



Frequently Asked Questions (FAQ)
Shell Mountainside Lodge
September 5, 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 a court-appointed receiver (in such capacity the “**Receiver**”).

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. What is the status of 2025 maintenance fees refunds?

In the event that you are unable to use your right-of-use entitlement at the Shell Mountainside Lodge due to the closure and sale of the Shell Mountainside Lodge, 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 were issued over the course of July and August 2025. Certain MLMA Members’ accounts require further investigation by the Receiver and refunds have not been issued for those accounts at this time. Reasons for further investigation may include a delinquent balance on the account or other unique situations. Once the investigations are completed, the Receiver will issue eligible refunds.

For members of SOAP (“**SOAP Members**” and collectively with MLMA Members, “**Members**”), due to the complexity of the timeshare purchase agreement providing for several options with respect to how SOAP Members may utilize their timeshare points, the Receiver, together with the Petitioners, requires additional time to verify payment status and to investigate which SOAP Members may be entitled to a refund for 2025 maintenance fees. The investigation is ongoing; at this time, it appears that the number of SOAP Members and the dollar value of qualifying refunds is higher than initially reported to and approved by the Court. As such, the Receiver may need to seek Court approval for the increase prior to issuing the SOAP Member refunds. The Receiver will continue to keep Members apprised on the status of processing refunds.

2. 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 that overbilling occurred after the closure and sale of the Shell Mountainside Lodge.

Members are not required to continue monthly instalment payments unless the Receiver has directed that the Member do so in order to pay delinquent account balances, or where Members obtained the full benefit of their right-of-use entitlement before the closure and sale of the Shell Mountainside Lodge but have not paid all of their monthly 2025 maintenance fees.



Claims Process

3. What is the status of my contract with the Shell Mountainside Lodge?

All of the assets of the Shell Mountainside Lodge were sold pursuant to an Approval and Vesting Order and the business has ceased operations, effectively terminating the interests of Members in the Shell Mountainside Lodge. Any claims against the Shell Mountainside Lodge attach to the proceeds of sale and any other asset recoveries the Receiver is or will hold in respect of the Shell Mountainside Lodge. The Receiver does not intend to deliver any formal confirmation to Members that their interests have terminated as a result of the Approval and Vesting Order.

4. What is the status of developing the Member claims process?

The Receiver is developing a Member claims process and assessing the methodologies that may be used for quantifying the Members' claims arising from the Approval and Vesting Order and the sale approved thereunder. The Receiver is consulting with its legal counsel and damage claim quantification professionals to develop fair and reasonable claim quantification methodologies. The Receiver will report to and seek Court approval of the Member claims process in due course. The Member claims process timelines and procedures will be communicated to Members once available.

5. How much money will a claimant receive?

The amount of each Member's claim will be determined by the Receiver as part of developing the Member claims process, and will be communicated to each Member. The actual amount to be distributed to each Member or other claimant from the sale proceeds and other asset recoveries will only be determined after the Receiver completes the necessary claims processes and the final amount of all claims are known. In addition to Member claims, a separate claims process will be conducted to identify any non-Member claimants (i.e. Canada Revenue Agency) and to quantify their claims. All claimant distributions will be subject to Court approval and will be made to stakeholders in accordance with their respective priorities pursuant to applicable law.

SOAP Members

6. 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 the only location in the Shell Vacation Club program for which a SOAP Member was entitled to stay.

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

7. 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 timeshare points issued to SOAP Members. The Receiver understands that the timeshare 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, which were immediately used; 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.

Timeshare points will be treated by the Receiver as follows:

- Allocated Points – Payments for Allocated Points which were made after January 2025 may be eligible for refund if a SOAP Member was unable to use their right-of-use entitlement and the SOAP Member is not otherwise delinquent in amounts owing to the Petitioners.
- Banked Points – Banked Points will not be eligible for refund. Banked Points may form a claim to be administered as part of the Member claims process described above.
- Borrowed Points – All Borrowed Points have been used by the respective SOAP Member. The Receiver will be coordinating payment from applicable SOAP Members for any amounts owing for unpaid Borrowed Points.
- Third-Party Points – Points that have been transferred into a vacation program operated by a third-party, including the RCI Program and Interval International, are not eligible for a refund or claim in the receivership. SOAP Members with Third-Party Points should contact the respective vacation program(s) to discuss the usage of their Third-Party Point balances.

8. How do I access my Third-Party Points?

The Receiver is unable to provide information respecting the Third-Party Points administered by third-party vacation programs, including the RCI Program and Interval International. SOAP Members should contact representatives of these third-party vacation programs or a Shell Vacation Club representative for guidance on how to access and utilize their Third-Party Point balances.

Amounts Owing by Members to the Petitioners

9. 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. Members with delinquent account balances will be contacted by the Receiver to resolve their account balance in due course. Any amounts owing to the Petitioners will be deducted from any refund owing to the applicable Member for eligible 2025 maintenance fees refunds.

Communications

10. 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

11. 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](#).

DISCLAIMER: This FAQ is designed to answer certain basic questions that Members may have in respect of the receivership proceedings, but Members should not treat the contents of this FAQ, or any information provided in connection with it, as legal advice. No representation or warranty (whether express or implied) is made by the Receiver, or any of its directors, officers, agents or employees as to the accuracy, completeness or reasonableness of the information, statements, opinions or matters (express or implied) arising out of, contained in or derived from this FAQ or provided in connection with it, or any omission from this FAQ. The Receiver reserves the right to update, amend or supplement the information at any time in its absolute discretion (without incurring any obligation to do so). You acknowledge and agree that neither the Receiver, or any of its affiliates, shareholders, directors, officers, employees, advisors or agents shall be liable in any manner whatsoever for this FAQ or any information contained herein, and disclaim all responsibility for the consequences of any person acting, or refraining from acting, in reliance on this FAQ.