



Constitution of the
Hospitality Services Operating Charter
Foundational Governance & Operations Framework

Version 1.1

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Prepared for:
North Island Condominium Association (NICA)

Prepared in collaboration with:
Hospitality Operations & Ownership Stakeholders

Framework Coordination & Development

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SECTION I

Introduction & Organizational Purpose

Draft Version 1.1

The hospitality industry has evolved significantly in recent years as guest expectations, operational technology, digital booking systems, pricing management, communication platforms, online reputation management, and direct booking infrastructure have become increasingly integrated and operationally sophisticated. Traditional seasonal rental management structures that historically focused primarily upon reservations, unit administration, and occupancy coordination are now operating within a much broader and more complex hospitality environment requiring greater operational coordination, centralized systems integration, guest communication consistency, financial transparency, and long-term strategic adaptability.

The Charter further recognizes that the long-term value of North Island is derived not solely from individual unit ownership, but also from the property's ability to operate as a coordinated hospitality destination. Accordingly, the organizational framework contemplated herein seeks to preserve the benefits of unified branding, centralized reservations, coordinated marketing, consistent guest experience standards, and integrated hospitality operations for the collective benefit of present and future owners.

This Charter recognizes that the long-term success of Impala Oceanside Resorts depends not solely upon occupancy levels or short-term financial performance, but rather upon the organization's ability to function as a coordinated hospitality enterprise supported by operational consistency, centralized systems, transparent governance structures, aligned incentives, professional operational standards, and long-term strategic planning. As hospitality operations continue evolving, organizational stability increasingly depends upon maintaining clear operational responsibilities, structured governance oversight, coordinated guest experience standards, and adaptable operational systems capable of responding to future technological, operational, and market changes.

The framework contemplated under this Charter is not intended to create unnecessary operational rigidity, nor to diminish the importance of operational continuity, management experience, or existing hospitality relationships. Rather, the purpose of this structure is to establish a balanced operational architecture capable of supporting professional hospitality execution while simultaneously preserving democratic ownership protections, governance accountability, organizational transparency, and long-term operational stability.

Under this model, the Homeowners Association shall remain responsible for governance oversight, common elements, reserve planning, insurance obligations, structural maintenance responsibilities, and long-term owner representation, while the Hospitality Company shall function as the centralized hospitality operator responsible for hospitality execution, reservations management, guest communications, operational systems, housekeeping coordination, pricing strategy, operational technology integration, marketing coordination, and guest experience management.

This Charter further recognizes that governance authority and hospitality operational authority must remain appropriately separated in order to avoid organizational fragmentation, operational inconsistency, governance overreach into routine hospitality execution, and unnecessary

operational disruption. Ownership and governance leadership must retain appropriate long-term oversight and accountability protections, while hospitality operations must simultaneously retain sufficient operational flexibility and continuity to function effectively within a rapidly evolving hospitality environment.

The long-term objective of this Charter is to establish a stable, professionally coordinated hospitality organization capable of balancing operational professionalism, governance accountability, strategic flexibility, guest satisfaction, owner alignment, operational continuity, and sustainable long-term hospitality growth within a unified and professionally managed hospitality structure.

This Charter is therefore intended to function not merely as a preliminary operating outline, but rather as the foundational organizational framework upon which future hospitality agreements, operational standards, governance procedures, participation structures, reporting obligations, and long-term operational planning may ultimately be developed and formalized.

SECTION II

Organizational Structure

Draft Version 1.1

The long-term stability and operational effectiveness of Impala Oceanside Resorts depends upon maintaining a clearly defined organizational structure that appropriately separates governance authority, hospitality operations, and owner participation responsibilities while simultaneously preserving operational coordination, accountability, transparency, and long-term organizational alignment.

Historically, many smaller seasonal rental operations functioned through loosely defined management relationships in which governance responsibilities, operational authority, hospitality execution, owner expectations, and financial oversight often evolved informally over time. While such structures may function adequately within smaller or less operationally complex environments, modern hospitality operations increasingly require greater organizational clarity, operational coordination, centralized systems management, accountability standards, and clearly defined operational responsibilities capable of supporting long-term operational continuity and organizational stability.

Accordingly, the organizational structure contemplated under this Charter is intended to establish a coordinated hospitality framework consisting of three operationally distinct, but strategically interconnected, organizational components: the Homeowners Association, the Hospitality Company, and Participating Unit Owners. Each component retains separate responsibilities, authorities, and operational obligations designed to support long-term hospitality consistency, governance accountability, operational professionalism, and sustainable organizational growth.

Under this structure, the Homeowners Association shall remain the primary governance and ownership oversight body responsible for matters relating to common element governance, reserve planning, association budgeting, insurance oversight, structural maintenance responsibilities, regulatory compliance, long-term capital planning, and owner representation. The HOA shall function as the governing organizational body responsible for preserving the long-term interests of ownership and maintaining appropriate governance oversight over the broader hospitality structure. However, the HOA shall not function as the direct day-to-day operator of hospitality operations, reservations management, guest communications, pricing systems, housekeeping coordination, or routine operational execution.

The Hospitality Company shall function as the centralized hospitality operator responsible for the professional execution and coordination of hospitality operations throughout the property. Hospitality operational responsibilities may include reservations management, pricing strategy, guest communications, housekeeping coordination, operational staffing oversight, inspection procedures, operational technology systems, marketing coordination, guest support systems, maintenance coordination, vendor management, operational reporting, and overall hospitality execution necessary to support a professionally coordinated guest experience and operationally consistent hospitality environment.

The organizational framework further recognizes that successful hospitality operations increasingly depend upon centralized operational coordination rather than fragmented or independently competing operational structures. Accordingly, the Hospitality Company shall seek to maintain coordinated hospitality standards, centralized operational systems, integrated guest communication procedures, and consistent operational practices designed to strengthen guest experience quality, operational efficiency, digital reputation management, operational scalability, and long-term brand development.

