



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](mailto:reservations@massresort.com) (Evening/weekend email: [frontdesk@massresort.com](mailto: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.**

**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): \_\_\_\_\_

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