



PRIVATE CONCIERGE



Resorts West is dedicated to creating a seamless vacation experience for every guest.

Our commitment begins by assigning each guest a Private Concierge to provide pre-planning, on-site and post vacation assistance. All guests also receive our Personalized Check-in Service, designed to expedite check-in directly at their property. At this time, guests are given a tour of the property and provided with a detailed explanation of amenities such as hot tubs, home theaters, remote controls and other unique features.

Our goal is to deliver responsive care throughout the entire Resorts West vacation experience.

 RESORTS WEST

800-541-WEST

resortswest.com

concierge@resortswest.com



PRE-ARRIVAL AND ON-SITE VACATION PLANNING SERVICES INCLUDE:

- PC area familiarization and guest orientation:
 - Where property is located
 - Nearest points of interest
- ◆ In-room prior to arrival:
 - Luggage shipping & delivery service
 - Grocery delivery service
- ◆ Private Chef & catering services
- ◆ Children's services
 - Rentals - crib, high chair, etc.
 - Coordinate child care
- ◆ Transportation:
 - Shuttle service
 - Car rental
 - Airport transfers
 - Jet or helicopter charter
- Pre-check inspection of the unit
- Personalized check-in meeting guest at either their property or our front desk
- Bellhop service to assist with guest's luggage
- Personal tour of the home including a review of the home's amenities
- Ski services:
 - ◆ Rentals – in-house ski fittings
 - ◆ Ski tuning
 - ◆ Lift tickets – delivered to property
 - ◆ First Tracks reservations
 - ◆ Heli-ski and Snowcat tours
- Restaurant recommendations and dinner reservations
- Other activities include but are not limited to:
 - ◆ Concierge services to facilitate group & meeting needs
 - ◆ In-room massage and spa treatments
 - ◆ Snowmobiling
 - ◆ Sleigh rides
 - ◆ Gift baskets & custom gifts
 - ◆ Wine pairings
 - ◆ Cooking lessons and culinary demos
 - ◆ Utah Olympic Park – ride the official bobsled track of the 2002 Olympics

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