

March 2024

NAUPAKA KOHALA COAST, HAWAII

👋 INSPIRATO



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## Disclaimer

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This presentation includes certain key performance metrics, such as Active Subscriptions, Average Daily Rates (ADRs) and Total Nights Delivered. Inspirato's management uses these key performance metrics to evaluate our business, measure our performance, identify trends affecting our business, formulate business plans and make strategic decisions. Our key performance metrics may differ from estimates published by third parties or from similarly titled metrics of other companies due to differences in methodology.



# Company Overview

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FLORA GRAND CAYMAN, CAYMAN ISLANDS

## ME INSPIRATO

We inspire lasting memories and relationships by enriching the way our members experience the world

**Key Statistics** 

\$275 - \$305mm 2024e Total Revenue

(\$15) - \$5mm2024e Adj. EBITDA Loss

~585 Controlled Accommodations (as of 12/31/23)

~185,000 Total Nights Delivered (2023)

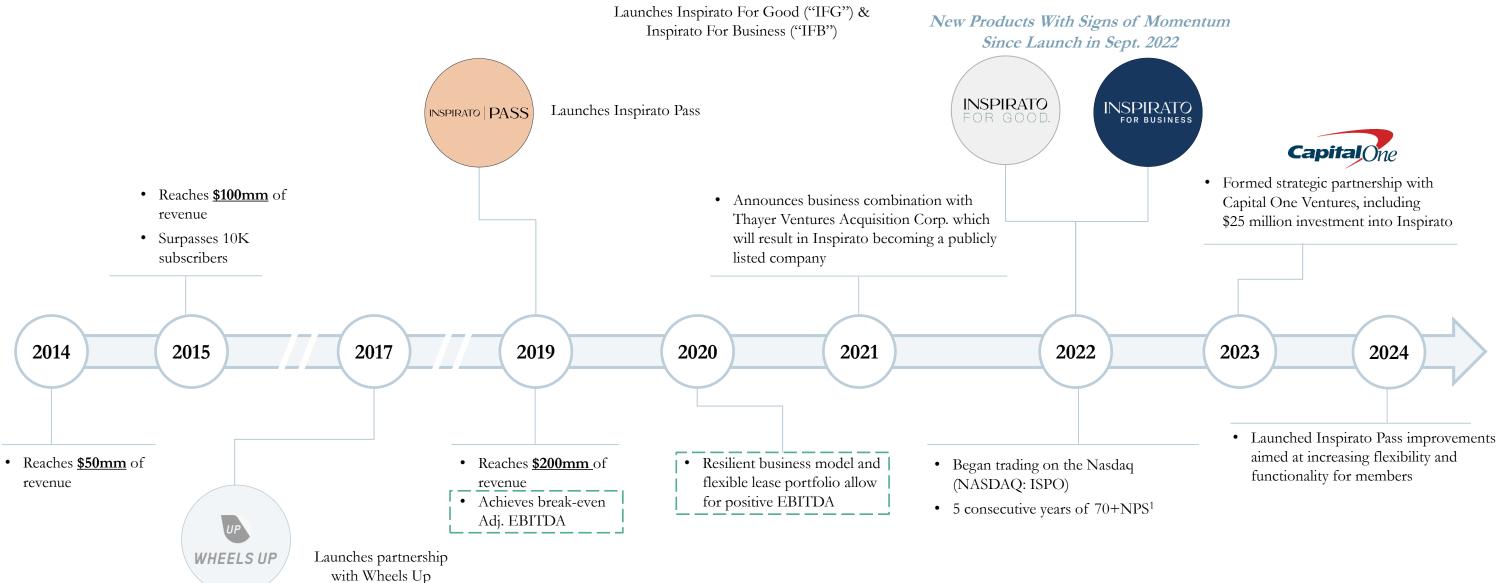
### ~13,800

Active Subscriptions (as of 12/31/23)

### \$1,825

Paid Residence ADR (2023)

# Track Record of Innovation









# The Inspirato Platform



March 2024

(1) As of 12/31/23. Hotels include leased room within our managed and controlled portfolio and net rate options with our hotel partners.

