND FROM THE SITE ARE NOT CONFIDENTIAL AND MAY BE OVERHEARD OR INTERCEPTED BY THIRD PARTIES. OWNER FURTHER ACKNOWLEDGES THAT, EXCEPT AS EXPRESSLY PROVIDED HEREIN, EPIQHOST MAKES NO WARRANTY OR REPRESENTATION REGARDING ANY PRODUCTS, SERVICES, OR HYPERTEXT LINKS TO THIRD PARTIES.

16.2 No Liability for User-Generated Content. OWNER SHALL NOT HOLD EPIQHOST OR ANY THIRD-PARTY PROVIDER LIABLE FOR ANY USER-GENERATED CONTENT, INCLUDING TRANSLATIONS OF SUCH CONTENT. EPIQHOST HAS NO CONTROL OVER THE SAFETY OR BEHAVIOR OF ANY GUEST AND MAKES NO GUARANTEES REGARDING GUEST CONDUCT OR QUALITY OF STAYS.

16.3 New Jersey Residents. If Owner is a resident of New Jersey, Section 16 is intended to be as broad as permitted under New Jersey law. If any provision of Section 16 is invalid under New Jersey law, the remainder shall remain enforceable.

## 17. RELEASE AND INDEMNIFICATION.

17.1 Release. If Owner has a dispute with another user of the Site (including a Guest) or any third party or third-party website linked to the Site, Owner hereby releases, remises, and forever discharges each member of Epiqhost (and their directors, officers, employees, agents, successors, and assigns) (collectively, the “Released Parties”) from any and all

claims, demands, and causes of action of any nature, whether known or unknown, arising from or related to such dispute or Owner's use of the Services.

17.2 California Residents. If Owner is a resident of California, Owner expressly waives California Civil Code Section 1542, which states:

"A general release does not extend to claims that the creditor or releasing party does not know or suspect to exist in his or her favor at the time of executing the release and that, if known by him or her, would have materially affected his or her settlement with the debtor or released party."

17.3 Indemnification. Owner shall indemnify, defend, and hold harmless the Released Parties from and against any and all losses, liabilities, claims, actions, damages, costs, and expenses (including reasonable attorneys' fees and costs) arising out of or relating to:

- (a) Owner's use of the Services;
- (b) Disputes between Owner and any Guest, other user, or third party;
- (c) Content posted by Owner or others using Owner's account;
- (d) Use of any third-party tool or service accessed through the Site;
- (e) Any breach by Owner of this Agreement or any representation, warranty, or covenant made by Owner herein.

Owner shall cooperate fully in the defense of any claim. Epiqhost reserves the right, at its expense, to assume exclusive defense and control of any matter subject to indemnification, and Owner shall not settle any such matter without Epiqhost's prior written consent.

## 18. DISPUTES AND ARBITRATION.

18.1 Scope and Survival. The provisions of this Section 18 shall survive any termination of this Agreement. Epiqhost reserves the right to modify only this Disputes and Arbitration section at any time. The version of this Section 18 in effect on the date Owner last accepted this Agreement shall govern all disputes. Epiqhost is committed to resolving Owner concerns informally. If a dispute arises, Owner shall first contact Epiqhost at [info@epiqhost.com](mailto:info@epiqhost.com). If Epiqhost cannot resolve Owner's dispute within sixty (60) days, Owner may pursue relief through binding arbitration or, for small claims, in small claims court (see Section 18.2).

18.2 Arbitration Agreement. Except for claims that qualify for small claims court, Owner agrees that any dispute, claim, or controversy arising out of or relating to this Agreement, the Services, or the relationship between Owner and Epiqhost shall be resolved exclusively by final and binding arbitration administered by the American Arbitration Association (“AAA”) under its Consumer Arbitration Rules (the “AAA Rules”). This includes, without limitation, claims by or against Epiqhost’s subsidiaries, licensors, contractors, or Guests, and claims that arose before Owner accepted this Agreement. Notwithstanding this requirement, either party may seek injunctive or equitable relief in any court of competent jurisdiction as necessary to protect that party’s rights. Both parties waive the right to a jury trial and the right to participate in a class, representative, or consolidated proceeding.

18.3 Arbitrator’s Authority. The arbitrator shall have the exclusive authority to decide any dispute relating to the interpretation, applicability, enforceability, or formation of this arbitration agreement, including any claim that all or any part of this Agreement is void or voidable. The arbitration shall allow the same damages and relief that a court could award.

