



Hospitality Services Offered

Squaw Valley Hospitality (SVH) has services to offer our Homeowners who are renting their units on their own. We hope you find this document helpful in answering questions you may have in terms of the hospitality services we offer to you and your guests.

Hospitality Services: This entails all of our hotel-like services that you may want to provide to a guest of your unit. These include: reservations, check-in services provided by the front desk including making/replacing keys for the duration of your guest's stay, concierge services, bell service/use of bell carts, issuing of parking permits, maps to the area and of the village. The temporary guest keys issued in this fashion cancel out your owner keys. When you come up to use your unit, you will need to come by the Front Desk to have your owner keys reprogrammed at no cost.

- **Fee: \$20 for every night the guest stays in your unit, billed on your SVH owners statement.**
Please note this fee is optional and not required. Per the property management agreement, owners receive 10 keys each year that are programmed for June 1-May 31st. You have the option to send these keys to your family, friends or guests on your own. In this circumstance, please be sure to tell your guest that all Front Desk Services, use of bell carts and bellmen are for owners choosing to pay this fee and guests of owners that are on the SVH Rental Program only. All of your guest's request should be handled by you, as the rental manager of your unit. We understand that keys can become deactivated from time to time and the Front Desk can reprogram keys as needed at no charge.
- **To use this service you must make a reservation for each guest: Email ownerreservations@squaw.com**
Owner Reservations will create a "trace" indicating the guests name and duration of stay. This trace tells the Front Desk you have approved the stay and associated fee and flags the day of arrival so we know who to expect and when.
- **Charge will be billed to your owner account.** We will not charge your guest this fee, it will be billed to your owner account.

Maintenance:

SVH has a full maintenance team that is here from 7AM to 11PM, 7 days a week. If something needs attention and you would like us to fix it while you or your guest is in-house, simply call us at the Front Desk and we will be happy to assist. Please note that if renting on your own, the request will need to come from you, not your guest. Please make sure your guests know that they are to contact you for all issues that may occur with their unit as we will always need owner approval prior to fixing / entering a unit that is not on the SVH Rental Program.

Maintenance Fee for Owners in SVH Rental Program.....\$55/hour
Maintenance Fee for Owners not on SVH Rental Program.....\$105/hour

Items owned by the HOA will be paid for by the HOA. All issues are brought up to the Board of Directors and approved for process. Some of these items include: broken windows, broken balcony doors, cracks in walls, heating system, etc.

*It is optional to use our Maintenance services. Owners can choose any company to perform maintenance on their unit.

Pricing valid January, 2021