#### WITH END-TO-END SERVICE:



Inspiration



Personal Advisor

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	$\times$	







#### Beneficial to Travelers and Hospitality Partners

# Core Offerings

### THE **INSPIRATO** - CLUB -

Inspirato Club members have access to the full Inspirato Collection of exclusive homes, hotels, resorts, and experiences by paying members-only nightly rates when they travel. They also receive first-class, personalized service from a team of hospitality experts-from pre-trip planning to an on-site concierge.

- Pay members-only nightly rates as they travel
- Have the ability choose specific destinations, accommodations, and dates from the full Inspirato Collection of homes, hotels, and experiences
- Access to incredible value with Jaunt, featuring weekly discounts

INSPIRATO PASS.

Inspirato Pass members can choose from a list of 1+ million trips in 450+ properties with check-in dates from two to 365 dates away. Includes all the benefits of the Inspirato Club, plus the flexibility to choose how many Pass Trips to take each year through annual dues that includes nightly rates, taxes, and fees.

- Inspirato Pass members enjoy all the benefits of the Inspirato Club, plus the flexibility to choose how many Pass Trips to enjoy each year
- Access to incredible value with Jaunt, featuring weekly discounts \* NEW \*
- Ability to book with Flex Days, a premier tool to book last minute high-value \* NEW \* trips to tens of thousands of locations

Annual dues: \$30,600 per year ~2,200 members<sup>1</sup> ~2,500 Pass Subscriptions

Annual dues: \$7,800 per year ~10,600 members<sup>1</sup> ~11,300 Club Subscriptions



# Redefining Customer Acquisition Cost

**Revenue Generating** 













- Philanthropic partnerships aimed at accelerating charitable • fundraising and increasing brand awareness among qualified prospects
- Membership package bundled with vacations to Inspirato's luxury • residences and hotel suites
  - $\sim$  3,000+ packages sold in 2023
- ~10 million of total sales in 2023

- B2B platform geared toward incentive programs, retention initiatives and corporate benefit packages
- Custom-made, flat-rate travel packages inclusive of pre-determined ٠ number of trips and Inspirato Club access
- ~15 million of total sales in 2023 •

#### Highly-Qualified, Pre-Screened Prospects



FOR BUSINESS

# Exclusive Portfolio of Unique Luxury Residences







Mountain



SONOMA

TUSCAN



















March 2024



# Premier Hotel Partnerships

- Hotel partnerships expand breadth of portfolio while increasing wallet ٠ share of member travel
  - Lease agreements offer dedicated rooms, suites and penthouses under Inspirato control
  - Net rate agreements provide members access to 5-star hotels around the world
- Complimentary alternative to residence-based travel ٠
  - More urban destinations
  - Lower ADRs
  - Shorter booking windows —
  - Fewer bedrooms —
- Hotel travel accounted for  $\sim 40\%$  of Total Nights Delivered in 2023 ٠

Inspirato SoHo at The Dominick NYC, NY

Big Island, HI





# Bespoke Travel & Inspirato Only Experiences

### **Bespoke Travel**

Turn almost any trip you imagine, anywhere in the world, into an Inspirato custom vacation

Inspirato members work with Bespoke travel designers to receive personalized, allinclusive itineraries that match their vacation vision.



Italy



East Africa

"I just wanted to thank you and the entire Bespoke team for planning, executing, and delivering a trip of a lifetime! It was truly amazing, down to the last detail, and anytime we had to course correct, the local experts were there. Every detail of this trip was flawlessly planned and executed.

### **Inspirato Only Experiences**

One-of-a-kind boutique <u>experiences</u>—from safaris to sporting events—with exclusive itineraries and behind-the-scenes access

Inspirato members set off on incredible adventures around the globe, enjoying exclusive itineraries and behind-the-scenes access travelers can't get anywhere else.

French and **Italian Rivieras** Yacht Cruise 2024



The 150th Kentucky Derby 2024



# White-Glove Hospitality from Start to Finish

#### **Before Booking**

Inspirato grants members access to a dedicated Care team of inhouse travel experts who help them find and book the perfect vacations



#### **Dedicated Care Team**

These in-house travel advisors get to know member's individual preferences, travel habits, and more. They can recommend trips, notify members about new accommodations, place a hold on homes and eventually book vacations.



**Explore Bespoke Custom Travel** 

This team of experts can turn any trip members can imagine, anywhere in the world, into an Inspirato vacation with a tailor-made itinerary handcrafted for each individual member.