18.4 Arbitration Procedures.

(a) Selection of Arbitrator and Rules. Arbitration shall be conducted in accordance with the AAA Rules. Owner may choose to have the arbitration conducted by telephone, based on written submissions, or in person at a location convenient to Owner’s residence or another mutually agreed location.

(b) Costs and Fees. Filing, administration, and arbitrator fees shall be governed by the AAA Rules. If Owner cannot pay any fees, Epiqhost will advance Owner’s share of the fees for claims totaling less than Seventy-Five Thousand Dollars (US \$75,000), unless the arbitrator determines the claim is frivolous. Neither party shall seek attorneys’ fees or costs in arbitration unless the arbitrator finds the claim or defense frivolous.

(c) Finality. The arbitrator’s decision shall be final and binding, and enforcement may be entered as a judgment in any court of competent jurisdiction. The Federal Arbitration Act and federal arbitration law shall govern this Agreement.

18.5 Notice for Arbitration. To initiate arbitration, Owner must send a written notice to “Epiqhost Legal: Arbitration Claim Manager,” Epiqhost LLC, 495 Grand Boulevard, #206, Miramar Beach, FL 32550. If Epiqhost initiates arbitration, Epiqhost shall provide Owner notice at the email or mailing address on file. AAA’s rules and filing instructions are available at [www.adr.org](http://www.adr.org) or by calling 1-800-778-7879.

18.6 Individual Basis Only. All arbitration proceedings shall be on an individual basis. If any claim proceeds in court rather than arbitration (because arbitration is not available), each party waives the right to a jury trial.

## 19. JURISDICTION.

19.1 Applicable Law. This Agreement shall be governed by and construed under the Federal Arbitration Act (9 U.S.C. § 1 et seq.), the AAA Rules, federal arbitration law, and the substantive laws of the State of Florida, without regard to conflicts of law principles. The parties agree that the FAA and AAA Rules preempt all conflicting state laws to the fullest extent permitted by law.

## 20. GENERAL.

20.1 Entire Agreement. This Agreement, together with all policies and guidelines incorporated by reference (including the Privacy Policy, the General Terms and Conditions, and any applicable state addendum), constitutes the entire agreement between Owner and Epiqhost with respect to the subject matter herein, superseding all prior or contemporaneous agreements, whether written or oral. Headings are for convenience only and do not limit the scope of any section. If any provision of this Agreement conflicts with any other terms or conditions applicable to a product, tool, or service offered via the Services, this Agreement shall control. If any provision is held invalid or unenforceable, the remaining provisions shall remain in full force and effect. Any partially invalid clause shall be enforced to the maximum extent permitted by law.

20.2 Assignment. Epiqhost may assign this Agreement in its sole discretion. Owner may not assign this Agreement without Epiqhost's prior written consent, which Epiqhost may grant or withhold in its sole discretion.

20.3 Force Majeure. Epiqhost shall not be liable for delays, errors, failures to perform, or interruptions in the Services resulting from causes beyond Epiqhost's reasonable control, including, without limitation, acts of God, labor disputes, riots, acts of war, government actions, fires, power failures, natural disasters, hackers, or failures of third-party hardware, software, or communication systems. Government restrictions on short-term rentals or travel shall not render this Agreement void or impracticable; such restrictions are governed by Section 9.4.

20.4 Effect of Waiver. No waiver of any breach of any term or condition of this Agreement shall be deemed a waiver of any subsequent breach of the same or any other provision. No consent or approval granted by either party regarding any act or matter shall be deemed to waive or render unnecessary consent to any subsequent similar act or matter.

20.5 Survival. The following sections, and any other provisions that by their nature survive termination, shall remain in full force and effect after termination or expiration of this Agreement: Sections 8 (Management Fee), 9 (Owner Payout and Payment Terms), 13 (Content, Privacy, and Restrictions), 14 (Epiqhost Proprietary Rights), 15 (Limitation of Liability), 16 (Disclaimers), 17 (Release and Indemnification), 18 (Disputes and Arbitration), 19 (Jurisdiction), and Section 20 (General).

20.6 Notices. All notices under this Agreement shall be in writing. Owner may send notices to [info@epiqhost.com](mailto:info@epiqhost.com) or by U.S. mail to:

Epiqhost Legal  
Epiqhost LLC  
495 Grand Boulevard, #206  
Miramar Beach, FL 32550  
Attn: Legal Department  
With a copy to: Owner's email and/or mailing address on file with Epiqhost.