The organizational structure contemplated under this Charter is based upon the principle that certain hospitality functions are most effectively performed on a collective basis. While ownership of individual units remains separate and independent, hospitality functions affecting the reputation, market position, operational efficiency, guest experience, and economic performance of the property as a whole are intended to be conducted through a coordinated operating structure approved by ownership and governance leadership.

Participating Unit Owners shall remain responsible for maintaining compliance with participation standards, unit-level operational obligations, unit condition expectations, hospitality participation requirements, and operational coordination procedures adopted under the centralized hospitality structure. Ownership participation within a coordinated hospitality environment necessarily requires a level of operational consistency and organizational cooperation intended to preserve hospitality quality, guest confidence, operational professionalism, and long-term organizational stability.

This organizational structure further recognizes that long-term hospitality success depends heavily upon maintaining alignment between governance leadership, hospitality operations, and ownership interests. Accordingly, the organizational model contemplated under this Charter is intended to encourage operational professionalism, financial transparency, coordinated decision-making, organizational accountability, and long-term strategic alignment while simultaneously reducing operational fragmentation, inconsistent hospitality standards, governance confusion, and unnecessary operational conflict.

The long-term objective of this organizational structure is to establish a coordinated hospitality organization capable of balancing centralized operational professionalism, democratic ownership protections, operational continuity, strategic adaptability, hospitality consistency, organizational accountability, and sustainable long-term property value preservation within a unified and professionally managed hospitality environment.

SECTION III

Separation of Governance & Operations

Draft Version 1.1

The long-term success and organizational stability of Impala Oceanside Resorts depends heavily upon maintaining a clear and disciplined separation between governance authority and day-to-day hospitality operations. As hospitality organizations increase in operational complexity, operational fragmentation and governance overreach frequently become significant sources of organizational instability, inconsistent execution, operational inefficiency, delayed decision-making, and long-term strategic disruption. Accordingly, one of the central principles underlying this Charter is the establishment of a governance structure that preserves democratic ownership oversight while simultaneously allowing hospitality operations to function with sufficient operational continuity, responsiveness, and professional flexibility.

The framework contemplated under this Charter recognizes that the operational requirements of a modern hospitality organization differ materially from those of a traditional condominium association operating solely within a property administration environment. Hospitality operations increasingly require coordinated execution involving reservations systems, pricing management, digital marketing, guest communications, operational staffing, housekeeping coordination, technology integration, reputation management, maintenance responsiveness, and continuous operational oversight. These operational functions often require real-time decision-making, operational adaptability, and coordinated execution procedures that cannot function effectively within a fragmented or excessively politicized operational environment.

Accordingly, the Homeowners Association shall remain responsible for governance oversight, owner representation, reserve planning, common element responsibilities, insurance oversight, long-term strategic review, contractual oversight, financial accountability review, regulatory compliance obligations, and major organizational decisions affecting the long-term direction of the hospitality structure. Governance authority shall remain focused upon preserving accountability, transparency, organizational stability, and the long-term interests of ownership rather than direct participation in routine operational execution or daily hospitality administration.

At the same time, the Hospitality Company shall retain operational authority necessary to professionally coordinate and execute hospitality operations throughout the property. Operational authority may include pricing adjustments, reservations management, operational staffing coordination, housekeeping oversight, guest communication procedures, vendor coordination, operational technology implementation, inspection systems, operational workflow management, marketing execution, maintenance coordination, and other operational functions necessary to maintain hospitality consistency, operational responsiveness, guest satisfaction, and long-term operational continuity.

The purpose of this separation is not to diminish governance authority, nor to reduce accountability obligations relating to hospitality operations. Rather, the purpose is to establish a balanced operational structure in which governance leadership maintains appropriate long-term oversight

while hospitality operations retain sufficient operational flexibility and continuity to function effectively within a professional hospitality environment. The framework recognizes that excessive operational interference, unclear authority structures, fragmented operational control, or inconsistent operational direction may negatively impact guest experience quality, operational professionalism, staffing stability, organizational confidence, and long-term hospitality performance.

This Charter further recognizes that ownership retains ultimate long-term authority regarding material organizational decisions affecting the future direction of the hospitality structure. Such matters may include replacement of the Hospitality Company, material structural modifications to the hospitality model, significant long-term contractual obligations, major participation structure changes, substantial capital commitments, or other strategic organizational decisions materially affecting long-term operational direction. However, the framework simultaneously recognizes that routine operational execution must remain sufficiently insulated from unnecessary operational disruption in order to preserve continuity, operational consistency, guest confidence, and organizational stability.

The organizational philosophy contemplated under this Charter therefore seeks to balance democratic governance protections with operational professionalism through a clearly defined separation of authority, responsibility, accountability, and operational execution. The objective is not to create organizational rigidity or operational isolation, but rather to establish an integrated governance and hospitality structure capable of supporting long-term operational professionalism, governance accountability, strategic adaptability, organizational stability, and sustainable hospitality performance within a coordinated and professionally managed hospitality organization.

SECTION IV

Scope of Hospitality Services

Draft Version 1.1

The long-term effectiveness of the integrated hospitality structure contemplated under this Charter depends heavily upon maintaining a clearly defined operational understanding regarding the responsibilities, authority, and operational scope of the Hospitality Company. Historically, traditional seasonal rental management arrangements often operated under relatively limited operational expectations focused primarily upon reservations management, unit administration, basic housekeeping coordination, and occupancy oversight. However, modern hospitality operations increasingly require a substantially broader level of operational coordination, centralized systems management, guest communication infrastructure, technology integration, operational oversight, and continuous hospitality execution capable of supporting a professionally coordinated guest experience environment.

Accordingly, the Hospitality Company shall function as the centralized hospitality operator responsible for coordinating and executing the day-to-day hospitality operations necessary to support operational consistency, guest satisfaction, organizational stability, and long-term hospitality performance throughout the property. The purpose of centralized hospitality operations is not merely administrative efficiency, but rather the creation of a coordinated hospitality organization capable of delivering consistent guest experiences, operational professionalism, integrated operational systems, and long-term strategic continuity within an increasingly competitive hospitality environment.

