**Email Templates**

**Attempting to reach you:**

Hello,

We look forward to welcoming you soon! We have been attempting to reach you at (phone number here) in order to complete your pre-arrival process including booking your dinner reservations and activities. We have provided links to our Activities Calendar, Spa Menu, and Welcome Amenities for your review below. Please give us a call at your earliest convenience at 855-789-1476. If you prefer to communicate via email, please let us know and we would be happy to confirm your details via email.

**[Spa Wellness Menu](https://drive.google.com/file/d/1vbiRp3a9Wk-Hd5hq-ibg26nXT5Sm_vnZ/view)**

**[Welcome Amenities Menu](https://drive.google.com/file/d/1nrrMoJ7vrG_oxyz9HKdZZuwXtrJaPt_W/view)**

[**Late Summer Activities Calendar**](https://drive.google.com/file/d/1IggDLC4AeX-ScnROpAoi9looxJPzpbaM/view)

[**Fall Activities Calendar**](https://drive.google.com/file/d/1rAHZ0Xf6DP5vXqBHpXRD6SCM-9So3SV9/view)

[**Winter Activities Calendar**](https://drive.google.com/file/d/1cwgkCVHaSRn5cwbh3DccRYbWyQXZyPhs/view)

[**Spring Activities Calendar**](https://drive.google.com/file/d/1GoQDR43yMxxPh78MoLRQH65Lo8ETcAIL/view)

[**Early Summer Activities Calendar**](https://drive.google.com/file/d/1-W_uEqD8suufw40ILwUaksLmeUug_i7A/view)

*For more detailed information and pictures of many of the activities that we offer, please follow the link below:*

[**Activities & Adventures Catalogue**](https://drive.google.com/file/d/1nHuTuwU3WXKYIRE8oi1UyU3LOpawxAp7/view?usp=share_link)

**When we do not have the contact number to reach the guest, send the following:**

Hello,

We look forward to welcoming you to the resort! What is the best number that you can be reached at in order to confirm your reservation details and setup your dinner reservations?

**When Sending Guests Itinerary:**

Hello,

Thank you for your time today, I do appreciate it. Per our discussion, I have provided your itinerary below for your review. When you arrive, we will also have a printed itinerary for you. Please let me know if there is anything else I can assist with.

**When Sending Cancellation Confirmation Emails:**

Hello,

We have refunded your deposit in the amount of $\_\_\_\_\_\_\_. Depending on your bank, it may take 3 to 5 business days to show back into your account. We have also cancelled your reservation (cancellation number \_\_\_\_\_\_\_\_\_\_). Please let us know if there is anything else we can assist with.

**Chase Luxury Bookings (Email For Contact Info)**

**Email**: [lodgingsupport@travel.chase](mailto:lodgingsupport@travel.chase)

When we email chase travel, we need to provide the following information:

1. First & Last Name
2. Arrival & Departure Date
3. Confirmation number/GDS Locator (This is the external reference confirmation number with 429SE........)

**Example Email:**

Hello Chase Luxury Travel, 

We look forward to welcoming (GUEST NAME) on (ARRIVAL DATE) through (DEPARTURE DATE)!

There are some details we would like to confirm with (GUEST NAME) prior to HER/HIS arrival including booking dinner reservation and activities. We currently do not have any contact information on file for the guest. Can you either provide a good contact number and/or email for (GUEST NAME) or have HIM/HER give us a call at 855-789-1476?  The confirmation number is (CONFIRMATION NUMBER).

**When Sending Activities, Spa Menu & Welcome Amenities:**

Hello,

Thank you for your time today, I do appreciate it. Per our discussion, I have provided links to our Amenities Menu, Activities Calendar and Spa Menu for your review below. All activities and Spa appointments will require a prior reservation. Please feel free to call us at 855-789-1476 or email us when you are ready to book any activities or spa appointments.

