

# JACKSON HOLE<sup>®</sup> RESORT LODGING

Thank you for choosing Jackson Hole Resort Lodging for your upcoming visit to Jackson Hole. Please review the following information thoroughly and call us if you have any questions.

**LOCATION:** Jackson Hole Resort Lodging – Teton Village\*  
3200 W. McCollister Drive  
Teton Village, WY 83025  
(307) 732-3655 Front Desk Phone  
(307) 733-0244 Front Desk Fax

**\*This is the check-in location for all rentals in Teton Village and the Aspens**

**CHECK-IN:** 4:00 p.m.  
**CHECK-OUT:** 10:00 a.m.

**CHECK-IN DIRECTIONS:** The registration office is open **6am-midnight** during peak summer and winter months. During off peak months the office is open from 8:00 a.m. to 5:00 p.m. **Should the office be closed upon your arrival simply pick up the courtesy phone located in the hallway between our office and the Teton Village Market and our answering service will assist you with securing keys to your accommodations. If you arrive after office hours we ask that you please stop by the front desk the next day to complete the check-in process.**

**DEPOSIT & PAYMENT POLICY:** A credit card guarantee is necessary for all reservations and a two-night deposit is charged upon booking. The final balance is automatically charged to the credit card on file 30 days prior to arrival (60 days prior for Holiday reservations) unless other arrangements are made or a check payment is received by the final payment due date. Credit Card charges will not be reversed once posted, so please make sure if you plan to make final payment by check that your payment arrives by the due date on your confirmation.

**CANCELLATION & CHANGE POLICY:** For Value and Regular Seasons, cancellations or changes more than 30 days prior to arrival will be charged a \$100.00 fee. Cancellations or changes within 30 days will forfeit the full value of reservation. For Holiday Season, cancellations or changes more than 60 days prior to arrival will be charged a \$100.00 fee. Cancellations or changes within 60 days will forfeit the full value of reservation. If the property is rented to another guest after your cancellation, a refund for the number of nights resold will be issued minus a \$100 fee. As there are no exceptions to these policies under any circumstance, we recommend purchasing Trip Cancellation & Interruption Insurance. Insurance covers non-refundable payments and may be added

at any time until final payment is due. Please call us at 800-443-8613 for additional information or to purchase coverage.

**SECURITY DEPOSIT:** A credit card imprint is required at check-in for all reservations to cover, incidentals, damaged property and/or missing goods. A security deposit of up to \$2000 (deposit based on accommodation type) may be required for some properties. If a deposit is required in addition to an imprint, you will be notified prior to arrival. An American Express, Visa, MasterCard or Discover card ("Credit Card") must be presented upon check-in to be imprinted. If you do not have one of these cards a cash deposit can be arranged prior to arrival. By taking occupancy of the rental property, you hereby authorize JHRL to charge your Credit Card for any and all damages caused by you or your guests to the rental property.

**Receipt of this confirmation constitutes a formal contract for your reservation. No refunds or credits will be issued for late arrival, early departure, unit type change or natural calamity.**

**OTHER POLICIES:**

- **We try hard to honor all of your special requests; however JHRL cannot guarantee specific bedding, building, unit number, view or location. Due to unforeseen circumstances it may become necessary to move you to a different unit than originally confirmed. If you have a special request with regards to any of the above items, please make sure to let our reservations department know so that we may note it on your reservation. If it becomes necessary to move your reservation, we will move you to accommodations that are at least comparable to those originally booked. Your confirmation lists the unit you are assigned at the time of reservation and may change prior to your arrival.**
- Many condominium units have only one parking space, additional parking is available in satellite lots. (Fee applies during Ski Season). If you will have more than one vehicle please call us at 800-443-8613 to check the parking situation for your property prior to arrival.
- No overnight trailers or recreational vehicles are allowed in any Teton Village Condominium parking area.
- One complimentary housekeeping service is scheduled for stays of 5-9 nights and every 5-7 days for stays of 10-30 nights. Additional housekeeping service is available for a fee of \$32 per hour and should be scheduled prior to arrival. Your accommodations are furnished with a courtesy supply of household necessities; including dish soap, toilet paper, paper towels, dishwasher detergent, travel size shampoo and conditioner, and bath soap. Additional items are available at local markets.
- Please include your full name and your reservation number on all packages or faxes to be received during your stay. Charges apply for faxes, copies and other services.
- All units are designated as non-smoking.
- Sorry, no pets are allowed in condominiums.
- Daily health club memberships are available for the Teton Sports Club at a discounted rate. Additional information is available from the concierge.
- Jackson Hole Resort Lodging properties are not handicap accessible. In addition, most properties require stairs for access.