The operational responsibilities of the Hospitality Company may include reservations administration, booking coordination, pricing management, revenue management systems, online travel agency coordination, direct booking operations, guest communication systems, operational staffing coordination, housekeeping administration, inspection procedures, operational technology management, maintenance coordination, vendor administration, guest support services, operational reporting, and coordinated hospitality execution throughout the property.

The Hospitality Company shall further retain responsibility for coordinating operational systems necessary to support centralized hospitality management, including property management systems, reservation platforms, guest communication systems, pricing tools, inspection software, housekeeping coordination systems, operational reporting infrastructure, digital marketing coordination, reputation management systems, and other operational technologies reasonably necessary to support a professionally coordinated hospitality operation.

Guest communication and hospitality responsiveness shall remain central operational responsibilities of the Hospitality Company. The organization recognizes that guest satisfaction increasingly depends upon timely communication, professionally coordinated arrival procedures, operational clarity, responsive support systems, issue resolution efficiency, and consistent hospitality execution throughout the guest experience lifecycle. Accordingly, the Hospitality Company shall seek to maintain operational procedures designed to support professional guest communications, coordinated operational responsiveness, and hospitality-oriented service delivery standards throughout all operational activities.

The Hospitality Company shall also maintain responsibility for coordinating housekeeping operations and inspection procedures necessary to preserve cleanliness consistency, operational readiness, guest presentation standards, maintenance visibility, and operational accountability. Operational turnover procedures may include post-departure inspections, inventory reviews, operational readiness verification, maintenance reporting coordination, housekeeping quality oversight, and other operational procedures reasonably necessary to support hospitality consistency and operational professionalism.

Maintenance coordination responsibilities may include routine operational maintenance coordination, vendor communication, maintenance issue tracking, operational response coordination, emergency operational response procedures, and operational communication relating to maintenance issues affecting guest experience, operational continuity, or property protection. However, the framework simultaneously recognizes that long-term structural maintenance responsibilities, reserve obligations, and common element oversight remain separate governance responsibilities of the Homeowners Association consistent with the broader governance structure established throughout this Charter.

The Hospitality Company may retain the flexibility to outsource specialized operational functions where operationally beneficial, economically practical, or strategically appropriate, provided that operational accountability, reporting obligations, operational consistency, and hospitality standards remain appropriately maintained. The framework recognizes that modern hospitality organizations increasingly rely upon specialized operational vendors, technology providers, operational consultants, service contractors, and integrated hospitality platforms as part of a professionally coordinated operational environment.

This Charter further recognizes that operational flexibility remains essential within a rapidly evolving hospitality environment. Accordingly, operational systems, communication procedures, pricing strategies, technology infrastructure, guest experience standards, and operational workflows may continue evolving over time as hospitality practices, guest expectations, operational technology, and organizational requirements continue developing. The purpose of this operational flexibility is not to create organizational instability, but rather to preserve the organization's ability to adapt responsibly while maintaining operational consistency, organizational accountability, and long-term hospitality effectiveness.

The long-term objective of the operational structure contemplated under this Section is to establish a professionally coordinated hospitality operation capable of balancing operational professionalism, guest satisfaction, organizational efficiency, technology integration, operational scalability, hospitality consistency, strategic adaptability, and long-term property value preservation within a unified and professionally managed hospitality environment.

SECTION V

Financial Structure & Economic Alignment

Draft Version 1.1

The long-term sustainability of Impala Oceanside Resorts depends upon maintaining a financial structure capable of aligning ownership interests, hospitality operations, operational accountability, long-term reinvestment, and strategic organizational stability within a coordinated hospitality environment. The framework contemplated under this Charter recognizes that modern hospitality operations require substantially greater operational coordination, technology infrastructure, guest communication systems, operational staffing support, pricing management, marketing integration, and centralized operational administration than traditional seasonal rental management structures historically required. Accordingly, the financial structure supporting the hospitality organization must be sufficiently transparent, sustainable, accountable, and operationally aligned to support long-term hospitality effectiveness and organizational continuity.

The purpose of this Section is to establish the foundational financial philosophy governing the relationship between ownership, governance leadership, and the Hospitality Company while simultaneously preserving financial transparency, operational accountability, organizational trust, and long-term economic alignment throughout the hospitality structure. The framework recognizes that long-term organizational stability is heavily dependent upon maintaining economic structures in which operational incentives remain reasonably aligned between ownership interests, hospitality execution, guest satisfaction, operational performance, and long-term property value preservation.

Transparency shall remain a central financial principle throughout the organization. Ownership and governance leadership shall maintain reasonable visibility into operational revenues, hospitality expenses, booking channel performance, operational reporting, technology costs, management compensation structures, operational metrics, and material hospitality expenditures necessary to support informed governance oversight, long-term strategic planning, organizational accountability, and sustainable economic decision-making. The purpose of financial visibility is not to create unnecessary operational interference, but rather to strengthen organizational trust, reduce operational uncertainty, improve strategic planning capability, and preserve long-term alignment between governance leadership and hospitality operations.

Hospitality operations shall function under a centralized financial structure designed to support accounting clarity, operational consistency, financial traceability, coordinated reporting, operational scalability, and long-term financial accountability. Hospitality-related revenues and operational expenses shall be processed through designated operational systems and accounts structured to preserve organizational visibility, financial accountability, operational integrity, and appropriate segregation between hospitality operations, HOA obligations, reserve responsibilities, and owner-level financial activities.

The framework further recognizes that hospitality operations require continuous operational oversight, staffing coordination, operational technology systems, pricing administration, marketing coordination, guest communication infrastructure, inspection procedures, housekeeping administration, and operational management support. Accordingly, the Hospitality Company shall be compensated under a structure intended to support operational sustainability, organizational

continuity, operational professionalism, and long-term hospitality effectiveness while simultaneously encouraging accountability, operational improvement, and aligned long-term incentives.