#### **Before Arrival**

Inspirato expert teams will handle all of a member's trip logistics, from start to finish



Plan Itinerary

Inspirato expert Destination Planners handcraft each trip itinerary, always taking into account the most up-to-date destination information. These locals live indestination and know all the insider tips and top recommendations. They'll make a member's dinner reservations, arrange excursion transportation, and more.



#### **Book Flights**

Inspirato travel experts can book members flights, select preferred seats and flight times, and enter frequent flier number so members still earn miles. Experts will find the best available price—even for vacations members are not taking with Inspirato.



#### **Complete Pre-Arrival Grocery Order**

Members enjoy a well-stocked refrigerator and pantry, thanks to pre-arrival grocery delivery. Destination Concierge will deliver and put away groceries before members step foot inside-at no extra delivery charge.

Destination Concierge is an on-site hospitality expert who ensures members trips go smoothly. This service is included with every stay at an Inspirato home

Destination Concierge give members an in-depth tour, manage trip logistics, and check in daily. Inspirato also offers remote check-in and checkout if members prefer a contactless experience.

Housekeeping is included with each Inspirato stay. With The Inspirato Clean Vacation Commitment, Inspirato has enhanced its already-robust housekeeping protocols and stocked its homes with face masks and disinfectant wipes.

Call or text Destination Concierge, who are standing by to offer assistance. These helpful experts can also book on-the-fly dinner reservations, schedule excursions, and manage other staff, including housekeeping, pool maintenance workers, and more.

### **During Trip**



#### Meet Destination Concierge



#### **Enjoy Daily Housekeeping**



#### Call or Text at Any Time



# Business Highlights

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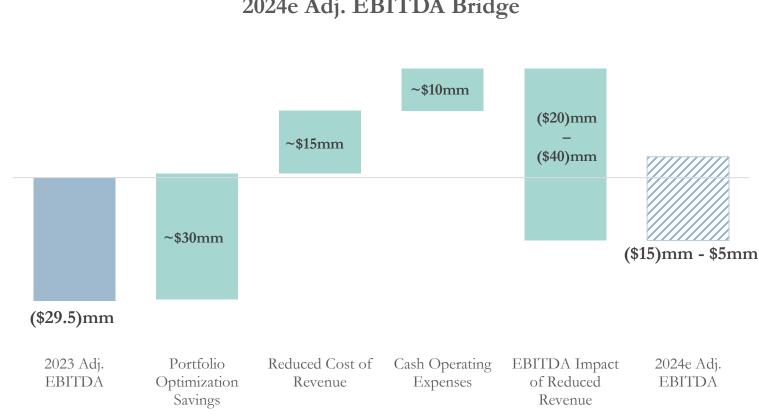
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FLORA GRAND CAYMAN, CAYMAN ISLANDS

# Committed to Returning to Profitability in 2024

- Primary focus of 2024 is to continue on path to profitability
  - 2024e Adjusted EBITDA range of (\$15) \$5 million —
- Positioned to capture significant operating efficiencies in 2024
  - Anticipate  $\sim$  \$30 million of year-over-year savings related to reduced lease expenses and associated fixed costs
  - Intense focus on travel mix expected to contribute to — ~\$15 million year-over-year decline in booking and variable expense
  - Expect total cash operating expenses between \$115 \$125 million (~\$10 million improvement year-over-year)
- Dedicated to maintaining industry-leading NPS scores •
- Total revenue expected between \$275 \$305 million
  - Year-over-year decrease due to less anticipated Pass subscription revenue and reduced ADRs



#### 2024e Adj. EBITDA Bridge

(1) Cash operating expenses includes general and administrative, sales and marketing, technology and development and operations expense, while excluding stock-based compensation from general & administrative expense.

# Highly Attractive Member Demographic

13,800 13,000 14% **86%** Q1 '21 Q2 '21 Q3 '21 Q4 '21 Q1 '22 Q2 '22 Q3 '22 Q4 '22 Q1 '23 Q2 '23 Q3 '23 Q4 '23

**Active Subscriptions** 

Club Pass

- Complementary suite of products and multiple price points offer recurring revenue and ability to attract and retain new and existing subscribers
- Solid member-base including ~13,800 Active Subscriptions ٠
  - ~11,300 Inspirato Club subscriptions
  - ~2,500 Inspirato Pass subscriptions
  - 75+% of members have net worth of more than \$1 million<sup>1</sup>
- Anticipate improved Club retention due to focus on longer-term contracts ٠
  - $\sim$ 75% of 2023 Club sales were for 2+years
  - Expect YE24 Club memberships at similar level to YE23
- Improved Inspirato Pass functionality in February 2024 by increasing ٠ flexibility of booking
  - Shifted focus from new Pass sales to increased travel revenue per member in 2023 due to high CAC and low profitability profile of Pass cohort
  - Expect Pass members to decrease at comparable levels in 2024 as 2023