20.7 Modification of this Agreement. Epiqhost reserves the right to modify this Agreement. If Epiqhost proposes changes, Epiqhost shall post the revised Agreement on the Site and provide Owner with at least thirty (30) days' prior written notice (including by email) before changes take effect. If Owner disagrees with the revised Agreement, Owner may terminate this Agreement with immediate effect by providing written notice within the thirty (30) day notice period. If Owner terminates under this Section 20.7 and cancels any future Bookings, Epiqhost shall waive any Owner Cancellation Fees related to those cancellations. If Owner does not terminate within the notice period, Owner's continued use of the Services shall constitute acceptance of the revised Agreement.

EXHIBIT A  
EPIQHOST VACATION RENTAL CLEANING ADDENDUM

This Cleaning Addendum is incorporated by reference into the Vacation Rental Management Agreement (Version 1.2, Effective October 1, 2022). Capitalized terms not otherwise defined in this Addendum shall have the meaning set forth in the Agreement.

1. **THE SERVICE.** Epiqhost agrees to provide recurring cleaning and restaging of the Property after each Guest stay and in preparation for the next Guest (the “Service”).

1.1 This cleaning service is hereinafter referred to as the “Service.”

1.2 The “Cleaning Fee” is the amount charged to properly cover all costs associated with the Service.

2. **COMPLIANCE.** While performing the Service, Epiqhost shall comply with all applicable local, state, and federal laws, regulations, policies, and standards to the best of its ability.

3. **ELIGIBILITY.** To receive the Service, Owner must maintain a current Vacation Rental Management Agreement with Epiqhost.

4. **CLEANING FEE.** The Cleaning Fee will be established by Epiqhost and published on the Listing(s) and through Bookings for the Property on the Site and on Third-Party Marketing Sites. The Cleaning Fee is calculated to cover the costs associated with the services outlined in Section 1 of Exhibit A. Epiqhost may periodically review and adjust the Cleaning Fee at its discretion.

5. **PAYMENT METHOD.** Owner authorizes Epiqhost to collect payment for the Cleaning Fee directly from the Guest’s payment for the Booking on the Site or Third-Party Marketing Sites.

6. TIME IS OF THE ESSENCE. Epiqhost acknowledges that time is of the essence in performing the Service. However, Epiqhost cannot guarantee the Service will be completed at any specific time.

#### SERVICES PROVIDED DURING EACH TURNOVER CLEANING:

##### 1. STANDARD

1.1 PRE-CLEAN: Report any items left behind; clear rooms of all unwanted items and discard; place soiled linen in washing machine; pretreat bathroom.

1.2 EVERY ROOM: Dust high then low (ceiling fans, picture frames, lamps); clean windowsills and dust blinds; remove cobwebs; vacuum carpets and mop floors; empty and clean wastebaskets; wipe all touchpoints (light switches, doorknobs, etc.); staging and final guest-ready touches; final inspection/quality check using 100% guest-ready checklist.

##### 2. BATHROOMS:

2.1 Clean cabinets (interior and exterior) and tops; shine mirrors; clean, scrub, and sanitize showers, bathtubs, toilets, and sinks; clean shower curtain rod, towel rack, soap dish, and toilet paper holder; replace used towels (if provided; if not, add linen service); arrange towels neatly; replace or remove used toilet paper rolls (if provided; if not, add restocking); replace or refill toiletries (if provided; if not, add restocking); staging and final guest-ready touches.

##### 3. KITCHEN:

3.1 Clean dishes and check for damage (e.g., cracked plates); arrange cleaned dishes and glassware in cabinets; clean cabinets, appliances, sinks, tables, and chairs; wipe and sanitize countertops; clean top, front, and interior of oven; clean inside and outside of refrigerator and microwave; clean overhead fan/vent; clean inside drawers; clean toaster, coffee maker, hot water kettle, blender, etc.; take out trash and replace bags; restock perishables (e.g., coffee, tea, salt, pepper, sugar) if provided; staging and final guest-ready touches.

#### 4. LIVING ROOM:

4.1 Sanitize telephones and remote controls; dust TV and clean as necessary; check pull-out bed (if present) and change linens if used (if provided; if not, add linen service); lint roll upholstery; fluff and arrange cushions and pillows; dust furniture (top, front, and underneath); dust and clean picture frames, artwork, bookshelves, and lamps; staging and final guest-ready touches.