The organization shall seek, where operationally practical, to maintain reasonable distinctions between hospitality operational compensation, technology expenses, marketing and distribution costs, operational maintenance coordination expenses, HOA obligations, reserve expenditures, and owner-level unit responsibilities. The purpose of maintaining such distinctions is to improve financial clarity, reduce organizational confusion, support long-term planning, and preserve appropriate accountability regarding the allocation of operational and governance-related expenditures.

This Charter further recognizes that long-term hospitality competitiveness may periodically require strategic operational reinvestment relating to technology systems, operational infrastructure, guest experience enhancements, hospitality modernization initiatives, operational scalability improvements, digital infrastructure development, and other hospitality-related investments intended to support long-term organizational sustainability and operational effectiveness. Accordingly, capital and operational investments shall seek to balance operational necessity, long-term hospitality value, financial sustainability, organizational efficiency, and long-term property value preservation while preserving appropriate governance oversight and ownership protections relating to material expenditures and long-term strategic commitments.

The Hospitality Company shall maintain operational reporting structures designed to support financial accountability, governance visibility, operational evaluation, strategic planning, and long-term organizational transparency. Such reporting may include operational financial statements, occupancy reporting, booking channel analysis, direct booking performance, operational cost reporting, operational metrics, maintenance coordination reporting, and other operational analyses reasonably necessary to support informed governance review and long-term strategic decision-making. The purpose of reporting is not solely historical accounting review, but rather the preservation of organizational clarity, operational accountability, and informed long-term hospitality planning.

The financial philosophy contemplated under this Charter recognizes that long-term hospitality success depends not merely upon revenue generation alone, but rather upon maintaining a balanced operational structure capable of supporting hospitality professionalism, operational consistency, guest satisfaction, financial accountability, strategic adaptability, technology integration, and long-term organizational stability within a coordinated and professionally managed hospitality environment.

The long-term objective of this financial structure is therefore to establish an economically sustainable hospitality organization capable of balancing operational professionalism, owner economics, organizational accountability, hospitality quality, strategic flexibility, operational continuity, and long-term property value preservation while preserving the foundational principles of transparency, accountability, professionalism, and aligned long-term incentives established throughout this Charter.

SECTION VI

Reporting and Transparency Standards

Draft Version 1.1

The long-term stability, organizational trust, and operational effectiveness of Impala Oceanside Resorts depend heavily upon maintaining reporting structures capable of providing reasonable financial visibility, operational accountability, performance transparency, and informed governance oversight throughout the hospitality organization. The framework contemplated under this Charter recognizes that transparency is not merely an accounting function, but rather a foundational organizational principle necessary to support aligned decision-making, operational confidence, strategic planning, and long-term organizational stability within a professionally coordinated hospitality environment.

Historically, many traditional seasonal rental management structures operated with relatively limited operational reporting requirements focused primarily upon periodic owner statements and generalized revenue summaries. However, modern hospitality operations increasingly rely upon integrated operational systems, performance analytics, technology infrastructure, centralized pricing management, booking channel analysis, operational metrics, digital marketing performance, and coordinated operational reporting capable of supporting informed long-term organizational decision-making and operational evaluation.

Accordingly, the organization shall seek to maintain reporting standards designed to provide ownership and governance leadership with reasonable visibility into the financial and operational performance of the hospitality structure while simultaneously preserving the operational flexibility necessary for the Hospitality Company to efficiently manage routine hospitality execution. The purpose of reporting visibility is not to create unnecessary operational interference or fragmented decision-making, but rather to support transparency, accountability, informed governance review, strategic planning capability, and long-term organizational alignment.

The Hospitality Company shall maintain operational reporting systems designed to support accurate financial reporting, operational traceability, booking visibility, and coordinated performance evaluation throughout the organization. Reporting structures may include operational financial statements, occupancy reporting, average daily rate analysis, booking channel reporting, operational revenue analysis, operational expense reporting, direct booking performance analysis, maintenance coordination reporting, guest satisfaction trends, operational metrics, and other operational analyses reasonably necessary to support informed governance oversight and long-term organizational planning.

Financial reporting shall seek to preserve accounting clarity, operational traceability, and reasonable organizational visibility into hospitality-related operational activity. Such reporting may include profit and loss reporting, balance sheet reporting, operational cash flow reporting, operational account summaries, reserve-related reporting, operational expenditure analysis, and other financial information reasonably necessary to preserve transparency, organizational accountability, and informed long-term financial planning throughout the hospitality organization.

The framework further recognizes that modern hospitality operations increasingly depend upon understanding operational performance trends extending beyond occupancy levels alone. Accordingly, operational reporting may include booking channel performance analysis, online travel agency utilization trends, direct booking growth analysis, pricing performance trends, operational responsiveness metrics, guest communication performance, inspection tracking, operational readiness reporting, reputation management analysis, and other operational metrics intended to support continuous operational evaluation and long-term hospitality improvement.

Ownership and governance leadership shall maintain reasonable access to operational reporting necessary to support governance oversight, strategic planning, contractual review, organizational accountability, and long-term operational evaluation. At the same time, the framework recognizes that operational reporting systems must remain organized, understandable, professionally coordinated, and operationally practical to avoid unnecessary organizational confusion, fragmented operational interpretation, or excessive operational disruption.

The Hospitality Company shall further seek to maintain reporting procedures capable of supporting timely communication regarding material operational issues, significant hospitality concerns, major operational disruptions, material maintenance events affecting hospitality operations, significant technology failures, emergency operational matters, or other operational developments materially impacting organizational stability, guest experience continuity, or long-term operational effectiveness.

This Charter further recognizes that transparency functions most effectively when reporting structures remain understandable not only to hospitality professionals, but also to ownership stakeholders and governance leadership responsible for long-term organizational oversight. Accordingly, reporting systems shall seek to emphasize clarity, organizational consistency, operational relevance, financial traceability, and strategic usefulness rather than unnecessary reporting complexity or fragmented operational presentation.

