

Privates Concierge

Pro Concierge: **(do not share phone number with guests)**

Tel: 604-935-9154

Email: wbmyconcierge@vailresorts.com

Guest Concierge: **(email only)**

Email: wbmyconcierge@vailresorts.com

Hours:

8am-5:30pm 7 days a week

Starting November 24th

Concierge may be busy at times and not able to answer the phone straight away, sometimes a text is easier for them to keep track.

What pros can contact the Concierge for:

- Booking in private lessons liaise with clients via email and phone
- Upgrade Half day lessons to Full day lessons (\$200 upgrade fee)
- Restaurant bookings (Christine's can also be booked by pro in tock app)
- Take payments
- Book airport transfers for clients
- Booking lessons with an Olympian
- Assisting with printing passes and dropping them off at locations for guest pick up
- They can call guests, but please inform the concierge to reach out to guests

What NOT to contact the Concierge for:

- Pro's Schedule
- Scheduling holds for clients
- Pro's pay issues or paying pro