

● Helpful Information ●

General

- Your next step is to go to the Front Desk at the Marriott Grand Residence Club and check-in as normal.
- 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 Bonvoy members do not earn points 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 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. (they do appreciate tips)
- 1 car for a Studio or 1 BR, 2 cars for a 2 BR or 3 BR. (Timber Lodge - 2 cars only with 3 BR)

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

- Effective Summer 2019, the Lakeside Beach and Marina eliminated their beach pass program for all hotels outside of their neighborhood. They now charge a daily admission fee.
- There are several other free public beaches and state park beaches that just charge for parking. Here is a great link to over 40 beaches around the lake: tahoepublicbeaches.org

Concierge

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

Groceries

- The Raley's grocery store across the street has recently closed. They have another location in town at "The Y" There are also Safeway locations nearby on both the CA and NV sides of the state line. This location will eventually re-open as a Target, late 2023 or early 2024.

Discounts

- A list of merchants who offer discounts to 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 • tahoepublicbeaches.org