



Frequently Asked Questions (FAQ)
Shell Mountainside Lodge
September 18, 2026

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 the *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) may have questions with respect to updates and next steps related to the receivership proceedings. Below is a list of Frequently Asked Questions that is intended to be responsive to questions from Members.

Court Hearing

1. When is the next Court appearance?

The Receiver has scheduled a Court hearing for September 25, 2026 at 10:00 a.m. (Vancouver Time). Materials related to this Court appearance have been circulated to the Service List and will be posted to the Receiver's case webpage, in advance of the scheduled hearing.

2. What is being discussed at the next Court hearing?

The Receiver will be attending at Court to seek approval of the following:

- For members of the Mountainside Lodge Members Association ("**MLMA Members**") and members of SOAP ("**SOAP Members**" and collectively with MLMA Members, "**Members**"), a reverse claims process (the "**Member Claims Process**") specifically for claims of Members in connection with their loss of use of the Shell Mountainside Lodge;
- A traditional claims process for all non-Member creditor claims against the Petitioners (the "**Non-Member Claims Process**");
- The appointment of Borden Ladner Gervais LLP ("**BLG**") as representative legal counsel on behalf of the Members;
- The formation of a committee of representatives of SOAP Members (the "**SOAP Advisory Committee**") and the existing committee of representatives of MLMA Members (the "**MLMA Advisory Committee**", and together with the SOAP Advisory Committee, the "**Member Advisory Committees**"), to represent the interests of Members; and
- Other approvals customary in the reporting of court-appointed receivers, including interim statements of receipts and disbursements as well as the accounts of professionals.

3. Will there be a web-broadcast to view the Court hearing virtually?

No. There will not be any web-broadcast (i.e. a broadcast similar to a YouTube viewing link) of the Court hearing. In the days leading up to the hearing, the Court will advise the Receiver whether parties may appear and participate in the hearing remotely via Zoom. The Receiver will post an update on the case webpage regarding the status of remote appearances, in advance of the hearing.



4. What will happen after the Court hearing?

The Receiver will circulate a communication after the Court hearing advising Members of the outcome.

Instructions, deadlines and other information pertinent to the outcome of the Court hearing, including with respect to the claims process, will be circulated at that time. Members are encouraged to monitor their emails or check the Receiver's case webpage (www.bdo.ca/mountainsidelodge) in early October 2026 for updates on the receivership proceedings.

Claims Process

5. How do Members file a claim?

The Receiver has engaged an agent (the “**Claims Support Agent**”) to create a user-friendly online portal (the “**Claims Portal**”) designed to allow Members to efficiently review, update (if needed) and submit their Member Claim.

While Members will be strongly encouraged to use the Claims Portal to maximize efficiency, Members may alternatively submit written copies of their Member Claim. The relevant details will be included in the Member Claims Process Order and Schedules.

Detailed instructions, including important deadlines, on how to participate in the Member Claims Process will be circulated to Members following Court approval of the Member Claims Process. Every Member who wishes to participate in the Member Claims Process must respond by the applicable deadline.

The Member Claim Quantification Methodology (as defined below) has not yet been finalized and will not be considered by the Court at the September 25, 2026 hearing. The Receiver will return to Court at a later date to seek approval of the Member Claim Quantification Methodology.

Member Claim Quantification Methodology

6. Who is advocating for the interests of Members?

The Receiver is an independent, neutral party acting as the ‘eyes and ears’ of the Court, responsible for administering the receivership proceedings in accordance with the Court's orders. The Receiver's role does not include advocating for the interests of one party over another.

Throughout these proceedings, the Receiver has consulted with the MLMA Advisory Committee, which is comprised of five (5) volunteer MLMA Members who act as a representative body for the interests of all MLMA Members.

SOAP does not have a similar advisory committee. As such, to date the Receiver has not been able to consult with a representative body of SOAP Members. As part of the Receiver's FAQ released on April 27, 2026, the Receiver solicited interest from SOAP Members to volunteer to join a SOAP Advisory Committee. Three (3) SOAP Members have volunteered to join a SOAP Advisory Committee, subject to Court approval at the hearing on September 25, 2026.

7. What is ‘representative legal counsel’?

Representative legal counsel (commonly referred to simply as ‘rep counsel’) refers to the appointment of a single legal counsel to represent a group of parties with similar interests.

Following discussions with the Receiver on the purpose and objectives of representative legal counsel, the MLMA Advisory Committee supports the appointment of BLG as representative legal counsel on behalf of the MLMA Members.



Given the Receiver's view that the interests of the Members are aligned, the Receiver recommends that BLG also be appointed as representative legal counsel for SOAP Members, such that there will be a single representative counsel in respect of all Members. Subject to required approvals, BLG's reasonable fees and disbursements will be paid from the sale proceeds held by the Receiver.

8. What happens after the appointment of representative legal counsel?

Representative legal counsel will engage with the Member Advisory Committees and other relevant stakeholders regarding the Member Claims Process and the methodology for quantifying each Member Claim (the "**Member Claim Quantification Methodology**") and, if possible, negotiate a settlement or resolution on behalf of MLMA Members and SOAP Members, as applicable, in respect of the methodology. In the event a settlement or resolution cannot be mutually agreed upon, the Receiver would ask the Court to determine the appropriate Member Claim Quantification Methodology to be used in the circumstances of this case, and representative legal counsel would represent the Members' interests in such proceedings.

The Receiver will continue to communicate with the relevant stakeholders and assist with resolving, if possible, any disagreement as to the appropriate Member Claim Quantification Methodology.

SOAP Member Matters

9. What is the status of 2025 points fee refunds for SOAP Members?

The Receiver has been unable to assemble transaction details to confirm whether annual 2025 point fees were paid by SOAP Members and directed to the SOAP bank account(s). The Receiver is unable to issue refunds to SOAP Members without documentation supporting such refunds.

The Receiver intends to use the Member Claims Process to gather and verify information relevant to potential SOAP Member refunds. Instructions regarding the information a SOAP Member must provide to assert a refund claim will be circulated as part of the Member Claims Process. Any SOAP Member refunds will remain subject to Court approval at a later date.

10. How will Member Claims reflect my unused SOAP points?

The Member Claims for SOAP Members will include an amount reflecting the value of any unused points. SOAP Members will be able to assert a claim in respect of unused 'allocated' points or 'banked' points.

SOAP Members are not eligible to assert a claim in respect of points transferred into a third-party vacation program, including the RCI Program and Interval International, as part of their Member Claim.

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.