**[Spa Wellness Menu](https://drive.google.com/file/d/1vbiRp3a9Wk-Hd5hq-ibg26nXT5Sm_vnZ/view)**

**[Welcome Amenities Menu](https://drive.google.com/file/d/1nrrMoJ7vrG_oxyz9HKdZZuwXtrJaPt_W/view)**

[**Late Summer Activities Calendar**](https://drive.google.com/file/d/1IggDLC4AeX-ScnROpAoi9looxJPzpbaM/view)

[**Fall Activities Calendar**](https://drive.google.com/file/d/1rAHZ0Xf6DP5vXqBHpXRD6SCM-9So3SV9/view)

[**Winter Activities Calendar**](https://drive.google.com/file/d/1cwgkCVHaSRn5cwbh3DccRYbWyQXZyPhs/view)

[**Spring Activities Calendar**](https://drive.google.com/file/d/1GoQDR43yMxxPh78MoLRQH65Lo8ETcAIL/view)

[**Early Summer Activities Calendar**](https://drive.google.com/file/d/1-W_uEqD8suufw40ILwUaksLmeUug_i7A/view)

**Spa Appointments (If Applicable)**

1.      If you are looking to book a spa service, please have the following answers ready:

a.       Guest/Guests first and last name: \_\_\_\_\_\_\_\_\_\_\_

b.       Is there a preference for Male or Female massage therapist: \_\_\_\_\_\_\_\_\_\_\_

c.      Would you prefer to be in the Same Cabana (Couples Massage) or Separate Cabanas (If Applicable):  \_\_\_\_\_\_\_\_\_\_\_

d.       Is there a preference of Day and/or Time: \_\_\_\_\_\_\_\_\_\_\_

e.       Which Massage Service would you like to book: \_\_\_\_\_\_\_\_\_\_\_

f.       What length (60-minute, 90-minute, or 120-minute) of the above massage service would you like to book \_\_\_\_\_\_\_\_\_\_\_

Please follow the link below to review our Activities and Adventures Catalog. This catalog will provide more detailed information as well as pictures of many of the activities that we offer.

[**Activities & Adventures Catalogue**](https://drive.google.com/file/d/1nHuTuwU3WXKYIRE8oi1UyU3LOpawxAp7/view?usp=share_link)

Please ensure to complete the liability waiver (both you and your guest/guests) prior to arrival. If you have not yet completed, please use the link below to complete.

[**Basic Liability Waiver**](https://waiver.smartwaiver.com/v/castlehotsprings/)

To prepare for your upcoming adventures, we've outlined what to expect for weather, suggested clothing attire and FAQ's for many of our guided activities: [**Planning Your Trip**](https://www.castlehotsprings.com/planning-your-trip/)

**Final PA Attempt Email - (full template expands to next page)**

Good Morning/Afternoon,

We look forward to welcoming you to the resort!

There are some details we would like to confirm with you regarding your stay here at Castle Hot Springs Resort. Please see the below and return our email or give us a call at 855-789-1476 at your earliest convenience.

***First Time Guest or Returning Guest:***

 Will this be the first time you are joining us at Castle Hot Springs Resort?\_\_\_\_\_\_\_\_\_\_\_

***Room Type (If Applicable):***

Currently you are booked for a Flexible Sky View Cabin OR Cottage. Would you like two XL Twin Beds or one King Bed set in the room?\_\_\_\_\_\_\_\_\_\_\_

***Guest Waiver :***

Please ensure to complete the liability waiver (both you and your guest/guests) prior to arrival. If you have not yet completed, please use the link below to complete.

