



Key Procedures

Provided by Squaw Valley Hospitality

As you may know, the 22 Station Owner Association (22 Station HOA) and First Ascent Owners Association (FAHOA) hire Squaw Valley Hospitality (SVH) as their Property Manager. The agreement we work under is called a Property Management Agreement (PMA). The procedures below are in accordance with the PMA's.

Due to the circumstances surrounding COVID-19 we are making slight adjustments to the procedures this year. For questions on these procedures, feel free to contact your Board, Stacia Lange-Owner Experience Manager or Christy Beck-General Manager of SVH.

Below you will find the procedures for 6/1/2021-5/31/2022.

1. In May 2021, SVH will make 10 keys for each owner that is not on the SVH Rental Program. You may pick up keys at the Front Desk any time. These keys will be programmed to access to your unit from May 15, 2021-May 31, 2022. If at any time the key stops working, we will re-program this key for you at no charge at the Village Front Desk. If you feel you need more than 10 keys, you may purchase them for \$15 per key. If you are unable to pick up your keys at the front desk the can be mailed to you, priority mail with tracking, for a \$15 charge to your owner statement.
2. Your old black owner keys will no longer work after May 31st, 2021. These keys will not be re-made at the Front Desk. Please discard your old black owner keys.
3. Owners do not need to stop by the Front Desk to check-in to their unit after you have received your new keys. However, if an owner chooses to use our Front Desk services and have their guests check-in at our Front Desk, owners will need to come to the desk because temporary keys, once used, will wipe out the programming of the long term owner key making them no longer work.

If you do choose us to check your guests in for you, these services are available for a fee of \$20 per night (a temporary key will be made for every night the guest is here and that will be charged at \$20 per night). If you are interested in this option, please refer to the Hospitality Services Offered doc for details.

4. If you have certain family members or friends that you trust to have unlimited access to your unit at all times, we recommend that you give us those names and we will log them on your guest tile in our Property Management System. These guests may come to the desk at any time, and with ID, can get access to your unit if a circumstance arises where they find themselves here, without a key. This way, we won't have to get in touch with you via phone to provide them access to your unit. There will be a \$15 charge for the new key made.

5. For an owner that rents his/her unit out on their own or through a different third party other than Squaw Valley Hospitality, it will be the responsibility of the owner to provide keys and parking permits to their guest (unless they have chosen to use Squaw Valley Hospitality's services). Please know that if your guest's key stops working, they can come by the front desk to have their key re-programmed at no charge.
6. All owner keys have a number on the back of their key card. This key card number will be logged on a protected spreadsheet under your unit number. When a guest or owner comes to the desk with an owner key that does not work, we will look up and verify this key on our spreadsheet, and reprogram it. The room number will never be mentioned. The key will be reprogrammed through May 31, 2022. We suggest against letting housekeepers or third party rental companies label the key with your room number. Should the key get lost, anyone who found it would be able to access the unit.
7. If a key is lost while the guest of an owner is on-site, the guest will have to contact either the rental company they have rented from or the owner of the unit, and for a fee of \$15, we will make a new key for the unit to give to your guest for the duration of their stay. We will need to verify this guest with either the owner or the rental company and will not give out keys to your unit without this verification. **Owners need to be sure to be available for their rental guests, 24 hours per day, 7 days a week.** Since the owner has chosen not to use our rental services, we have no information on your guest and therefore we cannot make a key for someone that is claiming to be staying in your unit. Using our Front Desk services and paying the \$20 per night fee, eliminates this burden for you.
8. If at any time a guest does not return one of your owner keys to you, and you are worried they may try to access your unit on a future date, then you need to contact us immediately and request that we make you all new keys to replace all your current keys. You will be charged \$15 per key. We will then log your keys on the spreadsheet and remove the old keys from the spreadsheet to be sure that we do not reprogram these keys. While this may seem excessive, it is the only way to ensure that your unit will not be accessed in the future by your guest that lost your owner key. We recommend you take a deposit of at least \$150 for the key, and once they return your key or keys, you refund the guest. This would cover your cost to make new keys.