



STEAMBOAT GRAND

RESORT HOTEL & CONDOMINIUMS, INC.

Attention: Steamboat Grand Owners

April 25, 2007

STEAMBOAT GRAND SKI STORAGE UPDATE

The owner's desire for year-round ski/boot storage has been addressed. Even though the overcrowding to that facility presented a challenge, our goal remained the same; to provide a better storage experience for all. We believe the upcoming changes will achieve that goal, and we seek your cooperation to accomplish this.

Thanks to the work and assistance of Mike Lomas and Mike Degraff, the issue has been addressed with pleasing results. Please find the changes that will be implemented in the near future.

The ski rental inventory will be transferred from Owners Storage to the Grand commercial area. With the additional space created by the rental transfer, the three boot racks located along the north wall will be relocated. The carpeting will be replaced in the main traffic areas. Seating configurations will be altered to make additional seating and improved traffic flow. The south/east end of the storage area will be better marked as an owners' area, and guests will be directed to the northern section. We will continue to provide ski/boot storage at the Owners location for guests, regardless if they own equipment or are renting.

Due to these changes, some ski/boot racks will be relocated for better organization. This may necessitate extra time to locate and identify equipment. Equipment that appears not to have been used for several years may be stored at the Grand also. Upon returning equipment to the storage area, a quality tag will be put on skis and boots with owner's name, room number and date used. This will aid us in the identification of unused equipment and the transfer of such. Again, additional time may be necessary to locate skis and boots. Please be patient with staff as they assist in locating moved equipment.

In conclusion, future guidelines are being developed to address issues concerning slot location, quantity/space available per unit, etc. These steps will better accommodate and facilitate the ski storage process. This information will be communicated to all owners in draft form prior to finalizing the policies, with implementation by next ski season. It remains our goal to provide this year-round service to our owners.

Thank you,

Ron Belin & Greg Magee
On behalf of the Ski Storage Committee