# DIRECTIONS TO TETON VILLAGE FRONT DESK

## FROM THE AIRPORT AND DOWNTOWN

Depart Jackson Hole Airport to the right onto Hwy 191, 89, 26. Continue for eight miles into the town of Jackson. The highway becomes Cache Street, continue straight on Cache for 3 stoplights until you reach the Town Square. Make a right at the 3<sup>rd</sup> stoplight onto Broadway. Continue on Broadway and after the 4<sup>th</sup> stoplight get into the right lane and veer right onto Hwy 22 to Teton Village. Continue on US 22 for about 5 miles. After crossing the Snake River Bridge you will veer right again at the stoplight onto Hwy 390 continue for about 7 miles. Make a left turn off of Hwy 390 to reach Teton Village.

## FROM SOUTH OF TOWN

Arriving from the South on Hwy 89 via Hoback Junction continue into town on US 89 make a left onto Highway 22, just across from the large Albertson's Store. Continue on US 22 for about 5 miles, After crossing the Snake River Bridge you will veer right at the stoplight onto Hwy 390 for about 7 miles. Make a left turn off of Hwy 390 to reach Teton Village.

## VIA VICTOR, ID (over Teton Pass)

From Victor ID take Hwy 22 over Teton Pass and through Wilson, WY to stoplight about 2 miles beyond Wilson, take a left at the light onto Hwy 390. Continue onto Hwy 390 for about 7 miles. Make a left turn off of Hwy 390 to reach Teton Village.

## DIRECTIONS TO CHECK-IN OFFICE FROM ENTRANCE TO TETON VILLAGE

Make a left turn at the first entrance to Teton Village off of Hwy 390. Follow the road along and make another left hand turn at the first intersection you see (McCollister Drive). Continue to drive until you get to the very next intersection and turn right. Follow the road around staying right until you notice on the right hand side of the road our check-in office, which is adjacent to the gas station. There is a large sign displayed outside of our office that says **JACKSON HOLE RESORT LODGING** in red lettering.

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Thank you for choosing Jackson Hole Resort Lodging for your upcoming visit to Jackson Hole. Please review the following information thoroughly and call us if you have any questions.

**LOCATION:** Jackson Hole Resort Lodging –Teton Pines Office\*  
3395 North Pines Way, Suite 105  
Wilson, WY 83014  
(307) 739-3000 Phone  
(307) 733-1333 Fax

**\*For Check-in in Teton Pines only**

**CHECK-IN:** 4:00 p.m.  
**CHECK-OUT:** 10:00 a.m.

**CHECK-IN DIRECTIONS:** The check-in office is open from 8:00 a.m. to 6:00 p.m. Monday – Friday and 9:00 a.m. to 5:00 p.m. Saturday and Sunday during peak summer and winter months. During off peak months the office is open from 8:00 a.m. to 5:00 p.m. Monday – Friday. Should the office be closed upon your arrival there will be key and a map to your unit in an envelope with the name on the reservation taped to the front door. If you arrive after office hours we ask that you please stop by the front desk the next day to complete the check-in process.

**DEPOSIT & PAYMENT POLICY:** A credit card guarantee is necessary for all reservations and a two-night deposit is charged upon booking. The final balance is automatically charged to the credit card on file 30 days prior to arrival (60 days prior for Holiday reservations and 90 days for month long reservations) unless other arrangements are made or a check payment is received by the final payment due date.

**CANCELLATION & CHANGE POLICY:** For Value and Regular Seasons, cancellations or changes made more than 30 days prior to arrival will be charged a \$100.00 administrative fee per unit. Cancellations or changes made within 30 days will forfeit the full value of reservation. For Holiday Season, cancellations or changes made more than 60 days prior to arrival will be charged a \$100.00 administrative fee per unit.

Cancellations or changes within 60 days will result in full forfeiture of the value of the reservation. For month long reservations, cancellations or changes made more than 90 days prior to arrival will be charged a \$100.00 administrative fee per unit. Cancellations or changes within 90 days will result in full forfeiture of the value of the reservation. If the property is rented to another guest after your cancellation, a refund for the number of nights resold will be issued minus the \$100 administrative fee per unit. Unfortunately, there are no exceptions to these policies under any circumstance. Therefore, we recommend purchasing Trip Cancellation & Interruption Insurance. Insurance covers non-refundable payments and may be added at any time until final payment is due. Please call us at 800-443-8613 for additional information or to purchase coverage.

