

An Upgrade for Your Unit

INTRODUCING AVEDA AMENITY PRODUCTS

Hi there,

I hope you're doing well. I'm reaching out with some exciting news about an upgrade we're rolling out across your unit at Summit Hospitality.

Starting in late April, we will be transitioning to **Aveda professional amenity products** in all units we clean. This is part of our ongoing commitment to providing guests with a premium, consistent experience and to environmental sustainability — and it's something we're really proud to be bringing to your property.



What's Changing

We will be installing wall-mounted Aveda product dispensers in the bathroom(s) of your unit. These replace the current individual product bottles with a clean, built-in system that looks great and ensures products are always stocked for guests. **No screws required** — the brackets are 3M taped only.

- ✓ Mounting dispenser brackets in each bathroom (approx. 4 per standard bathroom)
- ✓ Aveda products included: shampoo, conditioner, body wash, and body lotion
- ✓ Install time: approximately 10 minutes per unit — completed during a non-guest window
- ✓ Full product details in the Aveda spec sheet attached to this email



HOW THE DISPENSERS LOOK ONCE INSTALLED

A Note on Hand Soap

Units currently using our standard wall-mounted dispensers will be transitioned to **Method foaming hand soap**, which pairs beautifully with the Aveda range and has been chosen specifically for its quality and guest-friendly formula. If your unit has custom or owner-supplied soap dispensers, those will remain unchanged and we'll continue providing the liquid hand soap as usual.

If you have custom dispensers and we haven't already noted this, please let us know in the form linked below so we can make sure we get this right for your specific unit.

Billing

\$15 / bracket

Bracket installation is billed as a one-time misc service charge of **\$15 per bracket** — so a standard 4-bracket bathroom is \$60. This will appear on your monthly invoice.

Once installed, Aveda product **restocking is included** in our regular service — no additional charge.

Installation Schedule

WEEK 1

May 4 – 8

WEEK 2

May 11 – 15

Installations are completed during windows when your unit is not occupied. If you have scheduling concerns or know your unit will be occupied during these windows, please note this on the approval form below.



Aveda product spec sheet

Attached to this email · 2 pages

ACTION REQUIRED

Click the button below to approve or decline.

Please respond via the secure form — not by replying to this email — so your decision is recorded against your unit. Takes about 30 seconds on desktop or mobile.

APPROVE OR DECLINE →

Three options: **Approve**, **Decline**, or **Contact me**.

Have a general question about the transition that isn't about your approval? Call or email us — we're happy to walk you through it.

hello@summithospitality.ca · [604-932-2001](tel:604-932-2001)

We're really looking forward to this upgrade and believe it will meaningfully enhance the guest experience in your unit. Thank you, as always, for your trust in Summit Hospitality.

Warm regards,

Kelvin Peters

Owner, Summit Hospitality