

• Helpful Information •

General

- Your next step is to go to the Front Desk at the Marriott Grand Residence Club and check-in as a regular guest.
- HeavenlyVillageCondos.com is a rental service for owners. We are not the resort management.
- This is a residence-style condo located in an ownership resort.
- You are booked in to a specific condo. Room changes are not possible at the Front Desk.
- Marriott Rewards members do not earn points on these stays because you are booking with an owner, not Marriott.

Housekeeping

- You do not receive daily housekeeping.
- It is available for an extra charge and can be arranged through the Front Desk. 24 hour advance notice is required.
- If you simply need fresh towels after a few days, please call our At Your Service agent (dial 0).
But they do not come in and clean the room each day.
- The Departure Cleaning Fee is to prepare the room for the next guest.

Laundry

- There are free laundry machines on each floor throughout the resort. Detergent is also provided.
Check under the kitchen sink or ask at the Front Desk if you need more.

Loud Parties

- This is not the resort for hosting bachelor, bachelorette, or other loud parties that disturb other guests.
- You will be evicted and liable for damages. No refunds.

Valet Parking

- Valet parking is included in your stay at no charge - 1 car for a Studio or 1 BR, 2 cars for a 2 BR or 3 BR.
- They do appreciate tips.

Internet

- Free Wi-Fi is available. Login with your room number and last name.

Skis, Boards, Bikes

- There is a **FREE** overnight ski and snowboard valet in the back of the Heavenly Sports shop at the gondola.
- Do NOT take your gear to the condo. This is a well-maintained resort and paint scratches take away from that.
- Bikes can be securely stored with valet parking.

Activities

- The Front Desk has a weekly schedule of activities for both adults and kids. Be sure to check it out.

Beach Access

- Marriott guests receive free access to the Lakeside Beach and Marina. See the Front Desk for a pass.
- It's less than a half-mile walk down Park Ave to the beach. Parking is available, but limited.
- The Marina also has boat, jet ski and kayak rentals. There is a coupon on your pass for a discount.

Concierge

- The concierge in the lobby can always offer great advice on other beaches, tours and activities.

Groceries

- The Raley's grocery store right across the street is huge and has everything you need.
However, you may find better prices with a 5-minute drive to Safeway on the Nevada side.

Discounts

- A list of merchants who offer discounts to Marriott guests is in the Activity Package which you receive at check in.

Area Resources

- southlaketahoe.com • virtualtahoe.com • skiheavenly.com • aboutlaketahoe.com • boattahoe.com
- visitrenotahoe.com