



PRIVATE CONCIERGE



Resorts West service begins before you arrive.

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

800-541-9378

resortswest.com

concierge@resortswest.com



PRE-ARRIVAL AND ON-SITE VACATION PLANNING FOR EVERY GUEST

- PC area familiarization and guest orientation:
 - Property location
 - Nearby points of interest
- ◆ In-room prior to arrival:
 - Luggage shipment & delivery service
 - Grocery delivery service
- ◆ Private chef & catering services
- ◆ Children's services:
 - Rentals – crib, high chair, etc.
 - Child care coordination
- ◆ Transportation:
 - Shuttle service
 - Car rental
 - Airport transfers
 - Jet or helicopter charter
- Personalized check-in meeting guest directly at their property
- 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:
 - ◆ 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
 - ◆ Services to facilitate group & meeting needs

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