[**Basic Liability Waiver**](https://waiver.smartwaiver.com/v/castlehotsprings/)

***Guest Name***

If you are traveling with a guest(s), please provide their first and last name(s):\_\_\_\_\_\_\_\_\_\_\_

***Check In/Check Out***

* Guaranteed check-in time into your room is 4:00pm. However, you are welcome to arrive as early as noon on your day of arrival to start enjoying the resort. If you do plan to arrive early, we recommend packing a light bag with a change of clothes/swimsuit in order to enjoy the hot springs, pool or activities before your room is ready.
* Check-out time is 11:00am from your room. You are welcome to stay on the property up until 1:00pm on your day of departure.
* Did you have an estimated time of arrival? \_\_\_\_\_\_\_\_\_\_\_

***Special Occasion***

* Are you celebrating any special occasions during your stay with us?
  + Special Occasion being celebrated:  \_\_\_\_\_\_\_\_\_\_
  + If the occasion is a Birthday or Anniversary, please provide the date:  \_\_\_\_\_\_\_\_\_\_

***Harvest Dining***

* Breakfast (served 7:00am to 10:00am) and lunch (served 11:00am to 2:00pm) do not require a reservation.
* Attire for breakfast and lunch will be resort casual. Dinner attire will be elevated casual meaning no active wear, flip flops, or baseball caps.
* Dinner will require a reservation. What time would you prefer?  We currently have the following available during your stay:
  + **DAY/MONTH/DATE:**5:30PM, 5:45PM, 6:00PM, 6:15PM, 6:30PM, 7:00PM, 7:15PM, 7:30PM 7:45PM, or 8:00PM.  \_\_\_\_\_\_\_\_\_\_\_
  + **DAY/MONTH/DATE:** 5:30PM, 5:45PM, 6:00PM, 6:15PM, 6:30PM, 7:00PM, 7:15PM, 7:30PM 7:45PM, or 8:00PM. \_\_\_\_\_\_\_\_\_\_\_\_
* Are there any food allergies we should be aware of? \_\_\_\_\_\_\_\_\_\_\_

**Activities & Spa**

* Below are links to our Welcome Amenities Menu, Activities Calendar and Spa Menu. All of the daily activities and spa appointments will need to be booked in advance. Please feel free to call us at 855-789-1476 when you are ready to book any of these activities.

**[Spa Wellness Menu](https://drive.google.com/file/d/1vbiRp3a9Wk-Hd5hq-ibg26nXT5Sm_vnZ/view)**

**[Welcome Amenities Menu](https://drive.google.com/file/d/1nrrMoJ7vrG_oxyz9HKdZZuwXtrJaPt_W/view)**

[**Late Summer Activities Calendar**](https://drive.google.com/file/d/1IggDLC4AeX-ScnROpAoi9looxJPzpbaM/view)

[**Fall Activities Calendar**](https://drive.google.com/file/d/1rAHZ0Xf6DP5vXqBHpXRD6SCM-9So3SV9/view)

[**Winter Activities Calendar**](https://drive.google.com/file/d/1cwgkCVHaSRn5cwbh3DccRYbWyQXZyPhs/view)

[**Spring Activities Calendar**](https://drive.google.com/file/d/1GoQDR43yMxxPh78MoLRQH65Lo8ETcAIL/view)

[**Early Summer Activities Calendar**](https://drive.google.com/file/d/1-W_uEqD8suufw40ILwUaksLmeUug_i7A/view)

* For more detailed information as well as pictures of many of the activities that we offer, please follow the link below:

[**Activities & Adventures Catalogue**](https://drive.google.com/file/d/1nHuTuwU3WXKYIRE8oi1UyU3LOpawxAp7/view?usp=share_link)

* 24-hour cancellation policy:  All spa appointments and activities that have a cost associated with them will require a 24-hour cancellation. Cancellations within 24 hours and no-shows will be subject to 100% of the scheduled activity cost.

