



Concierge Information

Let our concierge team take care of it for you!

Phone: (970) 476-2434

Fax: (970) 476-3007

Email: concierge@mountainhaus.com

In order to make your stay as enjoyable as possible, we would like to extend our advance concierge services to you. Please return this form by email, mail or fax at your earliest convenience to allow us sufficient time to take care of all your pre-arrival needs. Please note that restaurant and activities book up early during holiday periods. Should you require any additional information, please contact our Concierge Team.

GENERAL INFORMATION

Guest Name: _____ Confirmation # _____
 Arrival Date: _____ Departure Date: _____
 Number in Party: Adults: _____ Children (include ages): _____
 Home Phone: _____ Mobile Phone: _____
 Email: _____

Credit Card (Required for Restaurant /Activity Guarantees and Transportation Bookings):
 CC Type and Number: _____ Expiration: _____ CVV: _____

Special Needs or requirements: _____

GROUND TRANSPORTATION

Quotes for transportation will be sent to the above email address within 24 hours of receiving form. **Book early for the best rates and access to promotional discounts.** Within 24 hours reservations are non-refundable. Outside of 24 hours, cancellation fees apply.

	Arrival	Departure
Airport (DEN or EGE):		
Airline:		
Flight #		
Time:		
Number in Party:		

Vehicle Type

- Shuttle
- 1-3 pax Private
- 4-6 pax Private
- 7-11 pax private

PARKING

Our Concierge team recommends using a transportation service over renting a car. Once in Vail you don't really need a car to get around. If you would like to drive parking is available in the public parking structure.

Summer Parking is Free. Winter is \$50 per 24 hour period (price subject to change).

View ROAD CONDITIONS at www.cotrip.org or 303-639-1111

RESTAURANT RESERVATIONS

Our Concierge Team is happy to make and confirm your dinner reservations. If there are any changes or cancellations, please notify us at least 24 hours prior to your reservation to prevent any cancellation fees.

Restaurant Suggestions: Click on the Restaurant to view Sample menus (most change menus frequently).

Vail Village: Walking Distance

- [Russell's](#) (Steak & Seafood)
- [Vintage](#) (American)
- [White Bison](#) (American Comfort)
- [Pepi's](#) (German)
- [Lancelot](#) (Prime Rib – Remodeled)
- [Left Bank](#) or [La Tour](#) (French)
- [Terra Bistro](#), [Flame](#) or Leonora (International Fine Dining)
- The George (Pub Grub – In hotel)
- [Sweet Basil](#), [Mountain Standard](#), [Pendulum](#) (Modern American Fine dining)
- [La Bottega](#), [Campo de Fiori](#) (Italian)
- [Matsuhisa](#) or [Yama](#) (Sushi)
- Sushi Oka (Hibachi and Sushi)
- [The 10th](#) (Mid-Vail: Lunch and Dinner)

Golden Peak

- [Larkspur](#) (New American)

Lionshead

- Game Creek Club (Vail Mtn. – Prix Fixe)
- [Montauk](#) (Seafood)

Driving

- [Zach's Cabin](#) (Beaver Creek Mountain)
- [Beano's](#) (American – Prix Fixe)
- [Splendido](#) (Rustic American)
- [Ti Amo](#) (Italian: Eagle-Vail)

Date	# of ppl.	Restaurant	Time	Alt. Time

GROCERY SHOPPING

Want to avoid wasting your precious vacation time navigating Vail's grocery stores?

Use our [grocery delivery form](#) and let our team stock your shelves and fill your refrigerator with your family's favorite items. **Please fax or e-mail your [grocery delivery form](#) no later than 48 hours prior to arrival.**

CHILD CARE

It's your vacation too. Vail has a variety of professional and reliable babysitting services to meet any of your needs. With so much to do in the Vail Valley, let us schedule a babysitter for a special night out. Cost is \$20 + per hour with a 3 hour minimum.

“THE SPA”

Massage: Ease your tired muscles after a long day exploring Vail's 5200 acres with a rejuvenating massage. Our therapists specialize in Swedish, Deep Tissue, and Sports Massage.

Facials: Rehydrate and rejuvenate your skin with a Mountain Haus signature facial!

Name: _____	Date: _____	Time: _____	Alternate Time: _____
Name: _____	Date: _____	Time: _____	Alternate Time: _____
Name: _____	Date: _____	Time: _____	Alternate Time: _____
Name: _____	Date: _____	Time: _____	Alternate Time: _____

Book an appointment and add aromatherapy for a soothing, relaxing experience. Please note there is a 24-hour cancellation policy for all services.

SPECIAL “EXTRAS”

Holiday Setup: There is no place like Vail during the Holiday season. Let us make your stay just like home by adding a special touch like a Rocky Mountain Menorah or a fully decorated, live Christmas tree.

Celebrating a special occasion: Contact our concierge team to help create a memorable experience for your special occasion. We can arrange for fresh flowers, champagne and strawberries, balloons, birthday cakes, etc. No request is too large or too small.