The long-term objective of the reporting and transparency structure contemplated under this Section is to establish an organizational environment capable of supporting informed governance oversight, operational accountability, strategic planning, financial transparency, operational professionalism, organizational trust, and long-term hospitality stability while preserving the foundational principles of clarity, accountability, coordination, and professionalism established throughout this Charter.

SECTION VII

Technology, Data & Digital Asset Governance

Draft Version 1.1

The hospitality industry has become increasingly dependent upon integrated operational technology systems, centralized communication infrastructure, digital booking platforms, operational reporting systems, online reputation management, and data-driven operational coordination. As a result, technology systems, operational data, digital infrastructure, guest communication platforms, and online hospitality assets now represent essential organizational infrastructure necessary to support operational continuity, hospitality consistency, guest relationship management, organizational scalability, and long-term strategic stability within a modern hospitality environment.

Historically, smaller seasonal rental operations often relied upon fragmented operational systems, informal communication processes, limited reporting infrastructure, and decentralized operational technology environments. However, modern hospitality operations increasingly require coordinated technology ecosystems capable of supporting reservations management, pricing administration, guest communications, operational reporting, housekeeping coordination, inspections management, operational analytics, reputation management, marketing integration, and centralized operational oversight within a unified hospitality structure.

Accordingly, the organization shall seek to maintain centralized operational technology systems designed to support operational consistency, reporting transparency, organizational coordination, operational efficiency, data continuity, guest experience quality, and long-term organizational stability. Centralized operational systems may include property management systems, reservation platforms, pricing management systems, guest communication infrastructure, inspection software, housekeeping coordination systems, operational reporting systems, accounting platforms, reputation management tools, marketing systems, and other operational technologies reasonably necessary to support professionally coordinated hospitality operations.

This Charter further recognizes that operational technology systems and digital infrastructure increasingly represent material organizational assets whose continuity, accessibility, and operational stability materially impact long-term hospitality effectiveness and organizational sustainability. Accordingly, operational systems shall seek to preserve reasonable organizational continuity protections relating to reservations management, guest communications, operational reporting access, pricing systems, digital marketing infrastructure, operational analytics, and other technology-dependent operational functions necessary to support stable hospitality execution.

Guest relationships, reservation history, operational analytics, and hospitality performance data shall be recognized as important long-term organizational assets supporting operational continuity, guest relationship development, strategic planning, direct booking growth, operational evaluation, and long-term hospitality sustainability. Accordingly, the organization shall seek to maintain reasonable operational access to reservation history, guest communication history, operational reporting systems, hospitality performance metrics, owner reporting infrastructure, operational analytics, and other operational information reasonably necessary to support organizational continuity and informed long-term decision-making.

Ownership and governance leadership shall maintain reasonable reporting visibility and operational access necessary to support governance oversight, financial accountability, strategic planning, organizational evaluation, and long-term operational continuity protections. The purpose of reporting access is not to create unnecessary operational interference, but rather to preserve transparency, organizational accountability, operational stability, and long-term organizational flexibility within an increasingly technology-dependent hospitality environment.

The framework further recognizes the growing importance of digital infrastructure and online hospitality assets within modern hospitality operations. Such digital assets may include websites, domain names, reservation platforms, guest databases, digital marketing systems, communication platforms, online reputation profiles, social media infrastructure, operational reporting systems, and other technology-dependent operational resources supporting hospitality continuity and long-term organizational value. Accordingly, digital infrastructure shall seek to be structured in a manner that preserves operational continuity, organizational stability, long-term brand development, and reasonable organizational flexibility in the event future operational transitions or management changes become necessary.

This Charter simultaneously recognizes that hospitality technology systems continue evolving rapidly as operational requirements, cybersecurity standards, communication platforms, guest expectations, operational automation systems, and hospitality technologies continue developing. Accordingly, the organization shall retain reasonable operational flexibility regarding platform selection, technology integrations, operational automation tools, system upgrades, operational enhancements, and future technology implementation necessary to preserve operational adaptability and long-term organizational competitiveness.

The organization shall also seek to maintain reasonable operational safeguards relating to cybersecurity, operational access controls, guest information protection, operational data security, communication systems integrity, and financial systems protection consistent with professionally coordinated hospitality operations and evolving operational security standards.

The long-term objective of the technology, data, and digital governance structure contemplated under this Section is to establish an operational environment capable of supporting hospitality professionalism, operational continuity, guest relationship development, reporting transparency, organizational adaptability, technology integration, operational scalability, and long-term strategic flexibility while preserving the foundational principles of accountability, continuity, professionalism, transparency, and organizational stability established throughout this Charter.

SECTION VIII

Operational Standards & Guest Experience

Draft Version 1.1

The long-term reputation, operational stability, and hospitality effectiveness of Impala Oceanside Resorts depends heavily upon maintaining consistent operational standards and professionally coordinated guest experience procedures throughout all areas of hospitality execution. The framework contemplated under this Charter recognizes that modern hospitality operations increasingly compete not solely upon accommodations alone, but rather upon responsiveness, communication quality, operational consistency, cleanliness standards, reliability, professionalism, and the overall quality of the guest experience delivered throughout the hospitality lifecycle.

Historically, many smaller seasonal rental environments operated under relatively informal operational structures in which hospitality execution varied significantly depending upon staffing availability, operational coordination, communication consistency, maintenance responsiveness, and unit-level operational practices. However, modern hospitality expectations increasingly require coordinated operational systems capable of delivering reliable and professionally managed guest experiences supported by operational consistency, centralized communication procedures, organized operational workflows, technology integration, and measurable hospitality standards.

Accordingly, the organization shall seek to maintain operational standards designed to support guest satisfaction, hospitality professionalism, operational accountability, organizational consistency, and long-term hospitality credibility throughout all hospitality operations. The purpose of operational standards is not to create unnecessary rigidity or operational bureaucracy, but rather to establish a coordinated hospitality environment capable of supporting reliable guest experiences, operational efficiency, long-term reputation management, and sustainable hospitality performance.