**SECURITY DEPOSIT:** A credit card imprint is required at check-in for all reservations to cover incidentals, damaged property and/or missing goods. A security deposit of up to \$2,000 (deposit based on accommodation type) may be required for some properties. If a deposit is required in addition to an imprint, you will be notified prior to arrival. A Visa, MasterCard, Discover or an American Express card must be presented upon check-in to be imprinted. If you do not have one of these cards a cash deposit can be arranged prior to arrival.

**OTHER POLICIES:**

- We will do our best to honor all of your special requests; however JHRL cannot guarantee specific building, unit number, view, location, or bedding. Due to unforeseen circumstances it may become necessary to move you to a different unit than originally confirmed. Upon booking, if you have a special request with regards to any of the above items, please make sure to let our reservations department know so that we may note it on your reservation. If it becomes necessary to move your reservation, we will move you to accommodations that are comparable or better than those originally booked. Your confirmation lists the unit you are assigned at the time of booking and may change prior to your arrival.
- One complimentary housekeeping service is scheduled for stays of 5-9 nights and every 5-7 days for stays of 10-29 nights. Additional housekeeping service is available for a fee of \$32 per hour and should be scheduled prior to arrival. Your accommodations are furnished with a courtesy supply of household necessities; including dish soap, toilet paper, paper towels, dishwasher detergent, bath soap, travel size shampoo and conditioner, and bath soap. Additional items are available at local markets.
- Please include your full name and your reservation number on all packages or faxes to be received during your stay. Charges may apply for faxes, copies and other services.
- All units are designated as non-smoking.
- Sorry, no pets are allowed in any property.
- A complimentary membership to the Teton Sports Club is available for use during your stay.
- Concierge services are available to you for arranging summer and winter activities such as: horseback riding, rafting, snowmobile tours, and more. The Concierge can also make any restaurant reservations, arrange personal grocery shopping or set up for a caterer to come to your property. Call our concierge at (307) 732-3618 prior to your arrival to ensure a smooth and relaxing vacation.
- Jackson Hole Resort Lodging properties are not handicap accessible. In addition, most properties require stairs for access.

## **DIRECTIONS TO THE FRONT DESK IN TETON PINES**

### **FROM THE AIRPORT AND DOWNTOWN**

Depart Jackson Hole Airport by turning right onto Hwy 191/89/26. Continue for 8 miles into the town of Jackson. The highway becomes Cache Street. Continue straight on Cache for 3 stoplights until you reach the Town Square. At the 3rd stoplight, turn right onto Broadway. Continue on Broadway and just before the 4th stoplight get into the right lane and veer right onto Hwy 22 to Teton Village. Continue on US 22 for about 5 miles. After crossing the Snake River Bridge just before the spotlight you will veer right onto Hwy 390. Continue for about 3 miles. You will notice the entrance to the Teton Pines Country Club on the left. Just beyond the Teton Pine's entrance, take a left into the Westbank Center. Take an immediate left onto North Pines Way. Our office is down the right side of the 2nd commercial building on your right – 3395 North Pines Way.

### **FROM SOUTH OF TOWN**

When arriving from the South on Hwy 89 via Hoback Junction toward Jackson, at the 4th stoplight, turn left onto Hwy 22. The Albertson's Store will be on your right at this light. Continue on Hwy 22 for about 5 miles. After crossing the Snake River Bridge just before the spotlight you will veer right onto Hwy 390. In about 3 miles you will notice the entrance to the Teton Pines Country Club on the left. Take your next left into the Westbank Center. Take an immediate left onto North Pines Way. Our office is on the north side of the 2nd commercial building on your right – 3395 North Pines Way.

### **FROM VICTOR, ID**

From Victor, ID follow Hwy 22 east over Teton Pass through Wilson, WY to the stoplight at HWY 390. Turn left at the light onto Hwy 390. Continue for about 3 miles. You will notice the entrance to the Teton Pines Country Club on the left. Just beyond the Teton Pine's entrance, take a left into the Westbank Center. Take an immediate left onto North Pines Way. Our office is down the right side of the 2nd commercial building on your right – 3395 North Pines Way.