# **Residence Travel**

- Delivered ~112,000 residence nights in 2023 (72% occupancy) •
  - 55% of total nights were Paid nights —
  - Average ADR of \$1,825 —

- ~450 Controlled Residence Accommodations as of 12/31/23 •
  - Initiated portfolio optimization efforts in 2023 to right-size supply and demand balance
  - Reduced residence availability in 2024 expected to result in significant lease expense savings

- Anticipate similar residence revenue in 2024 •
  - Anticipated 10-15% increase of paid nights delivered to be offset by expected 5-10% decrease in residence ADRs



# **Hotel Travel**

- Delivered ~73,000 hotel nights in 2023
  - ~45% / 55% split between leased and net rate rooms
  - ~55% of leased nights were Paid nights
  - Average Hotel ADR of \$935 —
- Provide access to 250+ hotel and resort partners •
  - ~140 Leased Hotel Accommodations as of 12/31/23 —
  - Initiated portfolio optimization efforts in 2023 —
  - Reduced leased hotel availability in 2024 expected to result in meaningful lease expense savings
- Anticipate 5-10% decrease in hotel revenue in 2024 •
  - Reduced leased availability expected to contribute to fewer paid hotel nights
- Hotel partnerships offer ability to increase wallet share of member travel with flexibility to mitigate risk and test new markets



# **Focused on Increasing Member Engagement**

Implemented multiple initiatives in second half of 2023 aimed at improving member engagement



#### 1. Created Member Success Team

Proactive communication with members to assist in travel booking and membership extensions



#### 2. Lowered ADRs in risked portfolio

Recommitted to providing top-tier value to members



#### 3. Launched loyalty program – Inspirato Rewards

- Three tiers of annual spend to qualify for variety of discounts and perks (\$20k, \$35k, \$50k)
- Nearly 50% of Inspirato members have earned Rewards status



#### 4. Focused on long-duration memberships and extensions

- 90+% of new Club sales in 2023 were for 1 or more year
- 75+% of new Club sales in 2023 were for 2 or more years



# Operating and Financial Overview

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FLORA GRAND CAYMAN, CAYMAN ISLANDS

# **Operating Overview**

	 2022			 2023						
	<b>Q</b> 1		Q2		Q3	Q4	 Q1	Q2	Q3	Q4
Residences <sup>1</sup>										
Paid Nights Delivered	18,803		16,696		17,752	14,515	17,217	13,964	16,147	14,068
Total Nights Delivered	27,389		28,131		31,679	27,728	29,886	27,850	29,452	24,448
Occupancy	87%	)	82%	)	81%	73%	77%	72%	73%	65%
ADR	\$ 1,888	\$	1,702	\$	1,793 \$	1,923	\$ 2,152 \$	1,744 \$	1,618 \$	1,687
Hotels <sup>2</sup>										
Paid Nights Delivered	8,026		10,218		10,192	10,447	10,833	11,128	10,326	9,644
Total Nights Delivered	15,280		18,714		19,182	19,543	20,770	19,527	16,876	16,231
Occupancy	80%	)	84%	)	83%	70%	71%	76%	70%	70%
ADR	\$ 963	\$	928	\$	970 \$	1,017	\$ 1,055 \$	922 \$	832 \$	925
Total <sup>3</sup>										
Paid Nights Delivered	26,829		26,914		27,944	24,962	28,050	25,092	26,473	23,712
Total Nights Delivered	42,669		46,845		50,861	47,271	50,656	47,377	46,328	40,679
Occupancy	86%	)	83%	)	82%	72%	75%	73%	72%	67%
ADR	\$ 1,323	\$	1,056	\$	1,139 \$	1,118	\$ 1,728 \$	1,379 \$	1,311 \$	1,377

Residence Paid Nights Delivered include all Paid, IFG and IFB nights delivered. Total Residence Nights Delivered includes all Paid, Pass, IFG, IFB, complimentary and employee nights. Residence Occupancy equals Total Residence Nights Delivered divided by total residence availability. Residence ADR equals residence revenue divided by Residence Paid Nights Delivered.