#### 5. BEDROOM:

5.1 Make beds; ensure bunks have fitted sheets and top sheets/blankets neatly folded; vacuum or mop floors under beds if accessible; sanitize surfaces and remote controls; vacuum upholstery, floors, inside closets, and drapes if needed; clean mirrors; place extra towels neatly folded on beds or in closets (if requested/provided); staging and final guest-ready touches.

#### 6. OUTSIDE PATIO(S):

- 6.1 Clean barbeque grill;
- 6.2 Clean patio furniture (pillows and tables);
- 6.3 Inspect and remove trash;
- 6.4 Leaf-blow area if applicable.

#### 7. FRONT OUTDOOR AREA:

- 7.1 Clean entrance doors;
- 7.2 Inspect and remove trash.

#### 8. EQUIPMENT (WHEN APPLICABLE):

- 8.1 Clean and inspect beach umbrellas;
- 8.2 Clean and inspect beach wagons/coolers;
- 8.3 Clean and inspect beach chairs.

#### 9. LINEN SERVICE:

- 9.1 Launder bed linens (fitted sheets, flat sheets, pillowcases) and towels;
- 9.2 Remake beds with fresh linens;

9.3 Fold and place towels on towel racks, beds, or in closets.

9.4 Not included: washing duvets, comforters, blankets, or pillows; costs for coin laundry machines or off-site services.

9.5 Epiqhost shall not be liable for any damaged linens resulting from Owner's washer/dryer or building laundry facility. Owner is responsible for ensuring on-site laundry equipment is in safe, working condition.

**\*\*Amenities and Supplies:\*\***

Item / Quantity / Supplied By / Notes

Toilet paper / 2 per bathroom / Epiqhost

Large trash bags / 2 for kitchen / Epiqhost

Standard trash bags / 2 per receptacle / Epiqhost

Paper towels / 1 roll in kitchen / Epiqhost

Kitchen sponge / 1 per kitchen / Epiqhost

Dish soap / 1 bottle per kitchen / Epiqhost

Dishwasher pods / 2 per kitchen / Epiqhost

Laundry detergent / 2 per laundry closet / Epiqhost

Refill shampoo / As needed per bathroom / Epiqhost (Requires working dispenser)

Refill conditioner / As needed per bathroom / Epiqhost (Requires working dispenser)

Refill body wash / As needed per bathroom / Epiqhost (Requires working dispenser)

Liquid or bar hand soap / 1 per bathroom / Epiqhost (Requires working dispenser)

Salt, pepper, sugar / Top-off as needed / Epiqhost

**\*\*Five Star Supplies:\*\***

Item / Quantity / Supplied By / Notes

Ground coffee / 3 pouches / Epiqhost

Keurig pods (if applicable) / 4 pods / Epiqhost

Creamers / 10 packets / Epiqhost

Bar mop towels / 2 / Epiqhost

Premium bath products / As needed / Epiqhost

**\*\*Inspection Checklist (When and Where Applicable):\*\***

- Safety/Function: All lights operational; AC/heater functional; AC filter clean; smoke alarms tested; CO monitor tested; fire extinguisher in place; kitchen appliances functional; all faucets and toilets working; TVs operational; internet operational; vacuum functional;

iron and ironing board available; BBQ grill and propane inspected; bedding and textiles in good condition.

- Inventory: Salt; pepper; sugar; coffee; creamer; coffee filters; baking soda; kitchen sponges; dishwasher rinse; first aid kit; light bulbs; AC filters; shampoo; conditioner; body wash; hand soap; bar soap; BBQ tools.

## EXHIBIT B

### ANNUAL LINEN PROGRAM ADDENDUM

This Addendum is incorporated by reference into the Vacation Rental Management Agreement (Version 1.2, Effective October 1, 2022) between Epiqhost LLC (“Epiqhost”) and Owner. Capitalized terms not defined herein shall have the meanings set forth in the Agreement. To the extent any provision of this Addendum conflicts with the Agreement, this Addendum shall control.

#### 1. ANNUAL LINEN PROGRAM OVERVIEW.

1.1 Program Description. Epiqhost’s Annual Linen Program (“Program”) provides Owner’s Property with hotel-quality sheets and towels, stocked at all times, laundered between Guest stays, and replaced annually or sooner if linens become worn, torn, or stained. The Program is designed to enhance the Guest experience, facilitate efficient turnover, and maintain high-quality standards without Owner having to source or manage linens independently.

