

APOLLO PARK AT VAIL - FREQUENTLY ASKED QUESTIONS

V6

WHAT ARE OFFICE HOURS? Our Vail staff is available to assist you. The staff is onsite daily and for emergencies after hours. The office number is 970-476-0079, the emergency contact number is 970-390-1190 or e mail frontdesk@apollopark.net.

IS THERE ON-SITE PARKING AND HOW MANY PARKING SPACES CAN I GET? Apollo Park has one complimentary parking space for each condo. The space is available from 4:00 PM the day you check-in until 10:00 AM on the day you check-out. A valid parking pass must be displayed in the windshield of the vehicle. Extra parking passes may be available from the office. Trailers are not allowed to park on the property. RVs that fit within a standard Apollo Park parking space are allowed (for example, a Sprinter Van). A parking garage is located approximately 100 meters west of Apollo Park.

DO YOU HAVE WIRELESS INTERNET ACCESS? Yes, wireless internet access is available in all condos.

DO YOU HAVE A POOL? Apollo Park has a heated all-season outdoor pool. A deck area is furnished with chairs, lounges and umbrellas.

ARE POOL TOWELS FURNISHED? Pool towels are in each condo at check-in. Pool towels are not replaced during the week and must be in the condo at check-out.

IS EARLY CHECK-IN OR LATE CHECK-OUT AVAILABLE? Check-in prior to 4:00 PM may be available only if the condo is ready for occupancy. Late check-out is not available.

ARE PETS ALLOWED? Pets are not allowed at Apollo Park. SERVICE animals are allowed. From ADA.gov...

Q1. What is a service animal?

A. Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability.

Q29. Are hotel guests allowed to leave their service animals in their hotel room when they leave the hotel?

A. No, the dog must be under the handler's control at all times.

Q3. Are emotional support, therapy, comfort, or companion animals considered service animals under the ADA?

A. No. These terms are used to describe animals that provide comfort just by being with a person. Because they have not been trained to perform a specific job or task, they do not qualify as service animals under the ADA.

IS SMOKING ALLOWED? Apollo Park is a smoke-free property. Smoking or vaping, tobacco or other, is prohibited anywhere at Apollo Park. This includes in the condominiums, on the decks or walkways, at the pool, or on the lawn.

DO YOU HAVE RECYCLING? Apollo Park supports the Town of Vail mandatory recycling program. A list of recyclable items is posted on the refrigerator and a 'blue bin' is in every unit for recycling items. Please ensure that mandatory recycling rules are followed during your stay. Trash and foodstuffs must not be mixed with recyclables. 'If in doubt, throw it out.'

DO YOU HAVE HAIR DRYERS IN THE CONDOS? Yes, hair dryers are in every condo.

DO YOU HAVE DVD PLAYERS? Yes – please check with the office if you need a DVD player and one is not in the condo.

DO YOU HAVE A LARGE MEETING SPACE FOR RENT? No.

IS THERE AN ON-SITE RESTAURANT? No. We have nice kitchens in every unit and being in Vail Village, we have access to an abundant number of great places to dine.

ARE THERE SKI LOCKERS? No. Each condominium is equipped with an area for ski equipment.

WHAT CLEANING SUPPLIES ARE IN THE KITCHEN? The condo is supplied with trash bags, dishwasher soap, dish soap, paper towels and a sponge. Kitchen towels are provided.

DO YOU OFFER PACK N PLAYS? A limited number of Pack n Plays are available free of charge. Please call the office at 970-476-0079 to reserve.

DO YOU ALLOW ROLLAWAYS? No. Sleeping space is provided for the maximum number of people allowed in each room. That number is not to be exceeded due to fire code restrictions.

WHAT IF I HAVE EXTRA GUESTS? If you would like to invite more guests than your unit accommodates, please contact the front desk to see if another unit may be available to rent.

WHAT IS THE HOUSEKEEPING SCHEDULE? Your condo will be fully cleaned before check-in. Housekeepers will be back on site on Tuesday for services between 9:00 AM and 3:00 PM. Housekeepers are not on site other than Friday and Tuesday each week.

WHAT ARE MY OPTIONS IF I CANNOT USE MY WEEK? Options include renting your week, letting friends or family use it or depositing your time with Interval International or other exchange companies. If sending guests to use your condo, please be certain to provide details of the condo number and check-in and check-out times. Please notify the Vail staff about who will be arriving to use your timeshare. If you rent your condo yourself, the Town of Vail short-term licensing requirements apply.

DOES APOLLO PARK HAVE A RENTAL PROGRAM? Yes, you may list your timeshare week(s) for rent through the front desk. There is no guarantee that units will be rented. Apollo Park charges a flat commission of 20% on all rentals.

HOW DO I DEPOSIT MY WEEK WITH INTERVAL INTERNATIONAL? Owners have the option of joining Interval International to deposit their Apollo Park at Vail week and trade elsewhere. Call 800-843-8843 or go to www.intervalworld.com for more information.

HOW DO I UPDATE MY OWNER CONTACT INFORMATION? Please contact the management company if you have a change in owner address, e mail or phone numbers.

MAY I SHIP A PACKAGE OR MY SKIS TO ARRIVE BEFORE OR DURING MY STAY? Yes. Please send the package to: **Apollo Park at Vail, 442 S. Frontage Road, Vail, CO 81657 / Attention: Guest Name, Unit and Week Number.** Staff will keep the package in the office until you pick it up at the time of your arrival.

ARE THERE NON-RENTAL CAR OPTIONS FOR TRAVELING BETWEEN DIA AND APOLLO PARK? Yes, a quick internet search will provide numerous alternatives. One, Epic Mountain Express, formerly CME and a Vail Resorts operation, travels that route. They can take you directly to Apollo Park or deliver you to the nearby Vail Transportation Center. Peak 1 Express can also deliver you directly to Apollo Park from either DIA or the Eagle Airport. BUSTANG buses originate in Downtown Denver with a stop at the Vail Transportation Center. www.ridebustang.com