(2) Hotel Paid Nights Delivered include all Paid, IFG and IFB nights delivered in our leased and net rate hotel rooms. Total Hotel Nights Delivered includes all Paid, Pass, IFG, IFB, complimentary and employee nights in our leased and net rate hotels. Hotel Occupancy equals Total Hotel Nights Delivered in our leased hotel rooms divided by total leased hotel availability. Hotel ADR equals hotel revenue, which includes leased and net rate hotels, divided by Hotel Paid Nights Delivered.

(3) Total Paid Nights Delivered include all Paid, IFG and IFB nights delivered in our residences and hotels. Total Nights Delivered includes all Paid, Pass, IFG, IFB, complimentary and employee nights in our residences and hotels. Total Occupancy equals our Total Residence Nights Delivered plus our Total leased hotel nights delivered, divided by total residence and leased hotel availability. Total ADR equals residence revenue plus hotel revenue divided by Total Paid Nights Delivered.

March 2024

	2022	2023
_		
	67,766	61,396
	114,927	111,636
	81%	72%
\$	1,825	\$ 1,825
	38,883	41,931
	72,719	73,404
	79%	72%
\$	970	\$ 935
	106,649	103,327
	187,646	185,040
	80%	72%
\$	1,513	\$ 1,464

# Q4 2023 Financials

(\$ in thousands)	Q4 '22	Q4 '23
Travel Revenue	46,508	38,047
Subscription Revenue	39,336	31,713
Rewards and Other Revenue	783	950
Total Revenue	86,627	70,710
Cost of Revenue <sup>1</sup>	60,708	51,444
Asset Impairment <sup>2</sup>	925	6,496
Gross Margin	24,994	12,770
Gross Margin (%)	29%	18%
Sales & Marketing <sup>3</sup>	8,216	8,496
% of Revenue	10%	12%
Operations <sup>3</sup>	10,484	3,518
% of Revenue	12%	5%
Technology & Development <sup>3</sup>	4,385	1,965
% of Revenue	5%	3%
General & Administrative <sup>3</sup>	16,518	15,879
% of Revenue	19%	22%
Total Operating Expense	39,603	29,858
% of Revenue	46%	42%
Net Loss	(\$14,589)	(15,861)
Adjusted Net Loss <sup>4</sup>	(\$14,993)	(11,190)
Adjusted EBITDA <sup>4</sup>	(\$9,548)	(5,364)
Adjusted EBITDA Margin <sup>5</sup>	(11.0%)	(7.6%)

- 1. Cost of Revenue includes depreciation and amortization.
- 2. Impairments related to right of use assets for the leases related to a group of underperforming assets, the majority of which were in a single geographic location.
- 3. Includes equity-based compensation.
- 4. Adjusted EBITDA and Adjusted Net Loss are non-GAAP financial measures. See slide 23 for reconciliations.
- 5. Adjusted EBITDA Margin is defined as Adjusted EBITDA divided by revenue

# Non-GAAP Measure Reconciliations

(\$ in thousands)	Q4 '22	Q4 '23
Net loss and comprehensive loss	(14,589)	(15,861)
Asset impairment	925	6,496
(Gain) loss on fair value instruments	(1,329)	(1,825)
Adjusted Net Loss	(14,993)	(11,190)

(\$ in thousands)	Q4 '22	Q4 '23
Net cash provided by (used in) operating activities	2,590	(5,988)
Development of internal-use software	(2,673)	105
Purchase of property and equipment	(1,732)	(1,498)
Free Cash Flow	(1,815)	(7,381)

(\$ in thousands)	
Net loss and comprehensive loss	
Interest expense, net	
Income taxes	
Depreciation & amortization	
Equity-based compensation	
(Gain) loss on fair value instruments	
Asset impairment	

Adjusted EBITDA

Q4 '22	Q4 '23
(14,589)	(15,861)
(19)	(71)
210	(188)
1,881	3,507
3,373	2,578
(1,329)	(1,825)
925	6,496
(9,548)	(5,364)



# Appendix

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FLORA GRAND CAYMAN, CAYMAN ISLANDS

# Grand Cayman, Cayman Islands



#### Cousteau



Grand Cayman, Cayman Islands

- Oceanfront penthouse on Seven Mile Beach, steps from some of the island's best snorkeling
- Incredible views of the Caribbean Sea from private terrace, living room, and primary bedroom
- Community pool, hot tub, grill, and workout room just outside the front door



#### **Member Ratings:**



"We travel with a wheelchair user and Bernardo went over and above to track down a shower chair and beach wheelchair. We will be back to Grand Cayman and will stay at Cousteau again!."