***Spa Appointments (If Applicable)***

1.      If you are looking to book a spa service, please have the following answers ready:

a.       Guest/Guests first and last name: \_\_\_\_\_\_\_\_\_\_\_

b.       Is there a preference for **Male or Female** massage therapist: \_\_\_\_\_\_\_\_\_\_\_

c.      Would you prefer to be in the **Same Cabana** (Couples Massage) or **Separate Cabanas** (If Applicable):  \_\_\_\_\_\_\_\_\_\_\_

d.       Is there a preference of **Day and/or Time**: \_\_\_\_\_\_\_\_\_\_\_

e.       Which **Massage Service** would you like to book: \_\_\_\_\_\_\_\_\_\_\_

f.       What length (**60-minute, 90-minute, or 120-minute**) of the above massage service would you like to book \_\_\_\_\_\_\_\_\_\_\_

***Reminders***

* When driving into Castle Hot Springs, you’ll traverse 7-miles of dirt road, featuring sweeping desert vistas and unique wildlife. This road may get rough at times, but is well traveled. We recommend guests arrive in a SUV or truck, however nearly all vehicles will be able to make the journey. Please note, rideshare and taxi services such as Uber or Lyft do not service this area. Parking and valet service are complimentary for registered resort guests.
* You will need to provide a credit card along with a valid Photo I.D. upon check-in to the resort
* We highly recommend hiking specific shoes if you plan on participating in hikes or any of our outdoor activities & adventures.
* As you will be here in the cooler season, we highly recommend bringing layers with you along with some jackets.
* We will have Yeti water bottles in the room for you upon arrival along with water fill stations around the property. You are welcome to take these home with you.
* You will be receiving a $25 per person per night beverage credit.

To prepare for your upcoming adventures, we've outlined what to expect for weather, suggested clothing attire and FAQ's for many of our guided activities: [**Planning Your Trip**](https://www.castlehotsprings.com/planning-your-trip/)

**Information for the Amenity:**

**Type of Amenity:**

**Date/Time would you like the amenity delivered?**

**Charge to the room or a separate credit card?**

**All of our amenities come with a complimentary card. If you would like to include this card, please provide a card message below.**

**Driver Provider- Transportation (STANDARD)**

Good Morning/Afternoon,

We look forward to welcoming you to Castle Hot Springs Resort! We do offer transportation services through our partnered 3rd party company Driver Providers. One-way transportation from Phoenix Sky Harbor Airport is $425 and round-trip transportation is $850 (up to 4 passengers). Additional stops may incur an additional charge and must be booked during the initial transportation request. We do require 72-hour notice for all bookings. If you would like to book their transportation service, please provide the following information. Once we receive the information below, Driver Provider will send you confirmation emails with the final details. The transportation will be charged directly to your room and paid for upon departure. The guaranteed check in time into your room is 4:00pm but you are welcome to arrive as early as noon. As for departure, the checkout time from your room will be 11:00am but you are welcome to stay on property up until 1:00pm.

**Name of each guest:**

**Email:**

**Phone (text capability needed):**

**Number of Passengers:**

**IF APPLICABLE: Please let us know which room to charge the transportation to:**

***Arrival Flight Information:***

Airport:

Arrival Date/ Time:

Airline/ Flight #:

***Departure Flight Information:***

Airport:

Departure Date/ Time:

Airline/ Flight #:

**------Or-------**

**Name:**

**Email:**

**Phone (text capability needed):**

**Number of Passengers:**

***Arrival Information:***

Pick Up Address:

Arrival Date:

Desired Pickup Time:

**Departure Information:**

Pick Up Address: Castle Hot Springs

Departure Address:

Departure Date:

**Driver Provider- Transportation (LOWERED RATE – 2 Vehicle Discount)**

**Each vehicle can fit up to 4 passengers (can accommodate up to 5 IF each guest has one carry on and one standard piece of luggage).**

Good Morning/Afternoon,

We look forward to welcoming you to Castle Hot Springs Resort! We do offer transportation services through our partnered 3rd party company Driver Providers. For your group of (AMOUNT HERE) guests, this will require two separate vehicles. Typically, one-way transportation for one vehicle from Phoenix Sky Harbor Airport is $425 and round-trip transportation is $850 (up to 4 passengers). However, by booking two vehicles for both your arrival and departure, we will extend a lower rate of $318.75 each way per vehicle for a total of $637.50 round-trip per vehicle ($1,275 round-trip for both vehicles).