1.2 Program Benefits. By enrolling in the Program, Owner receives:

1.2.1 Initial provisioning of multiple sheet sets per bed and an ample supply of bath towels, hand towels, washcloths, bath mats, and beach towels, sized to accommodate the Property’s maximum occupancy;

1.2.2 Routine laundering and turnover of all Program linens after each Guest stay, performed by Epiqhost’s housekeeping staff;

1.2.3 Annual replacement of all sheets and towels at no additional cost beyond the annual fee, ensuring hotel-quality linens remain in peak condition; and

1.2.4 Immediate replacement of any sheet or towel that, in Epiqhost’s discretion, becomes worn, torn, or stained, without additional charge.

#### 2. INITIAL ENROLLMENT AND SETUP FEE.

2.1 Existing Linens Inspection. If Owner already possesses sheets and towels in good, serviceable condition, Epiqhost will inspect and, at its sole discretion, enroll up to twelve

(12) months of existing linens in Year 1 of the Program at no additional cost beyond any applicable Program fees. Should Epiqhost determine existing linens are unsuitable, Owner must purchase new Program linens as set forth in Section 2.2.

2.2 Initial Enrollment Fee. Epiqhost will use its proprietary calculator to determine enrollment and annual linen fees. This Enrollment Fee entitles Owner to initial provisioning of:

2.2.1 Multiple sheet sets for each bed (sized appropriately for King, Queen, and Full beds);

2.2.2 Bath towels, hand towels, washcloths, and bath mats based on occupancy; and

2.2.3 Beach towels sufficient for the number of Guests supported by the Property.

2.3 Payment. Owner authorizes Epiqhost to collect the initial Setup Fee by deducting it from Owner's next scheduled Owner Payout (see Section 9 of the Agreement) or by charging Owner's payment method on file within thirty (30) days of enrollment.

### 3. ANNUAL REPLACEMENT AND ONGOING FEES.

3.1 Annual Replacement. Beginning in Year 2 and each subsequent year, Epiqhost will replace all sheets and towels supplied under the Program at no additional cost beyond the Annual Fee set forth in Section 3.2. Any linen determined by Epiqhost's housekeeping staff to be worn, torn, or stained outside the annual replacement cycle will be exchanged immediately at no extra charge to Owner.

3.2 Annual Fee. Owner shall pay an Annual Fee equal to a proprietary calculation based on number of beds, baths and guest capacity for continued participation in the Program. The Annual Fee covers:

3.2.1 Replacement of all sheets and towels provided under the Program; and

3.2.2 Administration of linen inventory tracking, laundering, inspection, and turnover services throughout the year.

3.3 Billing and Collection. The Annual Fee shall be billed each year on the anniversary of the initial Setup Fee payment. Owner authorizes Epiqhost to collect the Annual Fee by charging Owner's payment method on file or deducting it from Owner's next Owner Payout. If Owner fails to pay the Annual Fee within thirty (30) days of billing, Epiqhost may suspend Program services until payment is received.

#### 4. QUILTS, QUILT COVERS, BLANKETS, AND PILLOWS.

4.1 Owner-Provided Bedding. If Owner already owns duvets, quilts, blankets, and pillows in good condition, Epiqhost will inspect such items at no charge. If deemed suitable, these items may remain in use without additional purchase. Owner shall ensure that all Owner-provided bedding meets minimum quality and cleanliness standards, as determined by Epiqhost.

4.2 Epiqhost-Sourced Bedding. If Owner requires Epiqhost to procure duvets, quilts, blankets, or pillows, Epiqhost will coordinate purchase through its hospitality supplier and invoice Owner for pass-through costs. Estimated costs are as follows:

4.2.1 Duvet/Quilt: Fifty Dollars (US \$50) per bed (estimated average cost).

4.2.2 Pillows: Ten Dollars (US \$10) per pillow (estimated cost).

4.3 Payment for Bedding Purchases. Owner authorizes Epiqhost to bill Owner for actual, documented pass-through costs incurred to source duvets, quilts, blankets, and pillows. Epiqhost shall submit an itemized invoice to Owner, and Owner shall remit payment in full within thirty (30) days.