The Hospitality Company shall maintain responsibility for coordinating operational procedures relating to reservations administration, guest communications, arrival coordination, housekeeping management, inspection procedures, operational responsiveness, maintenance coordination, operational technology systems, vendor coordination, and guest support activities necessary to support professionally coordinated hospitality operations throughout the property.

Guest communication standards shall seek to emphasize responsiveness, professionalism, operational clarity, and coordinated hospitality support throughout all phases of the guest experience. Operational communication procedures may include reservation confirmations, arrival instructions, operational guidance, guest support communications, issue resolution coordination, post-departure follow-up procedures, and other guest-facing operational communications reasonably necessary to support hospitality consistency and positive guest experiences.

The organization further recognizes that cleanliness consistency and operational presentation standards materially influence guest satisfaction, online reputation performance, repeat guest activity, pricing strength, and long-term hospitality credibility. Accordingly, housekeeping operations and inspection procedures shall seek to maintain professionally coordinated turnover

standards designed to support cleanliness consistency, operational readiness, inventory accountability, maintenance visibility, and guest presentation quality throughout participating hospitality units.

Inspection procedures may include post-departure inspections, operational readiness verification, maintenance issue identification, inventory review procedures, operational quality oversight, and hospitality consistency evaluations intended to support operational accountability and professionally coordinated guest presentation standards. The purpose of inspection coordination is not solely operational compliance, but rather the preservation of hospitality consistency, operational reliability, and long-term organizational professionalism throughout the property.

Maintenance responsiveness shall also remain a central operational principle throughout the hospitality organization. The framework recognizes that operational responsiveness, timely communication, and coordinated maintenance procedures materially impact guest confidence, operational credibility, hospitality consistency, long-term maintenance preservation, and overall guest satisfaction. Accordingly, operational procedures shall seek to support timely maintenance coordination, operational communication, issue tracking, vendor coordination, and operational response procedures reasonably necessary to preserve hospitality continuity and professionally coordinated operations.

The framework further recognizes that operational professionalism depends heavily upon staffing consistency, operational culture, communication quality, organizational accountability, and coordinated service delivery standards. Accordingly, the organization shall seek to encourage operational professionalism, collaborative problem-solving, responsiveness, accountability, hospitality-oriented service culture, and coordinated operational communication throughout hospitality staffing, operational vendors, and service coordination relationships.

This Charter simultaneously recognizes that operational standards must remain sufficiently adaptable to support evolving hospitality expectations, operational technologies, guest preferences, service enhancements, operational innovation, and long-term hospitality development. Accordingly, operational systems and hospitality procedures may continue evolving over time as organizational requirements, guest expectations, operational technologies, and hospitality best practices continue developing within the broader hospitality industry.

The objective of the operational standards and guest experience structure contemplated under this Section is to establish a hospitality organization capable of supporting operational professionalism, guest satisfaction, hospitality consistency, accountability, organizational efficiency, reputation development, and sustainable hospitality performance within a coordinated hospitality environment.

SECTION IX

Capital Improvements & Approval Authority

Draft Version 1.1

The long-term stability, operational effectiveness, and financial sustainability of Impala Oceanside Resorts depend heavily upon maintaining a clearly defined framework governing capital improvements, operational investments, approval authority, and long-term organizational decision-making throughout the hospitality structure. The framework contemplated under this Charter recognizes that hospitality organizations increasingly require ongoing operational reinvestment, technology modernization, infrastructure improvements, operational enhancements, and strategic capital planning to remain operationally competitive, financially sustainable, and professionally coordinated within an evolving hospitality environment.

Historically, many smaller hospitality and condominium environments operated under relatively informal operational approval structures in which capital decisions, operational expenditures, maintenance responsibilities, and strategic investments were often addressed reactively rather than through coordinated long-term planning frameworks. However, modern hospitality operations increasingly require structured decision-making systems capable of balancing operational responsiveness, financial discipline, ownership protections, organizational flexibility, and long-term strategic adaptability.

Accordingly, the organization shall seek to maintain clearly defined approval structures governing operational expenditures, capital improvements, hospitality modernization initiatives, operational technology investments, maintenance coordination, infrastructure enhancements, and long-term strategic investments affecting the hospitality structure. The purpose of establishing approval authority is not to create unnecessary operational rigidity or bureaucratic delay, but rather to preserve accountability, organizational clarity, financial discipline, and coordinated long-term planning throughout the organization.

The Hospitality Company shall retain operational authority reasonably necessary to support routine hospitality execution, operational continuity, maintenance responsiveness, operational technology administration, vendor coordination, housekeeping support systems, operational repairs, operational workflow management, and other ordinary operational expenditures necessary to preserve professionally coordinated hospitality operations throughout the property. Routine operational authority shall seek to preserve operational responsiveness, guest experience continuity, operational efficiency, and organizational stability without requiring unnecessary governance intervention relating to ordinary hospitality administration.

At the same time, material capital expenditures, significant operational infrastructure projects, major technology platform changes, long-term contractual commitments, structural operational modifications, substantial operational modernization initiatives, and other major expenditures materially affecting ownership obligations, reserve planning, long-term financial commitments, or strategic organizational direction shall remain subject to appropriate governance review and

approval procedures consistent with the broader governance structure established throughout this Charter.

The framework further recognizes that hospitality organizations increasingly require periodic operational modernization and strategic reinvestment to maintain operational competitiveness, guest satisfaction, pricing strength, operational efficiency, technology relevance, and long-term property value preservation. Such investments may include operational technology systems, digital infrastructure improvements, security systems, guest communication platforms, operational automation systems, inspection technologies, operational reporting infrastructure, hospitality branding enhancements, maintenance modernization projects, and other operational improvements reasonably intended to strengthen long-term hospitality effectiveness and organizational sustainability.

Governance leadership shall maintain responsibility for preserving appropriate financial discipline, reserve protection, long-term capital planning oversight, and organizational accountability relating to major financial commitments affecting the hospitality structure. At the same time, the framework recognizes that excessive operational delay, fragmented approval structures, inconsistent operational direction, or unclear authority relationships may negatively impact operational continuity, organizational responsiveness, vendor relationships, strategic planning capability, and long-term hospitality competitiveness.