Loved it

"We had a wonderful stay at Cousteau with our 6 adult family members... Bernardo and the overall Inspirato team stepped up... ensure we had a great stay."

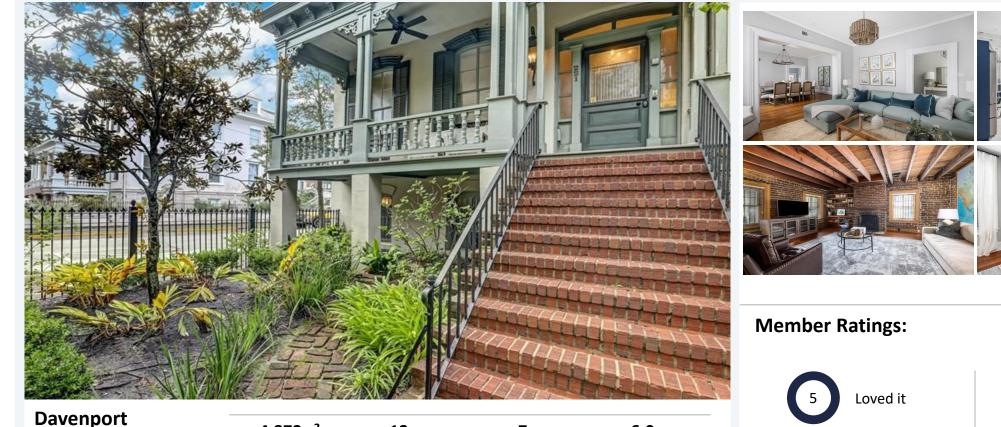
#### Website Link



Loved it

"The Cousteau was the perfect place for us. Location was much quieter than where all the hotels were, and it gave us all the room and a perfect balcony/patio."

# Savannah, Georgia



Savannah, Georgia



- Charming southern home with ornate, historic details located in Savannah's Historic Landmark District
- Kitchen and dining area features floor-to-ceiling doors opening onto a lush courtyard with a fountain and fruit trees
- Southern style front porch with covered balcony

Website Link

March 2024

"It was a great house - three living rooms, one of which is in the amazing carriage house, and the whole property felt safe for kids. It was in a great location, and everything was walkable."

"Davenport is a beautiful, well-

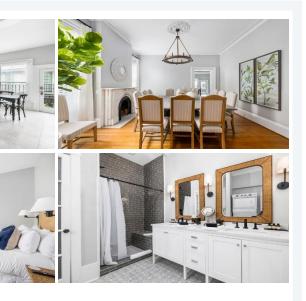
maintained property. Built in

1877, it has been perfectly

updated to suit the

modern guest."

