



Frequently Asked Questions (FAQ)
Shell Mountainside Lodge
June 26, 2025

On January 24, 2025, BDO Canada Limited (“**BDO**”) was appointed as administrator (in such capacity the “**Administrator**”) of all present and future assets, undertakings and property (collectively, the “**Property**”) of SVC-Mountainside ULC (“**ULC**”) and Shell Owners Association – Pacific (“**SOAP**”, and together with ULC, the “**Petitioners**”) by order (the “**Appointment Order**”) of the Supreme Court of British Columbia (the “**Court**”) pursuant to section 39 of *Law and Equity Act*, R.S.B.C. 1996, c. 253, as amended.

Pursuant to an amended and restated order of the Court dated May 8, 2025 (the “**A&R Appointment Order**”), the Administrator’s role transitioned to: (i) a court-appointed receiver (in such capacity the “**Receiver**”) of the Purchased Assets (as defined below) effective as of May 8, 2025 to facilitate the closing of the Transaction (as defined below), and (ii) a Receiver of all of the Property effective as of May 27, 2025.

On May 8, 2025, the Court also granted an approval and vesting order (the “**AVO**”) approving the sale of the Petitioners’ interest in the strata lots and certain chattel property contained therein which comprised the Shell Mountainside Lodge (the “**Purchased Assets**”) to Executive Hotels (the “**Transaction**”). The Receiver closed the Transaction on May 30, 2025.

Members (as defined below) of the Shell Mountainside Lodge may have questions with respect to updates and next steps related to the receivership proceedings. Below is a list of Frequently Asked Questions that intend to be responsive to questions that have been raised to date by certain Members.

2025 Maintenance Fee Refunds

1. When will I receive the refund of my 2025 maintenance fees?

In the event that you are unable to use your right-of-use entitlement at the Shell Mountainside Lodge due to the Transaction with Executive Hotels, the Receiver will refund eligible 2025 maintenance fees that relate to any unused portion of the year, excluding any interest or penalties, if applicable.

For members of Mountainside Lodge Members Association (“**MLMA Members**”), refunds are anticipated to be issued within the next 2 to 3 weeks. Efforts will be made to issue refunds to applicable MLMA Members using the same payment method originally used by MLMA Members to pay their 2025 maintenance fees. MLMA Members that made payments using a credit card should expect a refund to the same credit card used. All other refunds will be issued by cheque to the last known address. Refunds will be processed by Wyndham Resort Development, an affiliate of the Petitioners.

For members of SOAP (“**SOAP Members**” and collectively with MLMA Members, “**Members**”), the Receiver continues to investigate which SOAP Members may be entitled to a refund for 2025 maintenance fees. As this investigation remains ongoing, 2025 maintenance fee refunds for SOAP Members will be processed at a later date.

2. Why is there a delay in issuing the 2025 maintenance fee refunds to SOAP Members?

A SOAP Member’s timeshare purchase agreement provides for several options with respect to how timeshare points may be utilized by a SOAP Member. The Receiver is currently investigating the status of various types of issued points associated with SOAP Member accounts and is in the process of assessing eligibility of refunds for each type of issued point category.



3. I pay my fees in monthly instalments. Will I continue to be charged my monthly bill?

No. Monthly billings will not continue. The Receiver is reviewing the Petitioners' books and records to determine which Members may be entitled to refunds (or have balances owing) in the event overbilling occurred after the completion of the Transaction.

Claims Process

4. What is the status of the development of the claims process?

The Receiver is in the process of developing a claims process, which will be subject to Court approval before being implemented. The claims process is intended to identify claimants and quantify claims against the Petitioners. The details of the claims process will be communicated to all known claimants, including Members, as soon as possible.

5. How much money will a claimant receive?

The distribution of sale proceeds and other asset recoveries is yet to be determined. A claims process will be conducted to identify claimants and quantify their claims. Any distributions will be subject to Court approval and will be made to stakeholders in accordance with their respective priorities pursuant to applicable law.

6. Do I need to retain legal counsel to make a claim?

Any claimant is entitled to retain legal counsel if they think it will assist in preparing their claim. However, representation by legal counsel will not be required to submit a claim through the claims process and the claims process will be designed to be user-friendly. Members will receive detailed instructions on how to submit a claim in due course.

7. When will the claims process start?

As the Receiver is in the process of developing a claims process, definitive timelines have not yet been established, however the Receiver currently anticipates seeking Court approval of its proposed claims process towards the end of Summer or early Fall 2025. The claims process timelines will be communicated to Members once available.

SOAP Members

8. What is happening to my membership with Shell Vacations Club?

The Shell Vacation Club membership program was not administered by the Petitioners.

The Receiver has been informed that SOAP Members do not need to take any action to end their Shell Vacation Club membership if the Shell Mountainside Lodge represented their only location in the Shell Vacation Club program.

SOAP Members with questions on their individual Shell Vacations Club membership will need to contact Shell Vacation Club for further assistance at 877-743-5510 (within the US and Canada).

9. What is happening with my Home Club Points?

The Receiver has been communicating with the Petitioners and Shell Vacations Club to understand the type of points issued and options available to use each point type, if any, under a SOAP Member's timeshare purchase agreement now that the Transaction has been completed. We understand outstanding points include:

- Allocated Points – The annual points issued for a usage year;



- Banked Points – Unused Allocated Points which were banked and available for use in the following usage year;
- Borrowed Points – Allocated Points from a future usage year issued in the current usage year; and
- Third-Party Points – Allocated Points which have been transferred into a vacation program operated by a third-party, including the RCI Program and Interval International.

Not all issued and unutilized points under a SOAP Member's timeshare purchase agreement may be eligible for a refund, and may instead form a claim to be quantified and administered in the claims process. The Receiver continues to investigate this matter and will circulate details on the treatment of the various point categories in due course.

Amounts Owning by Members to the Petitioners

10. What happens if I have amounts owing to the Petitioners?

The Receiver is in the process of reviewing the Petitioners' books and records to determine which Members have delinquent account balances. The Receiver anticipates developing a collection process to coordinate payment of amounts owing by Members to the Petitioners. Details of any collection process will be presented to the Court and Members with delinquent account balances will be contacted by the Receiver to resolve their account balance in due course.

11. If I have a delinquent account balance will I receive a refund for 2025 maintenance fees?

Members with a reported delinquent account balance will not be eligible for a refund at this time. In the event a Member has a delinquent account balance and may also be eligible for a refund of 2025 maintenance fees, the Receiver anticipates resolving this as part of the claims process or the collection process, as applicable.

Communications

12. I would like to receive information on what is happening with the Shell Mountainside Lodge.

All information related to the Shell Mountainside Lodge proceedings will be posted to the Receiver's case website (<https://www.bdo.ca/services/financial-advisory-services/business-restructuring-turnaround-services/current-engagements/mountainsidelodge>).

The Receiver will also maintain email distribution lists to notify members of reports filed and any upcoming Court applications in these proceedings. The Receiver will circulate FAQs periodically to answer common questions.

Dedicated email addresses are available for direct questions from stakeholders. The email addresses are:

For SOAP Member inquiries: BDO-MountainsideSOAP@bdo.ca

For MLMA Member inquiries: BDO-MountainsideMLMA@bdo.ca

13. How can I receive materials filed with the Court?

The Receiver will post materials related to the receivership proceedings to the Receiver's case website, including Court issued materials and orders.

You may also complete and submit a Demand for Notice to be served with any future Court application or other materials. A Demand for Notice is available on the Receiver's case website using the following link: [Demand for Notice](#)



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