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Check-In Instructions

Check-In: Office: If you are staying in Breckenridge, Keystone, Frisco, Dillon, or Wildernest- go to Hammersmith Management Check In Office: I-70, exit 203, Frisco/Breckenridge. Continue on Summit Blvd for approximately about 1.2 miles then turn right onto E. Main St., then turn left on 4th Ave. We are located on the left in Unit C. The address is 156 S. 4th Ave., Unit C in Frisco. Generally this office is open from 8:00 a.m. until 5:00 p.m.

After Hours: Your packet will be in the lockbox by the front door of the office. **The lockbox combination is 5232.** Please contact Hammersmith Management at 970.668.3174 if you have any questions regarding your unit. This phone is manned 24 hours a day. **(Emergencies only after 5:00pm- press 1 to be transferred to the on-call manager).**

Check-In/Check-Out: **Check-in begins at 4:00 p.m. daily.** During times of high occupancy, there is no guaranteed check-in time. Please plan on skiing, shopping, etc. if you arrive before check-in time begins. We will do our best to accommodate special requests.

Check-Out is at 10:00 a.m. Please do not remain in your unit after this time, as you will be charged for an additional day. **You must return your keys to the Hammersmith Management Check-In Office.** If you need additional time at check-out, you may contact our office. We will accommodate you if possible. If you are checking out outside business hours, please leave your keys in the drop box by the front door of your check in office.

Unit Location: Upon check-in, you will be given a map, keys and directions to your unit. Please note that specific units, bedding, and views are NOT guaranteed.

Unit Keys: All check-ins will be given two keys. Additional keys are available to larger parties. All keys must be returned to the Hammersmith Management Check-In Office. For after hours, a drop box is available at our Check-In Office. Any missing or unreturned keys will be charged to you at \$25 per key.

General Policies

1. Deposits: Upon booking, 50% of total is required. The full lodging fee including taxes and a 3.75% service charge is due 45 days prior to arrival. These can be paid with credit card or check. Checks must be received within 10 days of making your reservation to confirm desired lodging.

2. Cancellation Policy: Upon booking, 50% of total is required. The full lodging fee including taxes and a 3.75% service charge is due 45 days prior to arrival. These can be paid with credit card or check. Checks must be received within 10 days of making your reservation to confirm desired lodging.

3. Changes in Length of Stay, Unit Size, Configuration and Max Party Size: We do not refund any monies should you decide to shorten your stay 45 days or less prior to arrival or while in residence. Extended stays or changes in unit sizes/configuration are dependent on availability. Rental rates are based on per unit cost. The number of persons occupying a rental residence is limited to the number of pillows (beds). Over occupancy may result in eviction and legal action.

There will be a charge of \$10.00 per change if there are more than two changes to the original booking.

4. Resort Association Rentals: In the event you have booked your reservation with Hammersmith Management through Summit County Chamber, or Breckenridge Resort Chamber (BRC), our company shall utilize the Deposit and Cancellation Policies of the booking Resort Association.

5. Should conditions necessitate, we reserve the right to change accommodations.

6. No Snow: The "no snow" policy will be in effect should one of the three major ski areas (Copper Mountain, Breckenridge or Keystone) close due to lack of snow. Generally, the most that would be retained would be 10%. This handling fee may be applied to rebooking another unit when snow conditions improve.

7. Pets: Sorry, pets are not allowed. If a pet is found on property you will be charged an additional pet cleaning fee and may result in eviction and legal action.

Information on your Vacation Home in Summit County

1. Joining Friends: There are approximately 15,000 condominiums in Summit County. If you are meeting friends please provide them with specific information; where you are checking in, what unit you are staying in, unit phone number, name of complex and what name the reservation is under. If you arrive before your friends, tell our check-in personnel that another party (give name) will join you. We will prepare an instruction packet with a map for your friends.

2. Housekeeping Services: When you arrive, your condo or home will be fully prepared and supplied with towels and paper products. It is expected that you will provide additional paper products after depletion of your initial supply. Daily maid service is available at an extra charge. **If your unit includes pool, hot tub or sauna facilities, please bring a large towel.**

3. Internet: Most units do offer internet, however, it is not guaranteed that your unit will have internet services available. Please consult with your Short-Term Rental Specialist to acquire if your unit will have internet available.

4. Telephone: Most units are equipped with a regular touch-tone telephone. To make a long distance call you must have a major credit card or calling card. The system allows unlimited local calls and incoming calls. International calls may also be made through your phone. Information outlining all telephone

services is provided in our guest information book found in the unit.

5. Security: Please DO NOT leave skis, luggage or other valuables in or on vehicles. Your unit should be locked at all times. Hammersmith Management is NOT responsible for lost or stolen items.

6. Forgotten and Lost Items: If you forget any article(s), please contact our office. We will require a credit card to cover the cost of shipping and handling.

7. Removal of Furnishings and Damage: The unit you have rented is privately owned. PLEASE DO NOT remove anything from this unit. You are liable for all damage and loss that may occur during your stay.

8. Units with Private Hot Tubs: You will be liable for any damage that may occur during your stay. Your credit card may be charged if you are responsible.

9. Oversized Vehicles: Please note if traveling with an oversized vehicle, please understand that not all vehicles will fit in the parking garages. Please consult with your Short-Term Rental Specialist if you are concerned about parking your vehicle.