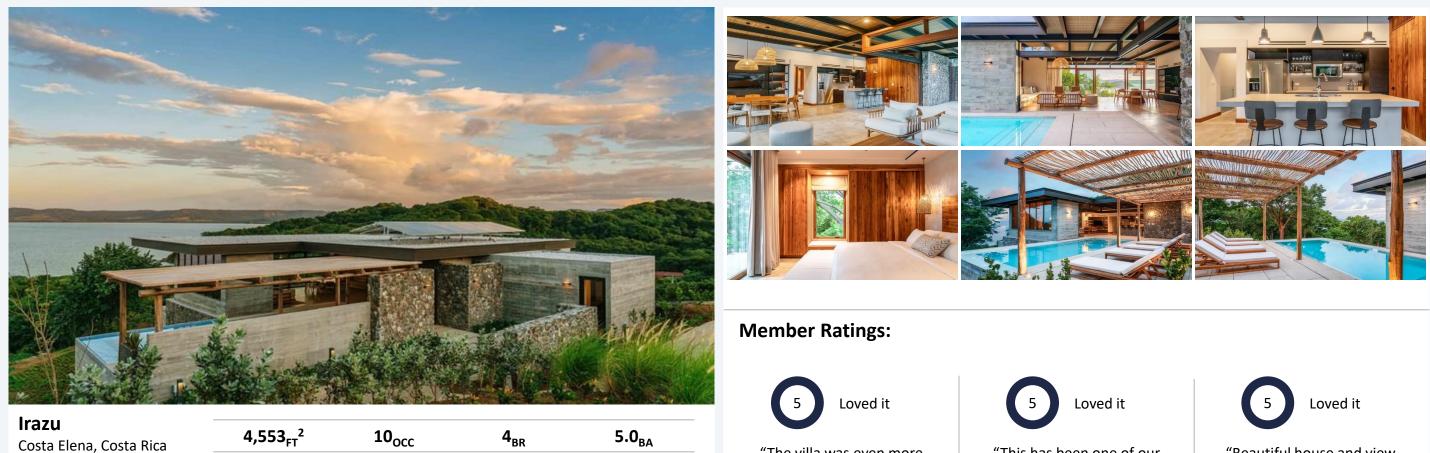
Loved it





"Outstanding home."

# Costa Elena, Costa Rica



- Hillside villa with panoramic views of Bolaños Island
- Stunning infinity-edge pool and outdoor lounge area with daybeds
- Modern biophilic design incorporates nature into the architecture, providing a clean minimalistic aesthetic that blends seamlessly into the surrounding greenery

Website Link

March 2024

"The villa was even more

beautiful than the pictures we

had seen. Views were

breathtaking. Make sure to have

breakfast prepared for you in

"This has been one of our favorite trips to date. There were so many favorite parts, but I think the reason it was a standout was the level of service."

"Beautiful house and view. excellent staff and Loreana the concierge went above and beyond (She's awesome), my Family had a great time at Costa Elena."

# Kohala Coast, Hawaii





Kohala Coast, Hawaii



- Spacious home with outdoor living areas featuring an infinity-edge pool and hot tub
- Views of the golf course and the ocean in the distance



#### **Member Ratings:**



"House was fantastic! Probably the best Inspirato property we've stayed at... and we've been to Inspirato homes in Cabo & Breckenridge."



Loved it

"Just returned from a long overdue trip to the Big Island, and it was 100% worth the wait! The devil is in the details, and Jennifer aced a balanced itinerary with literally something for everyone."

#### Website Link



"This property is brand new, very comfortable in all ways, has a distant view of the ocean and is right on the golf course. So relaxing and private."

# Botswana and South Africa Safari 2024



#### Botswana and South Africa Safari 2024

- Explore the best of Botswana and South Africa on this 11-day, adults-only safari experience
- Retreat to luxe home bases at some of the most luxurious safari lodges in Botswana and South Africa
- Search for the Big Five in person, with potential for rare encounters with hard-to-spot wildlife like the brown hyena and Kalahari lions
- Begin and end the journey in Johannesburg, South Africa's largest city

Website Link



#### **Itinerary:**

Day 1	<ul> <li>Arrive in Johannesburg, South Africa</li> <li>Transfer to the Saxon Boutique Hotel, Villas 8</li> <li>Meet other Inspirato members at a welcome</li> </ul>
Day 2	<ul> <li>Transfer to OR Tamp International Airport for</li> <li>Check in to accommodations at andBeyond X</li> </ul>
Day 3-9	<ul> <li>Have breakfast at camp</li> <li>Safari Drives</li> <li>Relax and enjoy the many amenities at and Be</li> </ul>
Day 10	Transfer from lodge to Skukuza airport for characteristics

