

**Required Guest Services**

- Emergency Service (non-medical) 24 hours/day
- Front Desk on-site\* 8 hours /day
- Complimentary Midweek Housekeeping\*\*
- Laundry Facility/Service on-site
- Maintenance on-site 8 hours/day
- Area Information Booklet in unit

**Additional Guest Services**

2 of the following:

- Activities Coordinator/Concierge on-site
- Bell Hop Service on-site
- Child Care on-site  
(babysitting, day care, supervised, organized activities)
- Equipment Rental/Check-Out on-site
- Grocery Shopping Service on-site
- Health Club Arrangements off-site – 5 miles
- Multi-lingual Staff on-site
- Security on-site  
(security fence with limited access or security personnel)
- Valet Parking on-site
- Courtesy Wake Up Call
- Complimentary Airport Transportation/Shuttle

\*Ski resorts may offer a check-in facility within 1 mile of the resort.

\*\*May substitute with approved unit amenities.  
(Approved unit amenities include: washer & dryer; electric sweeper or vacuum; extra towels and linens; cleaners and cloths; broom, dustpan and/or mop)

**Required Resort Maintenance**

Good condition of the following:

- Unit exterior walls/windows - paint work, wood work
- Cleanliness/Maintenance of pathways, pool area, - landscaping, common areas
- Exterior lighting of pathways, pool area, gardens, common areas
- Adequate number of common area trash receptacles, adequate trash disposal
- Nicely maintained lounge chairs at pool area and other common areas
- Hallways to units – sufficient lighting, well maintained
- Well maintained parking area
- Adequate signage to units/buildings/amenities

**Required Unit Interiors**

Good condition of the following:

- Base Boards
- Cabinets
- Case Goods
- Counter Tops
- Floor Coverings
- Furniture
- Lighting
- Upholstery
- Wall Covering
- Wall Décor
- Accessories
- Closets
- Window Coverings
- Bathroom Fixtures and Furnishings.