



OWNER
KEY RELEASE



*This information is needed prior to arrival to allow your guest(s) to check into your room.
Please print as much information as possible. Thank you, Massanutten Reservations Department.*

Your Name(s): _____

Your Phone Number: _____ Your E-mail: _____

Confirmation Number (if known): _____ Arrival Date: _____

Key Release to Guest(s): _____

Guest(s) Email: _____

Signature(s): _____ Date: _____

Owner Key Release Fees

- Owners will receive **(1) free key release per calendar year, per contract (account)**. For a second key release received in that same year, the **cost will be \$20**. For any additional key releases received in that same year, the cost will be **\$50 per key release**.
- A calendar year is defined as January 1 - December 31.
- Payment is required prior to processing.
- For payment of any key release fee, contact to your reservations team.
 - Email: reservations@massresort.com (Evening/weekend email: frontdesk@massresort.com)
 - Phone: 540.289.4904 (option 2)

***Unit numbers will be assigned at check-in. Resort fee payable at check-in. Please return this form at least 48 hours prior to your arrival to ensure the document is processed prior to your arrival. If this form is presented upon arrival to check-in, there will be a \$25 administrative fee assessed in order to process the form and allow guest check-in.**

Do you have multiple guests utilizing the same unit?

- **A cleaning fee per condo side is required** prior to second guest check-in.
Rates are specific per condo type, please call or email for a quote.
- Requires a check-out of first guest by 10 am & second guest check-in time of 5 pm.
- Limit to two guest check-ins per week.

Key Release to Second Guest(s): _____

Second Guest(s) Email: _____

Arrival Date of Second Guest(s): _____

HOURS Monday - Friday 9 am - 5 pm	ADDRESS P.O. Box 1227 Harrisonburg, VA 22801
DAYTIME/WEEKDAY PHONE NUMBER 540.289.4904 (option 2)	DAYTIME FAX - 540.289.9599
24-HOUR SWITCHBOARD - 540.289.9441	EVENING/WEEKEND FAX - 540.289.6981