#### 5. SERVICES AND RESPONSIBILITIES.

5.1 Linen Inventory Management. Epiqhost shall maintain a detailed inventory of all Program linens, track usage, and monitor linen condition. Epiqhost's housekeeping staff shall launder and inspect linens after each Guest stay and notify Owner of any items requiring replacement outside the annual cycle.

5.2 Housekeeping Coordination. Epiqhost's housekeeping team shall perform linen changes between Guest stays, ensuring fresh bed linens and towels are placed in each bedroom and bathroom. Housekeepers shall report any missing or damaged linens to Epiqhost's Linen Program Coordinator.

5.3 Replacement Protocol. If any Program linen becomes worn, torn, or stained, Epiqhost shall replace the item at no extra cost, provided the item is reported or discovered by Epiqhost within thirty (30) days of damage. Any damage caused by neglect, misuse, or failure to follow care instructions may result in a replacement charge to Owner at Epiqhost's reasonable cost.

## 6. TERM AND TERMINATION.

6.1 Term. Owner's participation in the Program shall continue for the Term of the Agreement (as defined in Section 3 of the Agreement) unless earlier terminated pursuant to this Section 6.

6.2 Early Termination by Owner. Owner may withdraw from the Program at any time by providing thirty (30) days' prior written notice to Epiqhost. If Owner withdraws during the first year after enrollment, Owner forfeits the initial Setup Fee. After Year 1, no refunds of the Annual Fee shall be issued. Any Program linens remaining at the Property at termination shall be returned to Epiqhost within fifteen (15) days or otherwise disposed of in accordance with Epiqhost's instructions. Owner is responsible for all return shipping or pickup costs.

6.3 Termination by Epiqhost. Epiqhost may terminate Owner's participation in the Program if:

6.3.1 Owner fails to pay the initial Setup Fee or any Annual Fee within thirty (30) days of billing;

6.3.2 Owner fails to return Program linens upon termination; or

6.3.3 Owner materially breaches any provision of this Addendum or the Agreement.

6.4 Survival. Sections 3.3 (Unauthorized Use), 5 (Services and Responsibilities), and 6.2–6.3 (Termination) shall survive any termination of Owner's participation in the Program.

## 7. REPRESENTATIONS AND WARRANTIES.

7.1 Owner Representations. Owner represents and warrants that:

7.1.1 Owner has the right and authority to enroll the Property in the Program;

7.1.2 Any Owner-provided linens, quilts, blankets, and pillows enrolled under Section 2.1 are free of all liens, claims, and encumbrances; and

7.1.3 Owner shall maintain a safe, dry environment at the Property for storage and use of Program linens.

7.2 Epiqhost Representations. Epiqhost represents and warrants that:

7.2.1 Epiqhost shall source and provide linens of professional, hotel-quality standard;

7.2.2 All laundering services shall comply with industry standards for cleanliness and sanitation; and

7.2.3 Epiqhost shall maintain appropriate insurance covering loss or damage to linens in its possession, subject to policy terms and deductibles.

## 8. LIMITATION OF LIABILITY.

8.1 Program Liability. Epiqhost's liability under this Addendum for any claim arising out of or related to the Program shall be limited as set forth in Section 15 of the Agreement (Limitation of Liability). In no event shall Epiqhost be liable for any indirect, incidental, special, or consequential damages arising out of Owner's participation in the Program.

8.2 Owner Liability. Owner shall indemnify and hold harmless Epiqhost from any claim, liability, loss, or damage arising from Owner's negligence, misuse of Program linens, or failure to comply with this Addendum.

## 9. MISCELLANEOUS.

9.1 Entire Agreement. This Addendum, together with the Agreement and any other exhibits or addenda thereto, constitutes the entire agreement between Owner and Epiqhost with respect to the Program and supersedes all prior proposals, understandings, and representations, whether written or oral.

9.2 No Modification. No modification of this Addendum shall be effective unless in writing and signed by both parties.

9.3 Governing Law. This Addendum shall be governed by and construed in accordance with Section 19 of the Agreement (Applicable Law).

9.4 Notices. All notices required or permitted under this Addendum shall be delivered in accordance with Section 20.6 of the Agreement (Notices).

9.5 Counterparts. This Addendum may be executed in counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument. Electronic signatures (e.g., DocuSign) shall be deemed originals for all purposes.



OWNER:

EPIQHOST LLC:

\_\_\_\_\_

\_\_\_\_\_

[Owner Name]

[Epiqhost Authorized Signatory]

Date: \_\_\_\_\_

Date: \_\_\_\_\_