Newspaper Delivery: The Wall Street Journal, New York Times and Vail Daily are available upon request. Please notify the Mountain Haus Staff ahead of your arrival so that we can ensure that you get your morning paper!

HUMIDIFIER RENTALS

There is one humidifier in every bedroom of our hotel and condo accommodations. If you would like more humidifiers please request additional humidifiers below. There is a fee *per additional* humidifier beyond those provided. Please call us for current pricing.

Yes, please rent # _____ humidifiers.

VAIL MOUNTAIN PLANNING TOOLS

Use these following information and links to take the stress out of arranging lift tickets, ski and snowboard lessons and equipment rentals.

Ski School: Vail's Ski and Snowboard School is considered the best in the world. [Click Here](#) for more information and to book your lessons directly online. You can also call (970) SKI-VAIL or (800) 475-4543. Do to the often complex nature of booking ski school lessons, we recommend booking directly through Vail. We are more than happy to walk through the process with you, but we will need detailed information about each skier/rider.

Lift Tickets: *Don't pay full price at the ticket window!* For the guaranteed lowest prices, **buy online** at [Vail.com](#). Also enjoy the added convenience of receiving your lift tickets prior to your arrival – then go straight to the slopes! **NOTE: When ordering tickets online, they must be purchased 7 days in advance for Domestic purchases, and 14 days in advance for International purchases. PEAKS rates are only available online. Additional days purchased at the ticket window must be purchased at the window rate. All lift ticket products are non-transferable and non-refundable.**

SKI RENTALS

There are **many** rental shops available within walking distance of Vail's Mountain Haus. For your convenience, our concierge team has narrowed these down for you.

In-House: [8150 Ski Shop](#) is a family owned ski rental and tuning shop located right in the Mountain Haus! They provide 20% off on all rental packages and retail goods to our guests, offer room-charge payment options, in room fittings and more! Follow this link for more information or to schedule your rental.

Base of the Mountain: If leaving your skis at the base of Vail Village is important, we recommend [Christy Sports - Bridge Street](#).

Delivery: Prefer to keep your equipment in your room but don't want to hassle with in-shop fittings? [Black Tie Ski Rentals](#) first class services in the convenience and comfort of your Mountain Haus condo. Follow this link to receive special pricing for our guests.



[Trip Hero](#) will coordinate all of your incoming and outgoing shipping so you don't have to worry about it! This includes pickup, delivery, tracking, and round trip service for a low flat rate!

\$75 one way, ski bag / case, or large suitcase

\$50 one way, small/carryon bag or boot bag

\$15 per month for long-term storage of skis and ski gear

\$10 per month for each additional bag stored

Link: www.gotriphero.com

Phone: [\(970\) 688-7080](tel:(970)688-7080)

Ask our Concierge for more details about Trip Hero services!

ACTIVITIES

Figuring out what to do while in Vail can be a daunting task. Let our team and this guide help arrange memorable activities for you and your family.

[Adventure Ridge](#) is located at the top of the Eagle Bahn Gondola in Lionshead. It is a great place to start planning fun activities for the whole family. Visit their website for more information on the following activities:

- Tubing
- Ski Biking
- Kid’s Snowmobile
- Snowshoeing
- Zipline Tours

Everyone participating in any Adventure Ridge activity must fill out a [Liability Form](#). You may fill it out before you come and bring it up before you participate in the activity.

Below are our suggestions for the best providers of each activity along with a link to their website. Please contact our team for more recommendations and to assist in booking your group.

Dog Sledding	Mountain Musers	A private 2 hour trail at the Lazy J Ranch. 10 miles west of Beaver Creek
	Alpine Adventures	1-2 hour tours that specialize in a “hands-on” experience with dogs
Ice Skating	Solaris	Only a 5 minute walk from the hotel – skates available for rental
	Arrabelle	In Lionshead at the Arrabelle square – skates available for rental
Nordic Skiing	Vail Nordic Center	5k loop located on the Vail Golf Course
	Vail Nordic Track	5k track at the top of the Eagle Bahn Gondola. Beginner-Expert
Snowmobiling	Sage	Huge private terrain, small intimate groups and breathtaking views!
	Nova Guides	Half day and full day trips to the “Top of the Rockies”
	Vail Valley Tours	Beautiful 2 and 3 hour tours along the Gore Mountain Range
Snowshoeing	Golden Peak	Learn about area history and wildlife in surrounding wilderness
	Walking Mountains	Science Center offers free, daily 1 hour tours, snowshoes included
Winter Horse-back rides	Triple G Outfitters	Two rides offered daily from 4 Eagle Ranch, Advanced rides available.
Ice Climbing	Apex Mountain School	Guided day trips and instruction, all abilities and no experience necessary!
Zipline Tours	Top of the Rockies	Travel 1000+ vertical feet on 5 side by side zip lines 400-850 feet long
Bowling	Bol	Bol offers 10 custom lanes for a unique bowling and dining experience
Movies	CineBistro	World class “dinner-and-a-movie” concept with reserved, cozy seating