Additional stops may incur an additional charge and must be booked during the initial transportation request. We do require 72-hour notice for all bookings. If you would like to book their transportation service, please provide the following information. Once we receive the information below, Driver Provider will send you confirmation emails with the final details. The transportation will be charged directly to your room and paid for upon departure. The guaranteed check in time into your room is 4:00pm but you are welcome to arrive as early as noon. As for departure, the checkout time from your room will be 11:00am but you are welcome to stay on property up until 1:00pm.

**Name of each guest:**

**Email:**

**Phone (text capability needed):**

**Number of Passengers:**

**IF APPLICABLE: Please let us know which room to charge the transportation to:**

***Arrival Flight Information:***

Airport:

Arrival Date/ Time:

Airline/ Flight #:

***Departure Flight Information:***

Airport:

Departure Date/ Time:

Airline/ Flight #:

**------Or-------**

**Name:**

**Email:**

**Phone (text capability needed):**

**Number of Passengers:**

***Arrival Information:***

Pick Up Address:

Arrival Date:

Desired Pickup Time:

**Departure Information:**

Pick Up Address: Castle Hot Springs

Departure Address:

Departure Date:

**When guests inquire about which airport to fly into:**

Hello,

We look forward to welcoming you to the resort! We have provided both commercial and private airports in the Phoenix area for your review. Please let us know if there is anything else we can assist with.

**Commercial Airports:**

1. **Phoenix Sky Harbor Airport**
   1. Approximate Mileage To Resort: **45 Miles**
   2. Approximate Route Time: **75 Minutes**
2. **Phoenix-Mesa Gateway Airport**
   1. Approximate Mileage To Resort: **75 Miles**
   2. Approximate Route Time: **90 Minutes**

**Private Airports:**

1. **Phoenix Deer Valley Airport**
   1. Approximate Mileage To Resort: **35 Miles**
   2. Approximate Route Time: **60 Minutes**
2. **Scottsdale Airport**
   1. Approximate Mileage To Resort: **40 Miles**
   2. Approximate Route Time: **70 Minutes**
3. **Glendale Municipal Airport**
   1. Approximate Mileage To Resort: **42 Miles**
   2. Approximate Route Time: **70 Minutes**

**Driver Provider Multiple Flights – Email to send to Driver Provider:**

Email Address: [**reservations@driverprovider.com**](mailto:reservations@driverprovider.com)

Email:

**Hello,**

**Please adjust the rate of this booking to reflect $425. We have added the additional flight information as a stop so that you are able to track both flights. Pickup time will be based off the later arrival time.**

**Links for Amenity Menu, Spa Menu & Activities Catalog. Ect:**

[**Wellness & Spa Menu**](https://drive.google.com/file/d/1Kw9avPI7hh-Vr5xxzcCehaO5IdHiZ-md/view?usp=share_link)

https://drive.google.com/file/d/1vbiRp3a9Wk-Hd5hq-ibg26nXT5Sm\_vnZ/view

[**Guest Amenities Menu**](https://drive.google.com/file/d/12sUoSwN7xKJDTShT2VBcX_iRpJvX_cv7/view?usp=share_link)

<https://drive.google.com/file/d/1SeDHKwQsGGd3HslTqsgj3P7MwNDUA7t2/view>

[**Activities & Adventures Catalog**](https://drive.google.com/file/d/1hOIjR6qmcmADtOlO6WT7ay8MXoc1mdbU/view?usp=share_link)

<https://drive.google.com/file/d/1nHuTuwU3WXKYIRE8oi1UyU3LOpawxAp7/view?usp=share_link>

**Liability Waiver:**

<https://waiver.smartwaiver.com/v/castlehotsprings/>

**FAQ’s**

<https://www.castlehotsprings.com/planning-your-trip/>