



## **Q&A For Owner Keys**

**Rental Program Owners** – The Front Desk will make you keys just like your rental guests. Please check-in on your day of arrival at the Front Desk. If these short term keys deactivate, we will need to verify your identity and authorization to enter and then we can reprogram your key at no charge.

**Non-Rental Program Owners** - In May each year, we make 10 keys for your unit which will be valid for the year. This will allow you to come and go as you please without needing to stop at the front desk each time you arrive. Please note that if you are using our Hospitality Services to check in your guests, we create short term keys for their stay. These short term keys cancel out your long term keys for the security of your guest. You will need your long term keys reprogrammed each time you return after a short term key is made.

***\*Please take note:** 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.*

***Below are some frequently asked questions we have received in the past from owners which we hope will clarify how it all works:***

**Q: I rent my unit on my own, how do I get keys to my guest?**

**A:** You have 2 options, one is to allow your guests to check in at the front desk, and get all the services that owners get on the rental program. The charge for this is \$20 per night and we will check your guest in, answer all their questions, provide them with a temporary parking permit, keys, a map to the village, and offer them bell service. For more details on this service see the Hospitality Services Offered document. Second option: You can get your keys to your guest by sending them in the mail prior to their arrival. We recommend you get a security deposit on your key cards to encourage their return. You may not leave keys at the front desk for your guest to pick up due to liability reasons.

**Q: What if I don't get the key I gave to my guest back and I don't trust them? I worry something will get stolen out of our room?**

**A:** As recommended above, a security deposit will help better ensure keys are returned. Call us and tell us what happened so we can disable your keys and make you new keys. You will be charged \$15 per key (the security deposit you received from your guest should cover the cost of having to go through this process). We cannot disable a single key, and would have no idea which key your guest has. The key on the back is not a key that is programmed in the VING Key Card System, it is just a reference number we put on the key.

**Q: What if my keys are already sent to another guest that is arriving the same day the prior guest left?**

**A:** You will need to email [ownerreservations@squaw.com](mailto:ownerreservations@squaw.com) and ask that we make a reservation for your guest, and temporary keys for this arriving guest. You may also call reservations but we will still need this in writing from you. There will be a charge of \$20 per night for this service. Then when your next guests arrive and you have given them your new owner keys, you will need to tell them to stop by the desk to have them reprogrammed-there is no charge for this.

**Q: What if my or my guest's keys stop working while they are there?**

**A:** We will reprogram them for free. Each owner key has a number on it that is logged on a master spreadsheet so we know which key goes to which unit. Unit number will never be mentioned by the Front Desk Agent.



**Q: How does my guest get a parking permit?**

**A:** You can get a guest parking permit from the Squaw Village Neighbourhood Company only if you are an owner that rents on their own. It is a hang tag that hangs from your mirror. SVNC will know this as you are required to pay a civic fee on your rental income of 2%. If you are not paying this fee, this is a violation and we recommend you work this out with them immediately. You will also not receive a guest parking permit if you are not paying the civic fee. We recommend asking your guest to leave the parking pass in the unit for the next guest. Remember that only one person per unit can be in the garage at a time. If your guest brings a second car, they can obtain a second parking permit from the Village Front Desk to park in P2 for \$20 per night.

**Q: How do my cleaning people get in to clean the unit? And what if I use your service and pay the \$18 fee, do I need to have the cleaning crew check in at the desk and get the key?**

**A:** You will need to give them one of your 20 owner keys. We can reprogram one of these 20 keys if the key is not working due to other short term keys being activated. If he does not have the key and forgot it, we will need to contact you to confirm his access and we can then make him a temporary key for one day use for a \$15 fee, unless they are listed on your owner guest tile as an all access person. Keep in mind, this deactivates your owner keys so next time your guest arrives or you arrive, you will need to have your owner keys reprogrammed.

**Q: I just left the key to my room in my jacket in the lobby and am now locked out of the building. I should always have access to the building, what do I do? Do I have to pay for a new key?**

**A:** No, you do not. Stop by the front desk with an ID and we will verify your authorization to access and make you a key for the common areas valid for one day so you can get in the building.

**Q: My guest left a key in the room and it is the only key they had, how do they get back in?**

**A:** They will need to contact you and ask you to call the front desk to allow a temporary key for the room (not an owner key). The owner will be charged \$20 per night for every night the key is valid. (we recommend you take this out of your security deposit and explain this to your guest). The only way we will make a key for a guest is when we are given direction directly from the owner. **Please make yourself available to your guests, 24 hours per day via cell phone as we absolutely will not make keys for your guest without your approval.** If you cannot be reached, the guest will not have access to the room. No exceptions.