This Charter further recognizes the importance of balancing operational flexibility with democratic ownership protections throughout the hospitality organization. Accordingly, material expenditures affecting ownership obligations, reserve commitments, significant strategic direction changes, or long-term organizational structure modifications shall seek to preserve reasonable governance oversight and ownership participation protections consistent with the governing principles established throughout this Charter and the broader authority structure established under the Homeowners Association governance framework.

Emergency operational circumstances materially affecting guest safety, operational continuity, property protection, operational systems functionality, or significant hospitality disruption may require temporary expedited operational decision-making authority reasonably necessary to preserve organizational stability, guest protection, operational continuity, and property preservation until ordinary governance review procedures may reasonably occur.

The long-term objective of the capital improvement and approval authority structure contemplated under this Section is to establish an organizational framework capable of supporting financial discipline, operational responsiveness, strategic adaptability, organizational accountability, hospitality modernization, operational continuity, long-term planning stability, and sustainable property value preservation within a coordinated and professionally managed hospitality environment.

SECTION X

Operational Continuity, Transition & Governance Stability

Draft Version 1.1

The long-term stability and sustainability of Impala Oceanside Resorts depends heavily upon maintaining organizational structures capable of preserving operational continuity, governance stability, coordinated transition procedures, and long-term hospitality consistency throughout periods of organizational change, leadership transition, operational restructuring, or future hospitality evolution. The framework contemplated under this Charter recognizes that hospitality organizations frequently experience operational disruption, organizational instability, financial uncertainty, guest dissatisfaction, reputational harm, and long-term strategic fragmentation when continuity planning, transition procedures, and governance protections are not thoughtfully established in advance.

Historically, many smaller hospitality and rental management organizations operated under relatively informal operational structures in which continuity planning, technology transition procedures, operational transfer obligations, reporting continuity, vendor coordination, and guest reservation protections received limited organizational attention until operational disputes or management transitions occurred. However, modern hospitality operations increasingly depend upon integrated operational systems, centralized technology infrastructure, coordinated guest communications, operational data continuity, digital reputation management, vendor relationships, and operational consistency that require significantly greater transition planning and organizational coordination.

Accordingly, the organization shall seek to maintain operational continuity structures designed to preserve stable hospitality operations, coordinated guest experiences, operational professionalism, organizational accountability, and long-term hospitality credibility throughout all phases of organizational development and operational administration. The purpose of continuity planning is not to anticipate organizational conflict or instability, but rather to preserve organizational resilience, operational confidence, guest continuity, strategic flexibility, and long-term operational sustainability within a professionally coordinated hospitality environment.

The Hospitality Company shall seek to maintain operational procedures reasonably necessary to preserve continuity relating to reservations management, guest communications, operational staffing coordination, operational reporting systems, vendor relationships, operational technology systems, housekeeping coordination, inspection systems, maintenance coordination, digital infrastructure administration, and other operational functions materially affecting hospitality continuity and guest experience stability throughout the property.

This Charter further recognizes that long-term organizational stability requires maintaining reasonable transition procedures capable of supporting orderly operational transfers in the event of future organizational restructuring, management replacement, contractual expiration, strategic operational modifications, or other material operational transitions affecting the hospitality structure. Accordingly, future hospitality agreements developed under this Charter shall seek to preserve reasonable operational cooperation obligations relating to operational transition support, reservations continuity, operational reporting transfer, technology coordination, vendor

communication, operational documentation access, and guest continuity protections reasonably necessary to support orderly operational transitions and organizational stability.

The framework simultaneously recognizes that operational continuity increasingly depends upon maintaining stable access to operational systems, guest communication infrastructure, reservation data, operational reporting platforms, digital infrastructure, technology systems, websites, operational analytics, and other operational resources materially affecting long-term hospitality continuity. Accordingly, operational systems and digital infrastructure shall seek to be structured in a manner reasonably intended to preserve organizational continuity, strategic flexibility, operational adaptability, and long-term operational sustainability in the event future operational transitions become necessary.

Governance leadership shall maintain responsibility for preserving long-term organizational stability, contractual oversight, strategic continuity, governance accountability, and coordinated organizational planning throughout the hospitality structure. At the same time, the framework recognizes that hospitality operations require sufficient operational consistency and organizational stability to preserve guest confidence, operational professionalism, staffing continuity, vendor relationships, and long-term hospitality credibility throughout changing operational environments.

This Charter further recognizes the importance of maintaining governance stability throughout the organization. Organizational fragmentation, unclear authority structures, inconsistent operational direction, reactive governance practices, operational politicization, or poorly coordinated leadership transitions may materially undermine operational effectiveness, strategic planning capability, guest experience consistency, organizational confidence, and long-term property value preservation. Accordingly, governance procedures and organizational leadership practices shall seek to emphasize professionalism, coordination, transparency, operational discipline, long-term planning, and organizational accountability throughout the broader hospitality structure.

The organization shall further seek to encourage constructive communication, collaborative problem-solving, operational transparency, strategic planning discipline, and professionally coordinated decision-making throughout governance leadership, ownership stakeholders, and hospitality operations. The framework recognizes that long-term organizational effectiveness depends not solely upon contractual structures alone, but also upon maintaining a culture of professionalism, operational coordination, organizational discipline, and long-term strategic alignment throughout the hospitality organization.

The long-term objective of the operational continuity, transition, and governance stability structure contemplated under this Section is to establish a hospitality organization capable of preserving operational continuity, organizational resilience, governance accountability, strategic adaptability, operational professionalism, guest confidence, organizational stability, and sustainable long-term hospitality effectiveness throughout future organizational development and evolving hospitality conditions within a coordinated and professionally managed hospitality environment.

