



## White Pass Village Inn Staff Newsletter – December 2017

Prepared by Elise Woodsmith, Accounting Manager

Lifts are open! The Nordic Center has some cascade concrete through the Dark Meadows loop and elsewhere is fully covered. Continue doing your powder dance! We got around a foot of the powdery stuff yesterday on top of the old snowpack. The inversion layer from last week created beautiful blue-bird days and 0" of new precipitation. The oddball tracks down Mach V, snow ghosts and river of fog were neat to look down on from the warm top of Pigtail Peak.

### WELCOME TO THE FAMILY!

New owners: Dr. Kevin & Melanie Roscoe #40 (As of Oct'17) & Erin & Christopher Gocke #125 (As of Dec'17).

New staff: Housekeepers Alesha (hired 12/2/17), Bre (Re-Hire from this past summer, starts soon).

We understand that when there is no snow, you may change your plans and not want to drive up. **If you have an owner reservation in LiveRez, please let us know when you decide not to stay so we mark it as "RNO"** (reserved not occupied) or open the unit up for guest stays. Call the office - **509.672.3133** or email Judi at [reservations@staywhitepass.com](mailto:reservations@staywhitepass.com) - and let us know otherwise your unit will be counted as occupied day after day. You are always welcome to stop in and tell us about your RNOs if you are unconcerned about maximizing rental income. We recommend keeping a calendar. **The only way to not get charged for an entire reservation is by notifying the office before the end of the month.**

Speaking of charges, I've had a few questions that I'd like to answer for everyone:

1. A few have expressed concerns about the carpet cleaning. The service was of major walkways only and *not* a deep clean. We have communicated to the vendor that we were not satisfied and will consider doing a deeper clean in the springtime. Please let me know if your carpet currently falls into the "unsatisfactory" category.
2. [Accounting@staywhitepass.com](mailto:Accounting@staywhitepass.com) is meant to be only for statements, payables & receivables and is the email for your billing questions. Any questions about reservations or rental availability go to Judi.
3. Statements are sent by email each month, and it is your responsibility to contact the office if you need a copy *before* the payment is due. If your payment is postmarked on or before the 25<sup>th</sup> I will process as such. Late fees are charged if you have a balance over \$100 as of the 26<sup>th</sup> of each month. Disputes on late fees need to be addressed to the board. Remember to send mail up to the pass at 48933 US HWY 12, Naches, WA, 98937.
4. We are on Holiday rack rates through Dec 31<sup>st</sup>.
5. **Owner Room Clean fees** – Charged after each owner reservation if a clean is noted on the maid sheet. IE, when our staff checks your unit after departure and notes it as "done" and ready to rent you will not receive a clean fee. If our staff checks your unit after departure and cleans it so that it is rentable, complete with their initials and a checklist of what was done, you will receive a clean fee. Maid sheets are turned in to the office daily and cross referenced with the USFS report at the end of each month. Please check with accounting if you have any questions regarding your fees, as it is a flat rate set by unit type.
6. **USFS fees** – Charged daily when the owner is listed as staying overnight. No charge for RNO days.
7. **Electricity** – Charged monthly based on individual meter readings performed on the last day of each month.
8. **Extra Care fees** – Charged if WPVI staff spends 30 minutes or more working on your unit and/or includes cost of supplies such as lightbulbs, OPT IN Projects such as weather stripping, replacement of appliances such as coffeemakers, permission requested items such as microwaves.
9. **Extra Keys are \$5 each.** If you would like another key you may not make copies of your current one. Copies may be ordered by emailing Accounting@, please specify if you would like to have them mailed.

Special Staff Requests: 1) Is the temperature minimum heater mark or thermostat set correctly in your unit? Are all your heaters working? If not, please report to the office, Jen our Head Housekeeper, or David Spore so we can get a running count of heaters that still need to be replaced as part of our Mandatory Program. Fun fact: We turn lights and music on for guests checking in as part of our first impression hospitality procedures.

**HAPPY HOLIDAYS!**

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