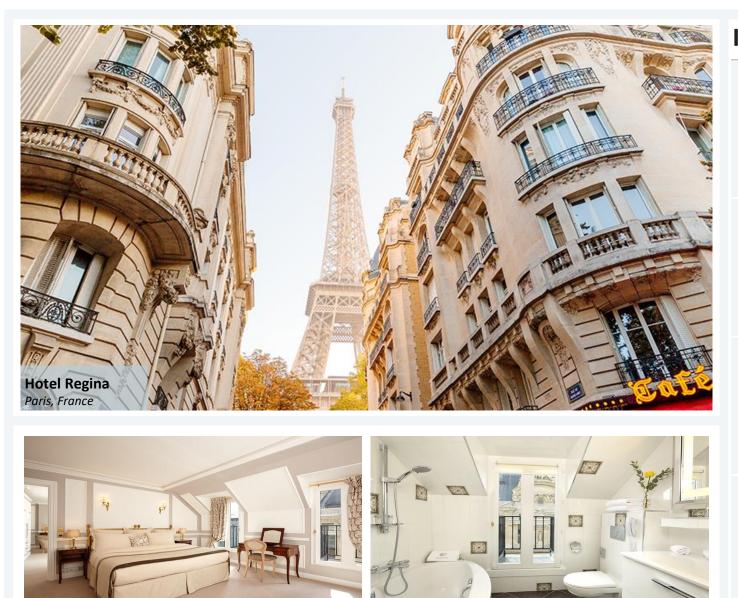
#### & Spa e dinner at the Saxon hotel

or charter flights Xaranna Okavango Delta Camp

#### Beyond Xaranna Okavango Delta Camp

#### harter flight to Johannesburg

# 4 Days in Paris



tinerary	
Day 1	<ul> <li>Check into Hotel Regina in the heart of Paris, s Louvre museum and around the corner from T</li> <li>Upon arrival guests can enjoy groceries and Fr Destination Concierge before arrival</li> </ul>
Day 2	<ul> <li>Tour the Louvre, and experience the over 38,0 at the most venerable art museum in the worl</li> <li>Pack a picnic of French cheese, wine and bread Trocadero around sunset where guests can set</li> </ul>
Day 3	<ul> <li>Sightseeing cruise along the Seine river which Paris arranged through Inspirato's Destination</li> <li>Dine on some of the best seafood in Paris at I' shipped from France's Atlantic coast daily</li> </ul>
Day 4	<ul> <li>Destination Concierge will arrange a car throug where guests can travel to Montmartre the store</li> <li>Climb to the Sacre-Coeur, an outlook at the to of Paris</li> </ul>

, situated across the street from The Tuileries garden

French pastries delivered by the

3,000 paintings, artifacts and sculptures orld

ead and head toward the Place du see the Eiffel Tower light up at night

h will take guests through the heart of on Concierge

l'Huitrerie Regis where oysters are

bugh the Inspirato Avis partnership stomping grounds of Paris' artisan class

top of Montmarte that offers view of all

# Key Definitions

- Adjusted Net Loss. We define Adjusted Net Loss as net loss and comprehensive loss less fair value gains and losses on financial instruments and asset impairments. These items are excluded from Adjusted ٠ Net Loss because our management believes that they are not indicative of our core operating performance and do not reflect the underlying economics of our business
- Adjusted EBITDA. We define Adjusted EBITDA as net loss and comprehensive loss less interest, income taxes, depreciation and amortization, equity-based compensation expense, fair value gains and losses ٠ on financial instruments, asset impairments and public company readiness expenses. We define Adjusted EBITDA Margin as Adjusted EBITDA as a percentage of total revenue for the same period. These items are excluded from our Adjusted EBITDA measure because our management believes that they are not indicative of our core operating performance and do not reflect the underlying economics of our business.
- Free Cash Flow. We define Free Cash Flow as net cash provided by (used in) operating activities less purchases of property and equipment and development of internal-use software. We believe that Free ٠ Cash Flow is a meaningful indicator of liquidity that provides information to our management and investors about the amount of cash generated from operations, after purchases of property and equipment and development of internal-use software, that can be used for strategic initiatives.

#### **Key Business Metrics**

We use a number of operating and financial metrics, including the following key business metrics, to evaluate our business, measure our performance, identify trends affecting our business, formulate financial projections and business plans, and make strategic decisions. We regularly review and may adjust our processes for calculating our internal metrics to improve their accuracy.

Active Subscriptions. We define Active Subscriptions as Subscriptions that are paid in full, as well as those for which we expect payment for renewal. We use Active Subscriptions to assess the adoption of our subscription offerings, which is a key factor in assessing our penetration of the market in which we operate and a key driver of revenue. Members can have one or more Active Subscription(s).

Controlled Accommodations. Controlled Accommodations includes leased residences, hotel penthouses, suites and rooms, and residences under net rate agreements, including those that have executed agreements but have not yet been released for booking by our members.



for more information: https://investor.inspirato.com/

Questions? We are here to help. ir.com@inspirato.com