SECTION X

Long-Term Strategic Objectives

Draft Version 1.1

The long-term objective of Impala Oceanside Resorts is to establish a professionally coordinated hospitality organization capable of balancing operational professionalism, guest satisfaction, ownership alignment, strategic adaptability, financial sustainability, and long-term property value preservation within an evolving hospitality environment. The framework contemplated under this Charter recognizes that hospitality organizations increasingly operate within highly competitive and rapidly changing operational environments influenced by technological advancement, shifting guest expectations, evolving booking behavior, operational automation, digital marketing dynamics, online reputation management, and increasingly sophisticated hospitality operating systems.

Accordingly, the organizational structure established under this Charter is intended not merely to support current hospitality operations alone, but rather to establish a long-term operational foundation capable of adapting responsibly as hospitality practices, operational technologies, guest expectations, and market conditions continue evolving over time. The framework recognizes that organizational flexibility, operational coordination, strategic discipline, and long-term planning capability increasingly represent essential organizational strengths necessary to preserve operational competitiveness and long-term hospitality sustainability.

The organization shall seek to encourage long-term operational professionalism, coordinated hospitality standards, centralized operational systems, guest relationship development, operational transparency, strategic reinvestment, technology integration, and continuous operational improvement throughout all areas of hospitality administration. The purpose of long-term strategic planning is not to pursue unnecessary expansion or organizational complexity, but rather to preserve organizational resilience, operational adaptability, hospitality consistency, and sustainable long-term operational effectiveness within an increasingly sophisticated hospitality environment.

This Charter further recognizes the growing importance of direct guest relationships, operational data visibility, digital infrastructure development, online reputation strength, centralized guest communication systems, and coordinated hospitality branding as increasingly important components of long-term hospitality sustainability. Accordingly, the organization shall seek to support operational strategies reasonably intended to strengthen guest retention, direct booking growth, hospitality consistency, operational coordination, and long-term organizational independence while preserving appropriate governance accountability and ownership protections throughout the broader hospitality structure.

The framework simultaneously recognizes that long-term hospitality success depends heavily upon maintaining alignment between governance leadership, ownership stakeholders, and hospitality operations. Accordingly, the organization shall seek to encourage collaborative long-term planning, operational transparency, strategic discipline, coordinated communication, responsible operational modernization, and organizational accountability throughout the hospitality structure in order to preserve long-term organizational stability and operational effectiveness.

The organization shall further seek to maintain operational systems and governance structures capable of supporting future hospitality evolution without requiring unnecessary organizational disruption or structural instability. Such adaptability may include operational technology upgrades, evolving guest service systems, changing booking strategies, operational process improvements, hospitality modernization initiatives, staffing model adjustments, digital infrastructure enhancements, and other strategic operational developments reasonably intended to strengthen long-term hospitality sustainability and organizational competitiveness.

This Charter recognizes that long-term property value preservation increasingly depends not solely upon physical property maintenance alone, but also upon maintaining operational credibility, hospitality consistency, organizational professionalism, guest satisfaction, operational responsiveness, digital reputation strength, strategic adaptability, and coordinated hospitality execution throughout the broader hospitality organization.

The organizational structure contemplated under this Charter is based upon the principle that certain hospitality functions are most effectively performed on a collective basis. While ownership of individual units remains separate and independent, hospitality functions affecting the reputation, market position, operational efficiency, guest experience, and economic performance of the property as a whole are intended to be conducted through a coordinated operating structure approved by ownership and governance leadership.

The long-term objective of the strategic framework contemplated under this Section is therefore to establish a stable, adaptable, professionally coordinated hospitality organization capable of supporting operational excellence, governance accountability, organizational resilience, strategic flexibility, sustainable hospitality growth, and long-term property value preservation within a unified and professionally managed hospitality environment.

SECTION XI

Conclusion & Foundational Intent

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This Hospitality Services Operating Charter is intended to function as a foundational organizational framework designed to guide the long-term development, coordination, governance, and operational structure of Impala Oceanside Resorts within an evolving hospitality environment. The purpose of this Charter is not to serve as a finalized legal agreement, nor to establish inflexible operational requirements incapable of adapting to future organizational needs, operational developments, or changing hospitality conditions. Rather, the purpose of this Charter is to establish the foundational governance principles, operational philosophy, organizational structure, accountability standards, and long-term strategic direction upon which future hospitality agreements, operational procedures, governance policies, and organizational planning may ultimately be developed and formalized.

The framework contemplated throughout this Charter recognizes that modern hospitality operations increasingly require coordinated organizational structures capable of balancing operational professionalism, governance accountability, ownership protections, strategic adaptability, financial transparency, operational continuity, technology integration, and guest experience consistency within a unified hospitality environment. Accordingly, the organizational principles established throughout this Charter are intended to support long-term organizational stability, operational coordination, sustainable hospitality performance, and professionally managed hospitality execution throughout future organizational development.

This Charter further recognizes that hospitality organizations function most effectively when governance leadership, ownership stakeholders, and hospitality operations remain aligned around shared long-term objectives emphasizing professionalism, transparency, accountability, operational consistency, guest satisfaction, organizational stability, and long-term property value preservation. The framework therefore seeks to establish not merely operational structure alone, but also an organizational philosophy intended to support disciplined governance, coordinated hospitality execution, responsible operational modernization, and sustainable long-term hospitality effectiveness.

The long-term success of the hospitality organization contemplated under this Charter will ultimately depend not solely upon contractual language, operational systems, technology platforms, or governance structures alone, but rather upon the organization's continued commitment to professionalism, coordination, strategic discipline, operational accountability, collaborative leadership, and long-term organizational stewardship throughout all aspects of hospitality administration and governance oversight.

Accordingly, this Charter is intended to serve as the foundational operating framework and organizational reference structure upon which future hospitality agreements, operational standards, governance procedures, financial structures, reporting systems, and long-term strategic planning initiatives may continue evolving in support of a coordinated, professionally managed, and operationally sustainable hospitality organization.

Impala Oceanside Resorts
Hospitality Services Operating Charter

The objective of this Charter is not merely to establish a management structure for today, but to preserve and strengthen North Island as a unified hospitality destination for future generations of owners.